

KIDS HELPLINE

529. Hon SALLY TALBOT to the minister representing the Minister for Community Services:

How many calls from children and young people in WA to Kids Helpline went unanswered in 2014 and in 2015 to date?

Hon HELEN MORTON replied:

I thank the member for some notice of the question.

According to the Kids Helpline 2014 report “Insights into Australian young people”, 28 470—or eight per cent—of the 368 461 attempts made to contact the Kids Helpline counselling service came from Western Australia. Most of those attempts were made by phone, 23 577; also by web, 3 229; and by email, 1 664; and 16 251 of these attempts were answered by counsellors, corresponding to a response rate of 57 per cent. This compares with a response rate of 58 per cent across Australia. The data for 2015 is not yet available.