



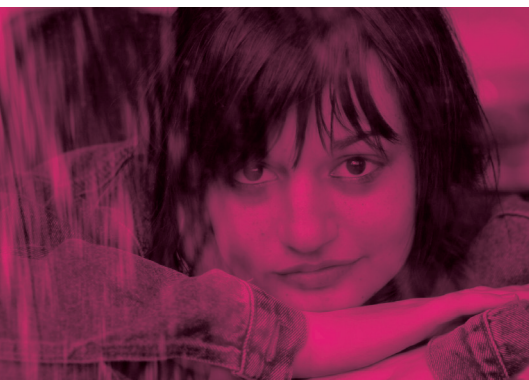
# 2021

## INSIGHTS Australian Capital Territory



kidshelpline

POWERED BY yourtown



Kids Helpline continues to experience significant demand, with counsellors dealing with more complex cases, increasing numbers of young people requiring ongoing support, and increases in contacts requiring an immediate emergency response.

## Key statistics for Australian Capital Territory

In 2021, Kids Helpline received approximately **28 contacts per day, one contact every 52 minutes.**

Over **4,000** contacts answered<sup>#</sup>

- **2,400 (64%)** counselling sessions  
– an increase of 27% on 2020
- **1,368 (36%)** information and referral  
– a decrease of 7% on 2020

### Methods of contact to a counsellor

**65% phone**

**31% webchat**

**4% email**



\*Total percentage may not equal 100% due to rounding

#System recorded contacts answered by a counsellor, including 'extrapolated' contacts where state/territory is not known

### Emergency Responses

There were **114 emergency responses in 2021, a 171% increase** when compared to 2020, increasing from 42 to 114 with approximately 2 emergency responses a week during 2021.

Of these\*:

**32%** were related to child abuse

**27%** were related to suicide attempt

**25%** were related to sexual assault

\* Each emergency response may involve up to four concerns. Therefore, percentages total more than 100%

### THREE KEY REASONS FOR AN EMERGENCY RESPONSE

Number of Emergency Responses

Concern	2020	2021	Change
Child abuse	12	37	208%
Suicide attempt	22	31	41%
Sexual assault	0	28	-

Proportion of Emergency Responses

Concern	2020	2021	Total Proportion Difference
Child abuse	28.6%	32.5%	3.9%
Suicide attempt	52.4%	27.2%	-25.2%
Sexual assault	0%	24.6%	24.6%

## Help seeking needs of children and young people are changing



### Type of support\*

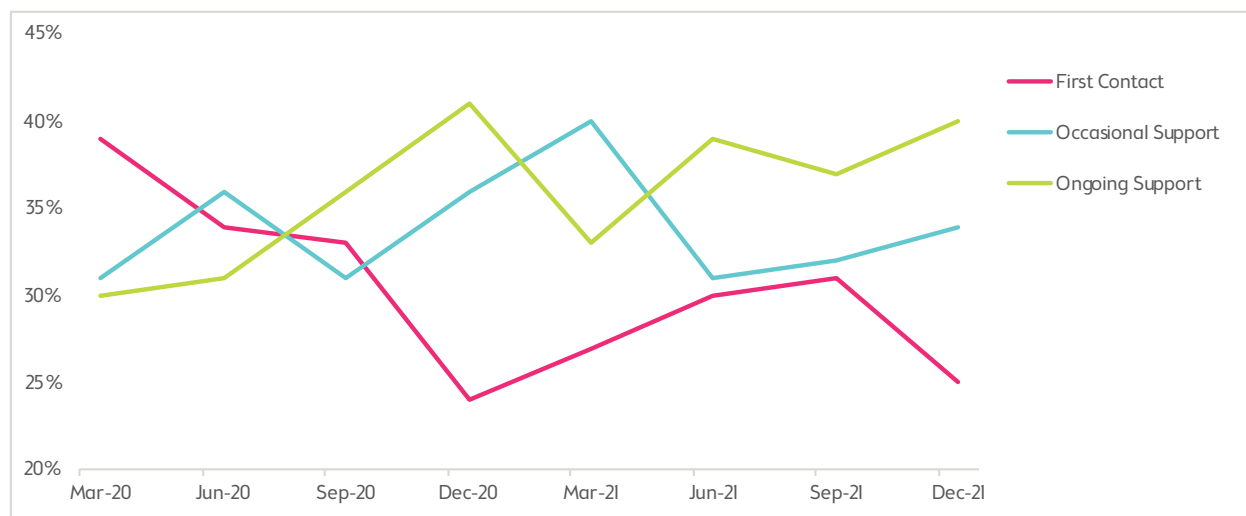
**27% first time contacts**

**35% require occasional support**

**39% need ongoing support**

\* Total percentage may not equal 100% due to rounding

The proportion of contacts requiring ongoing support reached 40% in December 2021.



## Profile of Kids Helpline counselling contacts

**1 in 3** emotional wellbeing

**1 in 4** mental health

**1 in 5** family relationships

**1 in 9** suicide-related concerns

**1 in 11** friend/peer relationships

**1 in 11** dating/partner relationships

**1 in 13** self-injury concerns

**1 in 16** child abuse

**Compared to our national statistics, children and young people contacting from ACT were:**

- **4%** less likely to seek support for suicide related concerns
- **2%** more likely to seek support for concerns related to loss and grief
- **2%** more likely to seek support for emotional wellbeing

### Kids Helpline @ School

**368** primary school students across Australian Capital Territory participated in video link-up sessions with a counsellor.

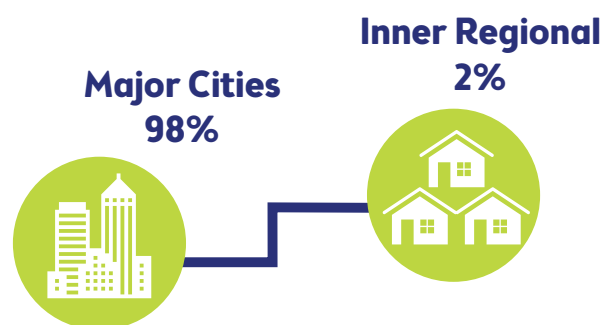


## Demographics<sup>\*†</sup>

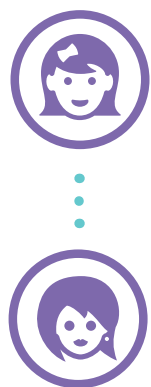
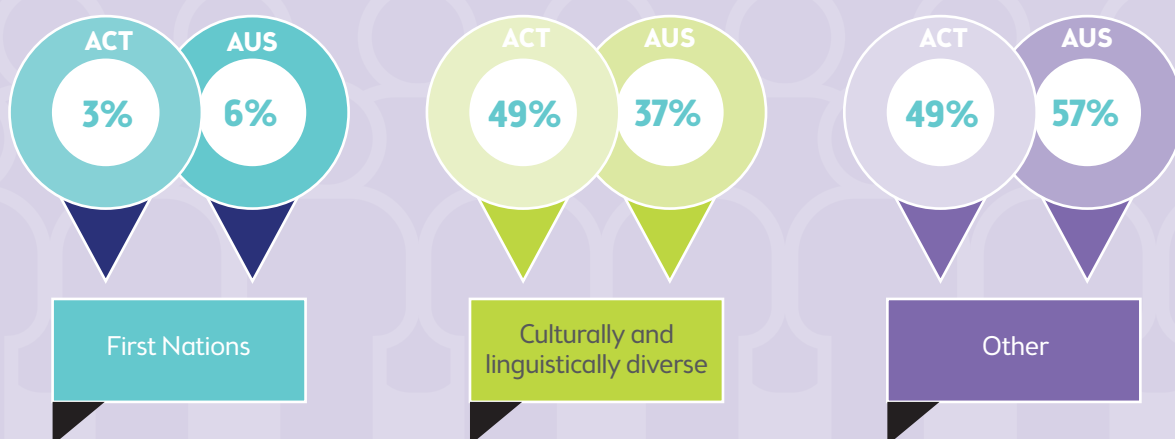
Compared to our national statistics, children and young people contacting from ACT were:

- **12%** more likely to come from a culturally and linguistically diverse background
- **4%** more likely to be male
- **3%** more likely to seek ongoing support

## Locality



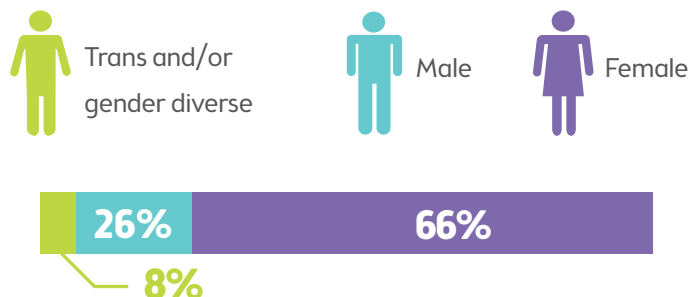
## Cultural background of contacts



### Age

5 – 9 years	3%
10 – 14 years	34%
15 – 18 years	35%
19 – 25 years	27%

### Gender



<sup>†</sup>Where known

<sup>\*</sup>Total percentage may not equal 100% due to rounding