

KIDS HELPLINE — CONTACTS

1254. Hon Donna Faragher to the minister representing the Minister for Community Services:

- (1) I refer to the Kids Helpline counselling service for young people aged 5 to 25 and the Department of Communities and I ask, in 2022, what was the total number of contacts made to the Kids Helpline service from children and young people in Western Australia via the following methods:
 - (a) telephone;
 - (b) email; and
 - (c) web chat?
- (2) for each of the methods referenced in (1), how many contacts were not answered?

Hon Jackie Jarvis replied:

It is important that children and young people are encouraged to seek support and advice by calling the Kids Helpline or talking with a trusted person.

The Department of Communities advises:

- (1)
 - (a) 16,410;
 - (b) 1,870;
 - (c) 14,814
- (2)
 - (a) 10,801;
 - (b) 0;
 - (c) 10,746.

When calling the service, callers will hear an introduction message before their call is progressed to a counsellor. The message advises callers to hang up and call triple zero in case of an emergency, and details legislative disclosure requirements relating to privacy, confidentiality and sharing of information. Approximately 20 per cent of unanswered calls are callers hanging up before the completion of the introduction message. These calls do not enter the phone queuing system, but they are recorded as unanswered.