



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

FOI reference number: LEX 82265

Request details:

'...data for the after-hours counselling service for 2025, namely:

: Number of calls received,

: Average call abandonment rate in percentage terms, and

: The average call wait time (seconds)...'

Date of decision: 19 May 2026

Number of calls received – **14,239 calls**

Average call abandonment rate in percentage terms – **7.38%**

The average call wait time (seconds) – **59 seconds**