

DEPARTMENT FOR CHILD PROTECTION AND FAMILY SUPPORT — FAMILY HELPLINE

**635. Hon SALLY TALBOT to the Minister for Child Protection:**

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

**Hon HELEN MORTON replied:**

I thank the member for some notice of the question.

- (1) The following number of calls, known as interactions, were made to the Department for Child Protection and Family Support's Family Helpline within the specified years: there were 3 720 in 2012; 2 792 in 2013; 2 684 in 2014; and 1 151 in 2015 to date.
- (2) All calls made to the Family Helpline are responded to by the department. Some callers are provided with immediate services such as information, referral and advice, whilst others require further assessment from the department.
- (3) The ages of people who call the Family Helpline 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.