



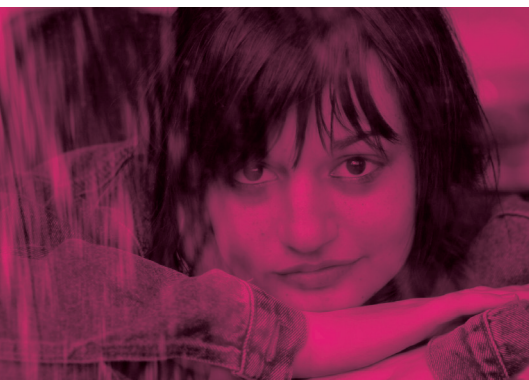
# 2021

## INSIGHTS Northern 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 Northern Territory

**In 2021**, Kids Helpline received approximately **8 contacts per day**.

**Almost 1,000** contacts answered<sup>#</sup>

- **407 (58%)** counselling sessions  
– an increase of 4% on 2020
- **292 (42%)** information and referral  
– a decrease of 39% on 2020

### Methods of contact to a counsellor

**68% phone**  
**27% webchat**  
**5% 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 **30 emergency responses in 2021**, a **7% increase** when compared to 2020, increasing from 28 to 30 with approximately 1 emergency response a week during 2021.

Of these\* :

**33%** were related to child abuse  
**33%** were related to suicide attempt  
**7%** 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	Change
Child abuse	16	10	-38%
Suicide attempt	8	10	25%
Sexual assault	0	2	-

Proportion of Emergency Responses

Concern	2020	2021	Total Proportion Difference
Child abuse	57.1%	33.3%	-23.8%
Suicide attempt	28.6%	33.3%	4.7%
Sexual assault	0%	6.7%	6.7%

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



### Type of support\*

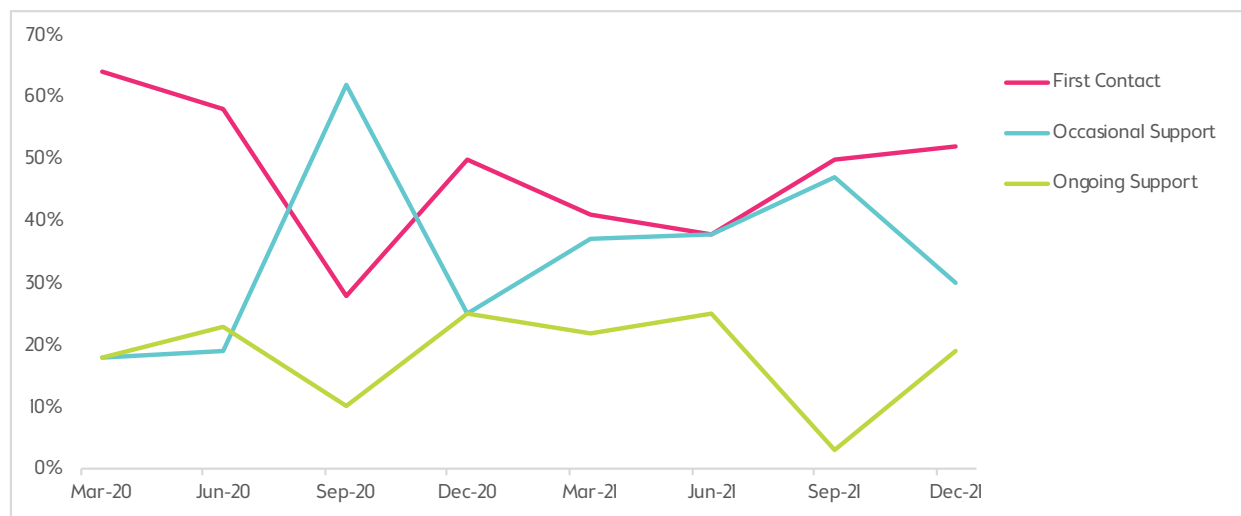
**46% first time contacts**

**35% require occasional support**

**19% need ongoing support**

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

The proportion of contacts requiring ongoing support reached 19% in December 2021.



## Profile of Kids Helpline counselling contacts

**1 in 4** mental health

**1 in 4** emotional wellbeing

**1 in 6** family relationships

**1 in 6** suicide-related concerns

**1 in 10** friend/peer relationships

**1 in 10** dating/partner relationships

**1 in 13** child abuse

**1 in 14** self-injury concerns

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

- **5%** less likely to seek support for mental health related concerns
- **2%** more likely to seek support for dating/partner relationship related concerns
- **2%** more likely to seek support for substance use related concerns

### Kids Helpline @ School

**123** primary school students across Northern Territory participated in video link-up sessions with a counsellor.

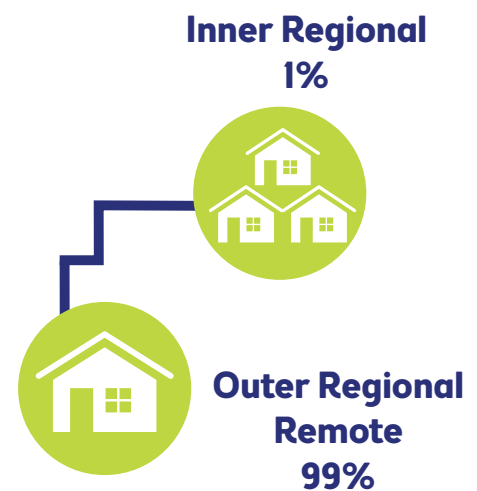


## Demographics<sup>\*†</sup>

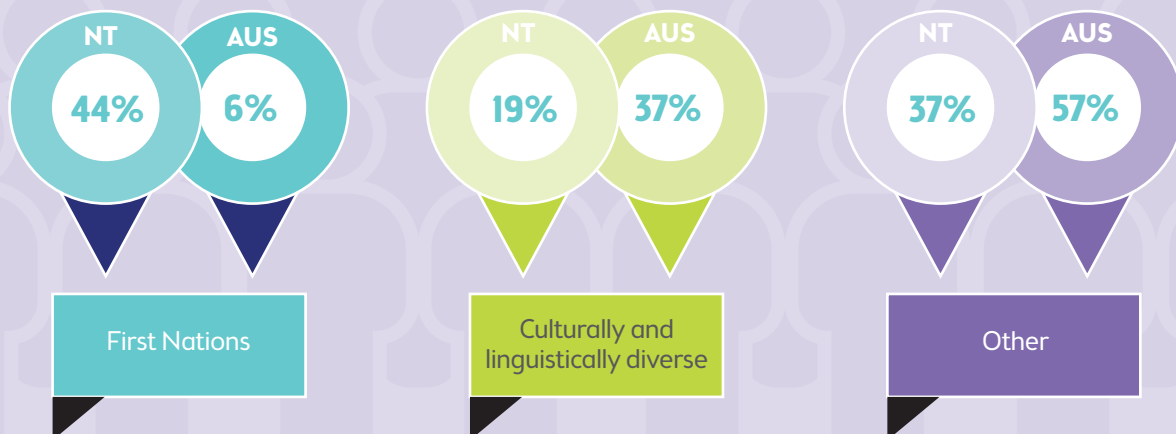
Compared to our national statistics, children and young people contacting from NT were:

- **94%** more likely to live in regional or remote areas
- **38%** more likely to identify as First Nations people
- **11%** more likely to be 10 to 14 years old

## Locality



## Cultural background of contacts



### Age

5 – 9 years	3%
10 – 14 years	43%
15 – 18 years	34%
19 – 25 years	20%



### Gender



Trans and/or  
gender diverse



Male



Female



<sup>†</sup>Where known

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