

Question on Notice

No. 902

Asked on 26 August 2025

HON L ENOCH asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

With reference to callers accessing services through the Elder Abuse Helpline Call Centres in 2025—

Will the Minister advise (listed separately) (a) the average hold time, (b) the median hold time, (c) the 100 longest hold times, (d) how many calls were abandoned while on hold and (e) how many staff currently work within the call centre?

ANSWER

There are no Elder Abuse Helpline Call Centres; however, the Elder Abuse Helpline (EAH) provides referral, support and information. It is not a crisis support line, and people in emergency situations are directed to phone 000.

The EAH telephone system does not include a hold feature. Unanswered calls are forwarded to a voice mail and responded to within one business day.

The EAH is provided by UnitingCare Queensland and not staffed by the Department of Families, Seniors, Disability Services and Child Safety .