



Inquiry into Annual and Financial Reports 2023–2024

Answer to question taken on notice

Asked by: Ms Leanne Castley MLA

Addressed to: Dr Sarah Miller, Coordinator-General, Mental Health and Wellbeing, ACT Health Directorate

In relation to: Emergency Department presentations 2

Hearing: 11 February 2025

Uncorrected Proof Transcript pp 17-18

Transcript provided: 14 February 2025

Answer Due: 21 February 2025 5.00 pm

Dr Miller took on notice the following question(s):

MS CASTLEY: I have just one supplementary. Do we have any idea how many people have presented to emergency after having been to Safe Haven? I am just trying to understand the stats. 88 per cent of people were positive and 25 per cent the subjective scale—

Dr Miller: Subjective Unit of Distress.

MS CASTLEY: Yes. So do we know how many people have gone through Safe Haven, for approximately 6.2 visits per guest, how many present to hospital after having visited Safe Haven?

Dr Miller: I have not got that information.

MS CASTLEY: Is there any way we would know that? We do not ask patients if they have accessed—

Dr Miller: I will take that on notice.

MS CASTLEY: Thanks.

Minister Stephen-Smith: The answer to the Member's question is as follows:

From January 2024 to June 2024, there was a total of 503 visits to the Belconnen Safe Haven, which is an average of 19 visits per week. During this same reporting period, 81 unique guests (different individuals) were supported, which is an average of 6.2 visits per guest. In addition, during this time 489 phone sessions were delivered.

The January 2024 to June 2024 reporting data indicates that 88 per cent of guests had a positive experience in using the service. Between a guest's arrival and departure from the service there was an average reduction of 24 per cent in scores on the Subjective Unit of Distress Scale.

Information around circumstances of a person's presentation to an emergency department from a community setting, such as the Belconnen Safe Haven, will typically be recorded in clinical note entries. However, there is no current discrete data source that identifies specific community setting sites from which a person has presented.

Approved for circulation to the Standing Committee on Social Policy

Signature:

A handwritten signature in blue ink, appearing to read 'R. Stephen-Smith', with a stylized flourish at the end.

Date: 24 | 2 | 25

By the Minister for Mental Health, Rachel Stephen-Smith