

DEPARTMENT FOR CHILD PROTECTION AND FAMILY SUPPORT — CRISIS CARE CALLS

612. Hon SALLY TALBOT to the Minister for Child Protection:

- (1) How many calls were made to Crisis Care in each of 2012, 2013, 2014 and 2015 to date?
- (2) In each of those years, what is the response rate?
- (3) In each of those years, how many of the calls were made by —
 - (a) children under the age of 12 years; and
 - (b) children and young people aged between 12 and 25 years?

Hon HELEN MORTON replied:

I thank the honourable member for some notice of the question.

- (1) The following numbers of calls, known as interactions, were made to Crisis Care within the specified years. In 2012, there were 37 640 calls; in 2013, 37 637; in 2014, 38 081; and 2015 to date, 14 831.
- (2) All calls made to Crisis Care are responded to by the Department for Child Protection and Family Support. Some callers are provided with immediate services such as information, referral and advice, while others require further assessment from the department. In 2012, 3 634 callers required further assessment and 34 006 were provided with immediate services such as information, referral and/or advice with no ongoing role for the department. In 2013, 3 835 callers required further assessment and 33 802 were provided with immediate services such as information, referral and/or advice with no ongoing role for the department. In 2014, 4 180 callers required further assessment and 33 901 were provided with immediate services such as information, referral and/or advice with no ongoing role for the department. In 2015 to date, 1 516 callers required further assessment and 13 315 were provided with immediate services such as information, referral and/or advice with no ongoing role for the department.
- (3) The ages of people who call Crisis Care are recorded only when matters are referred for further assessment by the department or open to the department. The ages of callers cannot be reported on an aggregate basis.

I just add that I have visited this very sophisticated organisation on a couple of occasions, and they not only deal with crises around child protection and child neglect, but also take calls about family and domestic violence and a number of other matters as well. Probably one of the shocks I took away from my first visit to Crisis Care was that the busiest days on its calendar, year after year, are the evening of and day after the AFL grand final. It is related to the amount of alcohol consumed. The concerns reported to the agency on that evening and the next day are about family and domestic violence and the level of neglect.