

## **Question on Notice**

**No. 2217**

**Asked on 29 November 2016**

MS BATES asked the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for the Prevention of Domestic and Family Violence (HON S FENTIMAN)—

### **QUESTION**

Will the Minister advise what the average wait time is for calls to be answered through each of the Child Safety Regional Intake Services (RIS) and the Child Safety After Hours Service (CSAHS) for 2015–16 and 2016–17 year to date, reported by month and for each RIS and CSAHS?

### **ANSWER**

Detailed information about the average wait time for calls to be answered by individual Regional Intake Services is not part of the Department of Communities, Child Safety and Disability Services' standard reporting.

The statewide average wait time for calls to be answered by all Regional Intake Services during 2015–16 was three minutes and 13 seconds.

For the 2016–17 year to 30 November 2016, the statewide average wait time for calls to be answered by all Regional Intake Services was two minutes and 52 seconds.

It is pleasing that the wait time continues to decrease, however we are always working to improve our responsiveness including providing other ways to report concerns such as the online report form. Callers on hold hear a recorded message advising them of alternative options, should they be unable to hold for a short period.