

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2016-2017 Additional Estimates Hearings

Outcome Number: 2.1 Families and Communities

Question No: SQ17-000016

Topic: 1800RESPECT

Hansard page: Written

Senator Jenny McAllister asked:

What is the average time callers are put on hold under the current MHS triage model for 1800RESPECT line? (please specify by month from August 2016 to February 2017).

Answer:

The average call wait times for 1800RESPECT from August to December 2016 are listed in the table below. The average call wait time is the length of time a call waits in a queue to be answered by a counsellor.

1800RESPECT Average Call Wait Time

Month	Call Wait time (Seconds)
August 2016	36
September 2016	36
October 2016	54
November 2016	42
December 2016	42

MHS will provide January and February 2017 average call wait time data to the Department in the next quarterly report due in April 2017.