

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mr Burgoyne to the Minister for Territory Families:

Child Protection Hotline

1. How many calls were there to the child protection hotline in the 2021/22 financial year?

During the 2021-22 financial year, 7510 calls were received by the Central Intake Team (CIT). The hotline is open and staffed by CIT 24 hours a day, seven days a week.

2. Please provide a breakdown of the source of calls to the child protection hotline in the 2021/22 financial year (i.e. professional notifier, family member, etc.)?

The Departmental Call Management System does not record notifier types.

3. Please provide a breakdown of the child protection hotline calls by region in the 2021/22 financial year?

The Departmental Call Management System does not record regional/localities.

4. How many child protection matters were substantiated in the 2021/22 financial year?

During the 2021-22 financial year, a total of 1710 Child Protection investigations were substantiated.

5. What was the rate of re-substantiation in the 2021/22 financial year?

13.1% of children were the subject of a substantiation in the previous financial year and subject of a subsequent substantiation within 12 months.

6. What is the average wait time for someone who calls the child protection hotline to be connected to an operator? What was the longest time in the 2021/22 financial year?

The average call wait time in 2021-22 was 5 minutes 49 seconds. Longest time is not recorded.

7. How many calls to the child protection hotline were dropped before they were answered in the 2021/22 financial year? Of these, how many were called back successfully?

During the 2021-22 financial year, 2,364 calls were abandoned. If a caller hangs up prior to talking to a staff member or leaving a request to receive a call back, the call does not register in the system for a call back and the Department does not have suitable contact details for the call to be returned.

Notifiers who do not wish to stay on the line to wait to talk to a staff member are invited to leave a detailed message (where a child is not at immediate risk of harm). Alternatively, professional callers are also invited to lodge a notification via the on line professional notifier portal.

Call backs afford notifiers the opportunity to raise their concerns for a child in sufficient detail for staff to make a preliminary assessment and have a staff member call back.

While there were 2,364 abandoned calls, there were many more that were connected with a total 7,510 calls received, which included 5,173 call backs for notifiers who left suitable contact details.