

## Question on Notice

No. 1274

Asked on 26 October 2021

**MS A CAMM** ASKED THE ATTORNEY-GENERAL AND MINISTER FOR JUSTICE, MINISTER FOR WOMEN AND MINISTER FOR THE PREVENTION OF DOMESTIC AND FAMILY VIOLENCE (HON S FENTIMAN) –

### QUESTION:

With reference to the DVConnect Womensline - 1800 811 811.

Will the Attorney-General provide the following from 2015 to date (reported separately by month) (a) total number of calls received, (b) average length of a phone call, (c) total number FTE staff and (d) total number of call back requests?

### ANSWER:

I thank the Member for the question.

- (a) For the period January 2015 to September 2021 a total of **664,489** calls have been received through DVConnect Womensline. Data is collated quarterly, and a quarterly breakdown, as provided by DVConnect is at Table 1.

In 2015, the release of the *Not Now Not Ever Report* and associated reform activity, shone a light on the scourge of domestic and family violence, driving an increase in calls to DVConnect. The call rate has remained steady since that time, with the exception of a spike in late 2019, early 2020. This spike in calls coincides with a domestic and family violence awareness campaign, the tragic death of Hannah Clarke and her three children, and the onset of the COVID-19 pandemic.

- (b) DVConnect does not record the average length of a telephone call.
- (c) DVConnect has been collecting information on staff numbers quarterly since July 2017. Data is collated quarterly, and a quarterly breakdown is at Table 1.
- (d) DVConnect does not offer a call back facility on incoming calls due to safety and risk issues for clients. For example, it may not be safe to call back clients who have ended the call because it was no longer safe to continue the call.

DVConnect does capture data on Police Referrals/Support Link. From these referral pathways 5,903 outgoing calls were made to clients between January 2015 to September 2021. These calls could be made safely as the client provided consent to confirm the call to the telephone number provided.

**Table 1**

Quarter	Total number of calls received	Total number FTE staff <sup>2</sup>	Police referrals/ support links – call backs
July-Sept 2021	21,042	29.96	389
April-June 2021	23,438	30.80	153
Jan-Mar 2021	22,743	29.91	154
Oct-Dec 2020	23,975	30.73	144
July-Sept 2020	23,354	30.78	119
April-June 2020	25,867	29.61	145
Jan-Mar 2020	40,248	31.44	147
Oct-Dec 2019	31,401	31.84	248
July-Sept 2019	24,968	29.54	85
April-June 2019	24,790	29.15	89
Jan-March 2019	26,803	29.83	94
Oct-Dec 2018	24,590	30.65	109
July-Sept 2018	19,341	29.36	96
April-June 2018	23,458	26.63	180
Jan-March 2018	28,017	29.09	214
Oct-Dec 2017	26,149	-	192
July-Sept 2017	20,607	26.05	195
April-June 2017	20,197	-	268
Jan-March 2017	27,625	-	377
Oct-Dec 2016	27,243	-	338
July-Sept 2016	25,986	-	334
April-June 2016	24,303	-	314
Jan-March 2016	28,300	-	339
Oct-Dec 2015	27,670	-	343
July-Sept 2015	18,386	-	314
April-June 2015	15,898	-	243
Jan-March 2015	18,090	-	280

<sup>2</sup> Data unavailable prior to 2017