



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

FOI reference number: FOI 36782

Request details: AFTER HOURS COUNSELLING SERVICE:

I request the following data for the after-hours counselling service for 2019/2020, namely:

: Number of calls received,

: Average call abandonment rate in percentage terms, and

: The average call wait time (seconds).

*Note Open Arms commenced delivery of in- house 24/7 telephone support services as of April 7 2020	FY 2019-2020 (Total)	July 1 2019- April 6 2020 (On The Line)	*April 7 2020 - June 30 2020 (Open Arms)
Number of Incoming Calls	17,784	14,429	3,355
Call Abandonment Rate %	14.41%	17.09%	2.89%
Average Call Wait Time (Min:Secs)	1:19	1:34	0:18