

Rachel Stephen-Smith MLA

Minister for Health

Minister for Mental Health

Minister for Finance

Minister for the Public Service

Member for Kurrajong

RESPONSE TO QUESTION ON NOTICE

Questions on Notice Paper No 1

6 December 2024

Question No. 110

MR RATTENBURY MLA: To ask the Minister for Mental Health

- 1) How many contacts were made with Access Mental Health, for the period of 1 January to 5 November 2024.
- 2) Of the contacts referred to in part (1), (a) how many were initial contacts, (b) how many were referred to other services and (c) what was the wait time between a referral and an appointment

RACHEL STEPHEN-SMITH MLA - The answer to the Member's question is as follows:

The ACT Health Directorate and Canberra Health Services do not currently hold data on service contacts for the Access Mental Health helpline in the form requested. Extracting this data from the Digital Health Record is not feasible within the timeframe to respond to this question and would require the redirection of resources from work currently underway in the Data Reporting and Remediation Program.

For the member's information, Access Mental Health receives an average of 3000 calls a month through the public line, General Practitioner line and the priority line. The average queue time is between 90 seconds and five minutes.

Approved for circulation to the Member and incorporation into Hansard.



Rachel Stephen-Smith MLA
Minister for Mental Health

Date:17/11/25.....

This response required 2hrs 30mins to complete, at an approximate cost of \$309.46.

