

Document created in accordance with section 17 of the *Freedom of Information Act 1982* (Cth)

FOI reference number: 30049

Request details: *Data for the after-hours counselling service for the financial years 2017/18 and 2018/19, namely:*

- *Calls received.*
- *Average Call abandonment rate, in percentage terms, and*
- *Average call wait time (seconds).*

For the 2017-18 and 2018-19 financial years

	FY 2017-18	FY 2018-19
	1 July 2017 – 30 June 2018	1 July 2018 – 30 June 2019
Number of incoming calls	10,632	13,103
Total calls abandoned	2,372	1,801
Average Call abandonment rate, in percentage terms	22.31%	13.74%
Calls answered (= incoming – abandoned)	8,260	11,301
Average call wait time (min:secs)	Data not available	0:55 secs