

KIDS HELPLINE — FUNDING

1971. Hon Alison Xamon to the Leader of the House representing the Minister for Child Protection; Women's Interests; Prevention of Family and Domestic Violence; Community Services:

I refer to the free confidential phone counselling service for young people, Kids Helpline, and I ask:

- (a) (a) how much funding was provided by the Western Australian Government to Kids Helpline in 2018;
- (b) (b) how many calls from Western Australian children and young people were made to the Kids Helpline in 2018; and
- (c) (c) how many of these calls were not answered?

Hon Sue Ellery replied:

- (a) \$63,215 (excluding GST)
- (b)–(c) Children and young people may contact the Kids Helpline by telephone, web chat or email. During 2018, the number of contacts and unanswered contacts, including by telephone, is as follows:

Type of contact	Number of contacts	Number of unanswered contact attempts
Telephone	23,259	15,398
Web Chat	7,505	4,330
Email	821	0
Total	31,585	19,728

When calling the service, callers will hear a 20-second introduction message before their call is progressed to a counsellor. Approximately 20 per cent of unanswered calls are callers hanging up before the completion of the 20-second message. These calls do not enter the phone queuing system but they recorded as unanswered.

The number of unanswered calls for Western Australian children and young people is consistent with the national average for this service.