

Question on Notice

No. 1600

Asked on Tuesday 13 September 2016

MR COSTIGAN asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (MS O'ROURKE)—

QUESTION

With reference to the Elder Abuse Hotline— Will the Minister advise between 1 July 2015 and 30 June 2016 (reported separately by month) (a) how many calls were received, (b) what was the average wait-time for calls to be answered and (c) how many calls to the hotline resulted in a confirmed case of elder abuse?

ANSWER

The Elder Abuse Prevention Unit operated by Uniting Community Care coordinates a statewide telephone helpline which provides an information, training and referral service for preventing, responding to, and raising awareness of elder abuse.

- a) The following table lists the total number of calls received by the Elder Abuse Prevention Unit from 1 June 2015 until 30 June 2016. The total number of calls received was 3172 of which 1622 were enquiries and 1550 were elder abuse calls.

Month	Year	Enquiry calls	Elder abuse calls	Total number of calls
July	2015	175	132	307
August	2015	141	123	264
September	2015	149	131	280
October	2015	137	106	243
November	2015	145	134	279
December	2015	82	103	185
January	2016	100	138	238
February	2016	159	157	316
March	2016	136	135	271
April	2016	126	120	246
May	2016	108	121	229
June	2016	164	150	314
Total		1622	1550	3172

- b) The average wait time for calls to be answered is unknown as the Helpline does not have an automated call handling or menu system.

All calls are either answered within five rings by an operator or diverted to voicemail if all the operators are busy on other calls, or the caller rings out of contracted hours which are from 9am to 5pm Monday to Friday. Voicemail messages are responded to on the same working day or the next working day if the message is left overnight or on the weekend.

- c) As most elder abuse calls are made anonymously, the number of confirmed cases of elder abuse is unknown.

The Elder Abuse Prevention Unit does not substantiate elder abuse claims.