

**Canterbury**  
District Health Board  
Te Poari Hauora o Waitaha  
**CORPORATE OFFICE**

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9(2)(a)

**RE Official information request CDHB 10258**

I refer to your email dated 24 January 2020 requesting the following information under the Official Information Act from Canterbury DHB regarding calls to the mental health crisis team. I note your request was clarified on 30 January 2020 as below.

- **I would like to obtain the number of phone calls to the mental health crisis team over the past five years broken down by year.**

**Table one** (below) reflects calls where information has been captured at a consumer/NHI level. In Canterbury the “mental health crisis team” is not a standalone service but crisis response is a function within the Adult and Child and Family Community Mental Health teams. The data reflects contacts for new consumers in hours and contacts for new and existing consumers after hours.

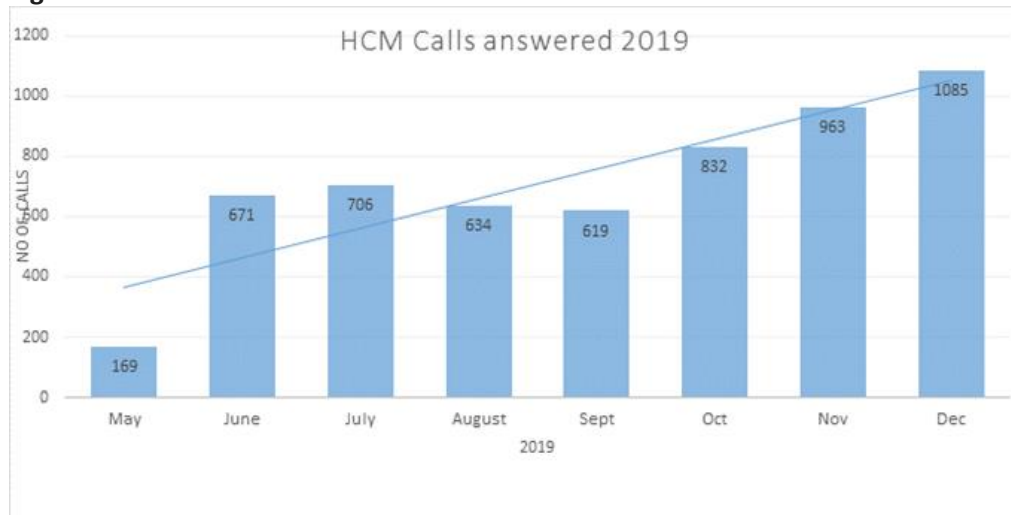
All of our community services deliver some aspects of crisis response for their existing consumers including managing crisis calls. Not all of this activity is included in this count.

**Table one:**

<b>Calls</b>	<b>Adult/ afterhours</b>	<b>Child and Family</b>	<b>Total</b>
2015	2404		2404
2016	3171	18	3189
2017	4341	127	4468
2018	4343	226	4569
2019	4519	718	5237

Since 2019 the Canterbury DHB has contracted Homecare Medical to assist in managing the level in demand, particularly for crisis services afterhours. **Fig 1** (overleaf) indicates calls received by that service. **Note** that some of these calls may have progressed to calls to specialist mental health services, and so may be counted in both data sets.

**Fig 1**



- I would also like to obtain how many of these phone calls were referred to police.
- I would also like to obtain how many phone calls were not answered.

We do not collect or hold this data. We are therefore declining a response to these two questions pursuant to section 18(g) of the Official Information Act.

I trust that this satisfies your interest in this matter.

You may, under section 28(3) of the Official Information Act, seek a review of our decision to withhold information by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://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 Canterbury DHB website after your receipt of this response.

Yours sincerely

Carolyn Gullery  
**Executive Director**  
**Planning, Funding & Decision Support**