

4 February 2020

Re: Official Information Act request – Number of calls to mental health crisis team

I refer to your Official Information Act request dated 24 January 2020 requesting the following information:

Please supply the following information under the Official Information Act (OIA).

1. I would like to obtain the number of calls to the mental health crisis team over the past five years broken down by year.
2. I would also like to obtain how many of these calls were referred to police.
3. I would also like to obtain how many calls were not answered

All calls to the Auckland DHB Mental Health and Addictions crisis team come via an 0800 number into the Auckland DHB Contact Centre where they are answered by staff who have had training in answering mental health calls. No calls go directly to the crisis team. An email is then sent from the Contact Centre to the crisis team, who then follow up.

Questions 1 and 3

In relation to the number of calls received and the number of calls not answered we have provided you with data going back to mid-2016 when new software was implemented. Unfortunately, we are unable to provide the requested data prior to this time. Data is given in the table below for each calendar year (or part) as indicated:

Calendar Year	Number of calls received	Number of calls abandoned by caller prior to being answered	Percentage calls abandoned prior to being answered
2016 (June to December)	31,878	2,866	8.99%
2017	55,516	3,157	5.69%
2018	51,354	941	1.83%
2019	51,163	572	1.12%

Question 2

Auckland DHB cannot provide you with information on the number of calls referred to the Police. For the most part this information is kept in individual clinical records and we are unable to generate a report on this due to the way in which information is stored and able to be retrieved. Because obtaining this information would require substantial collation and research, we are declining this section of your request under section 18(f) of the Official Information Act.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website.

Yours faithfully



Ailsa Claire, OBE
Chief Executive