

## LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

### WRITTEN QUESTION

Mrs Finocchiaro to the Minister for Territory Families

#### Child abuse hotline – Refer WQ 443

Of the recently provided answers to Written Question No.443 on calls received on the NT Child Abuse Hotline - 1800 700 250:

Of the 21,293 calls received since 1 January 2018 (to end of September 2018), please advise the following:

1. What portion of these calls were made from callers outside of the Northern Territory, but from other Australian jurisdictions? *Please define by Australian State and Territory*

**ANSWER:** Caller Location is not recorded against the call log and there is no reporting key to allow call log information to be linked to client information records. Notifier location is not a reporting element available in the reporting system.

Area codes from call numbers may provide some insight as to location although there are significant limitations.

Less than one per cent (21) of the 7,950 calls received from 16 June 2018 to 15 October 2018, have numbers attributable to identifiable jurisdictions<sup>1</sup>. The broad break-up of calls includes:

- 65 per cent of calls from mobile numbers;
- 20 per cent of calls from 08 numbers which also could include calls from South Australia and Western Australia; and
- 15 per cent of calls from other numbers (not recorded, other formats).

#### Calls from Area codes other than 08

Region Area Code	Number of Calls
NSW/ACT	3
QLD	12
VIC/TAS	6

<sup>1</sup>. The Q master system only retains this level of data for 4 months. In response to a previous question we extracted the 4 months data from 16 June to 15 October so have that data available.

2. What portion of these calls were made from callers calling from outside of Australia?

**ANSWER:** There were no obvious international call numbers recorded in the call data from 16 June 2018 to 15 October 2018.

3. What portion of these calls were made by callers from the following areas:

- Darwin
- Palmerston
- Katherine
- Tennant Creek
- Nhulunbuy
- Alice Springs

**ANSWER:** Cannot be determined from the call logs as caller location is not recorded against the call log and there is no reporting key to allow call log information to be linked to client information records.

4. What portion of these calls were in relation to incidents (or alleged incidents) in the following areas:

- Darwin
- Palmerston
- Katherine
- Tennant Creek
- Nhulunbuy
- Alice Springs

**ANSWER:** There is no direct link from the call logs to the Community Care Information System. The office against which notifications are assigned does provide some information as to the regions calls may pertain to.

### Child Protection Notifications Received by Office Assigned

Region Assigned	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Total
Greater Darwin Region	635	748	800	660	779	631	607	750	725	6,335
Northern Region	461	575	555	555	583	596	464	588	535	4,912
Southern Region	604	626	919	727	633	675	778	735	641	6,338
Total Notifications Received	1,700	1,949	2,274	1,942	1,995	1,902	1,849	2,073	1,901	17,585

5. Please advise the operating budget for the Child Abuse Hotline for the following financial years:

The Central Intake Budget is as follows:

- 2017-2018 \$3.3 million
- 2016-2017 \$3.3 million
- 2015-2016 \$3.4 million

**ANSWER:** In 2018-19, the Central Intake Team budget has been increased to \$3.7 million, this includes funding for an additional seven new staff to support an improved triage model taking the total number of personnel in the Central Intake Team to 29.