

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mr Burgoyne to the Minister for Territory Families:

FACES Hotline

1. What was the total expenditure on the FACES hotline in the 2021/22 financial year?
2. How many calls were made to the FACES hotline in the 2021/22 financial year?
3. What is the average wait time for someone who calls the FACES hotline to be connected to an operator? What was the longest time in the 2021/22 financial year?
4. How many calls to the FACES hotline were dropped before they were answered in the 2021/22 financial year? Of these, how many were called back successfully?