



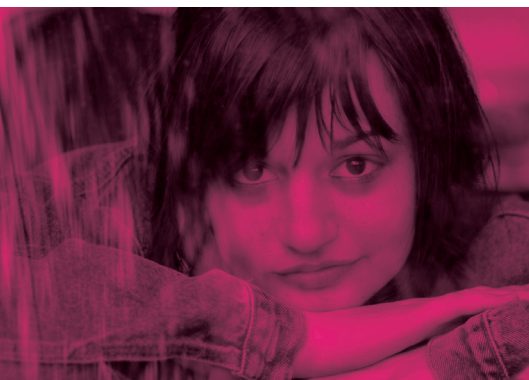
2021

INSIGHTS
New South Wales



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 New South Wales

In 2021, Kids Helpline received approximately **404 contacts per day, one contact every 4 minutes.**

Almost 54,000 contacts answered[#]

- **27,984 (61%)** counselling sessions
– an increase of 12% on 2020
- **18,011 (39%)** information and referral
– a decrease of 26% on 2020

Methods of contact to a counsellor

63% phone

33% 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 **1,588 emergency responses in 2021, a 111% increase** when compared to 2020, increasing from 754 to 1,588 with approximately 31 emergency responses a week during 2021.

Of these^{*}:

44% were related to child abuse

26% were related to suicide attempt

11% were related to sexual assault

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

THREE KEY REASONS FOR AN EMERGENCY RESPONSE

Number of Emergency Responses

Concern	2020	2021	Increase
Child abuse	276	696	152%
Suicide attempt	244	416	70%
Sexual assault	23	182	691%

Proportion of Emergency Responses

Concern	2020	2021	Total Proportion Difference
Child abuse	36.6%	43.8%	7.2%
Suicide attempt	32.4%	26.2%	-6.2%
Sexual assault	3.1%	11.5%	8.4%

Help seeking needs of children and young people are changing



Type of support*

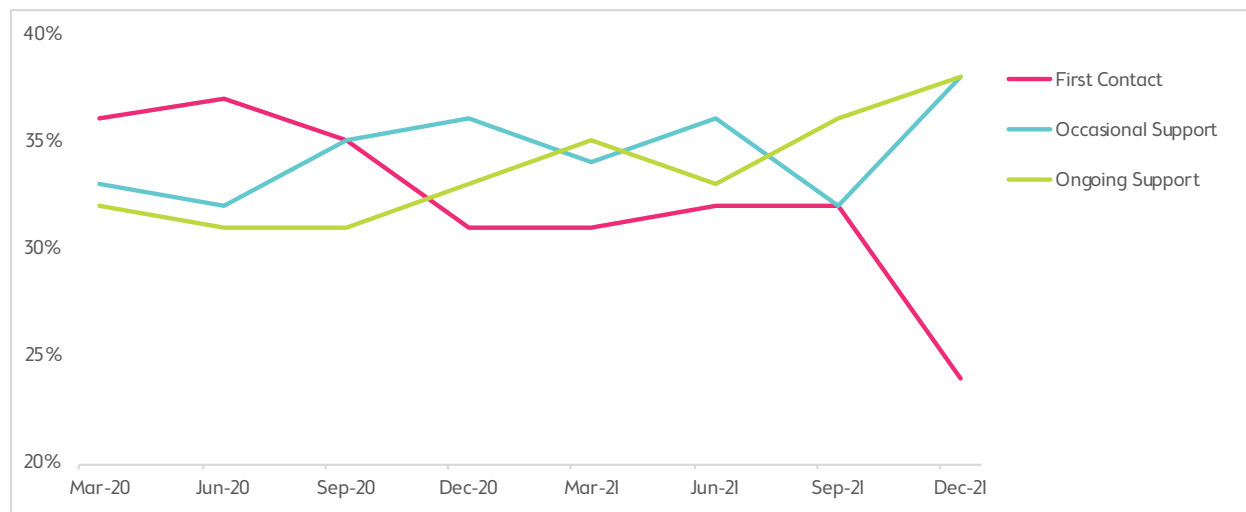
30% first time contacts

35% require occasional support

35% need ongoing support

* Total percentage may not equal 100% due to rounding

The proportion of contacts requiring ongoing support reached 38% in December 2021.



Profile of Kids Helpline counselling contacts

1 in 3 emotional wellbeing

1 in 4 mental health

1 in 6 family relationships

1 in 7 suicide-related concerns

1 in 11 friend/peer relationships

1 in 11 dating/partner relationships

1 in 13 child abuse

1 in 15 self-injury concerns

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

- **3%** more likely to seek support for emotional wellbeing
- **2%** less likely to seek support for suicide related concerns
- **1%** less likely to seek support for self-injury concerns

Kids Helpline @ School

22,355 primary school students and **13,960** high school students across New South Wales participated in video link-up sessions with a counsellor.

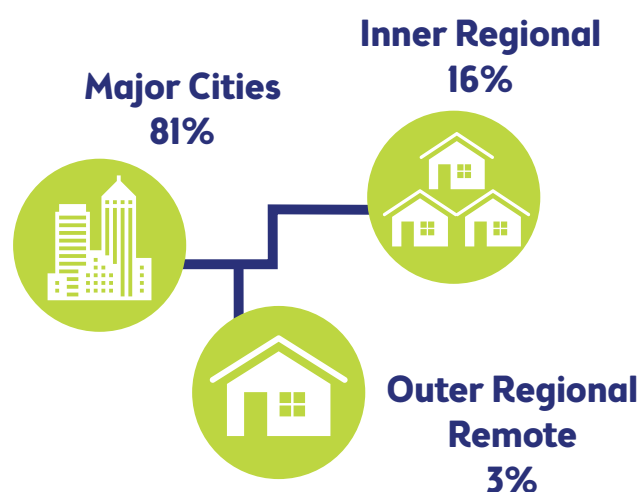


Demographics^{*†}

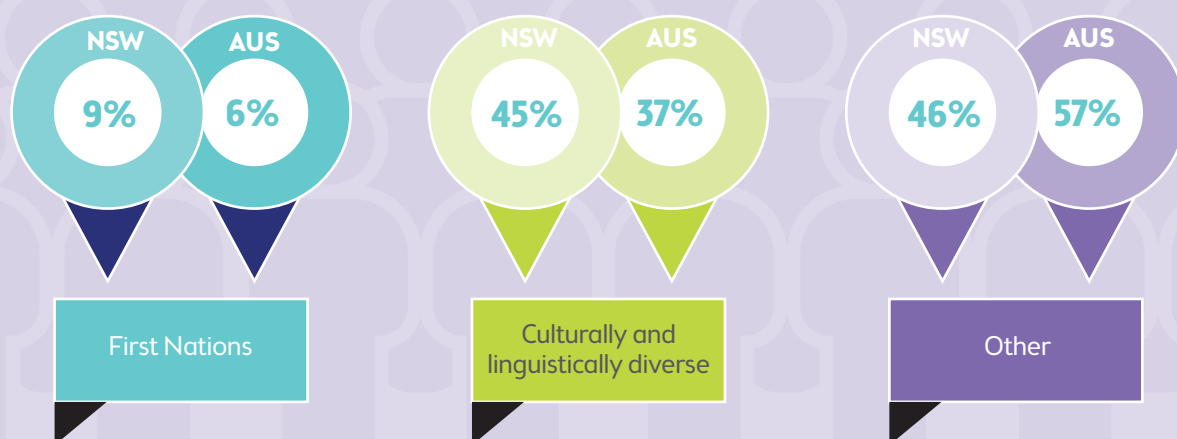
Compared to our national statistics, children and young people contacting from NSW were:

- **9%** more likely to come from a culturally and linguistically diverse background
- **9%** more likely to live in major cities
- **4%** More likely to be 19 to 25 years old

Locality



Cultural background of contacts



Age

5 – 9 years	3%
10 – 14 years	32%
15 – 18 years	34%
19 – 25 years	32%



Gender



Trans and/or
gender diverse



Male



Female



[†]Where known

^{*}Total percentage may not equal 100% due to rounding