

ESTIMATES COMMITTEE

Question Taken on Notice

Date: 19 June 2019

Subject: Child Abuse Hotline

From: Mrs Lia Finocchiaro MLA

To: Minister for Territory Families

Agency: Territory Families

Number: 10.3

Question: In relation to the child abuse hotline, can you please provide the percentage of calls that were answered within 10 minutes of the call, within 20 minutes, and provide the maximum amount of time a caller waited.

Answer:

Call wait time breakdown (1 January - 31 March 2019):

	Percentage
0-9 Minutes	91%
10-19 Minutes	5%
> 20 Minutes	4%

The data capture system at intake records one call wait time of 7 hours and 25 minutes. The data shows that this call dropped out and back into the queue system. The caller was spoken to and no complaint was made.