

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mr Yan to the Minister for Health:

COVID Hotline

1. **How many staff members are currently employed to answer calls on the COVID hotline? What are their levels?**

5 Staff members comprising of 1.6 FTE (AO5) and 3 FTE (AO4).

2. **In the 2021/22 financial year, how many calls were received by the COVID hotline? Can you please provide a breakdown by month?**

Month	Total Calls
June 2021	11,501
July 2021	17,861
August 2021	16,612
September 2021	6910
October 2021	4936
November 2021	13,767
December 2021	15,259
January 2022	10,872
February 2022	4127
March 2022	2974
April 2022	3453
May 2022	1760
June 2022	1141
TOTAL	111,173

3. **How long will the COVID hotline remain operational?**

Daily call numbers are monitored and FTE is adjusted with demand. Staff are employed on temporary contract arrangements with the ability to scale services up or down as required.