



# 2021



## INSIGHTS Queensland



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 Queensland

**In 2021**, Kids Helpline received approximately **234 contacts per day, one contact every 6 minutes.**

Almost **30,000** contacts answered<sup>#</sup>

- **15,763 (59%)** counselling sessions  
– an increase of 4% on 2020
- **10,850 (41%)** information and referral  
– a decrease of 21% on 2020

### Methods of contact to a counsellor

- 67% phone**
- 30% webchat**
- 3% 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 **1,092 emergency responses in 2021, a 69% increase** when compared to 2020, increasing from 645 to 1,092 with approximately 21 emergency responses a week during 2021.

Of these\*:

- 39%** were related to child abuse
- 29%** were related to suicide attempt
- 9%** 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	227	431	90%
Suicide attempt	231	313	35%
Sexual assault	15	100	567%

Proportion of Emergency Responses

Concern	2020	2021	Total Proportion Difference
Child abuse	35.2%	39.5%	4.3%
Suicide attempt	35.8%	28.7%	-7.1%
Sexual assault	2.3%	9.2%	6.9%

# Help seeking needs of children and young people are changing



## Type of support\*

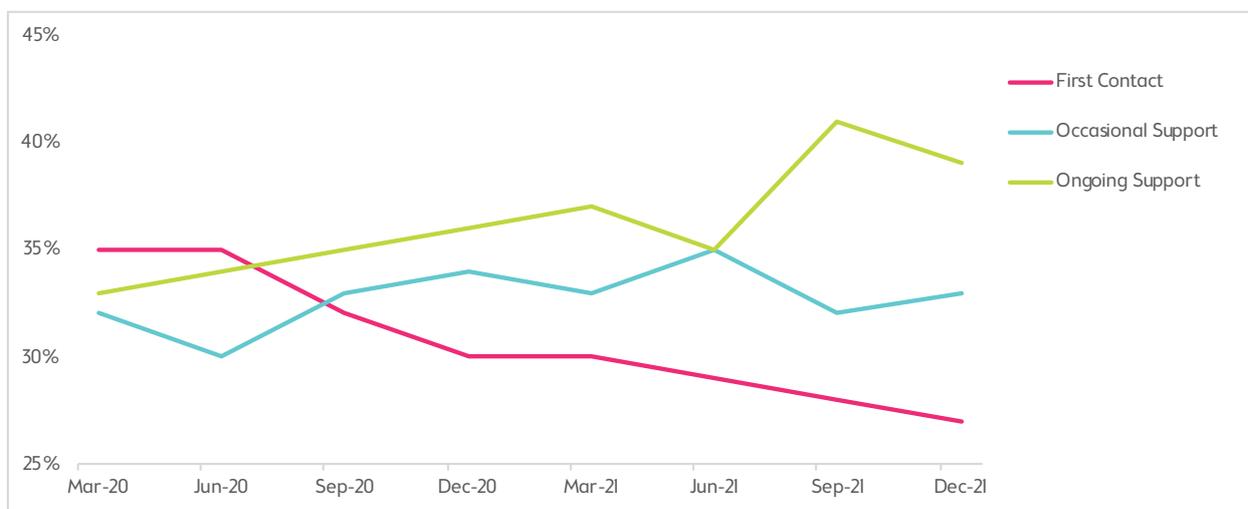
29% first time contacts

33% require occasional support

38% need ongoing support

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

The proportion of contacts requiring ongoing support reached 39% in December 2021.



## Profile of Kids Helpline counselling contacts

1 in 3 mental health

1 in 4 emotional wellbeing

1 in 6 family relationships

1 in 6 suicide-related concerns

1 in 11 child abuse

1 in 11 dating/partner relationships

1 in 11 self-injury concerns

1 in 13 friend/peer relationships

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

- 2% more likely to seek support for suicide-related concerns
- 2% more likely to seek support for mental health related concerns
- 2% less likely to seek support for emotional wellbeing

### Kids Helpline @ School

5,433 primary school students and 5,257 high school students across Queensland participated in video link-up sessions with a counsellor.

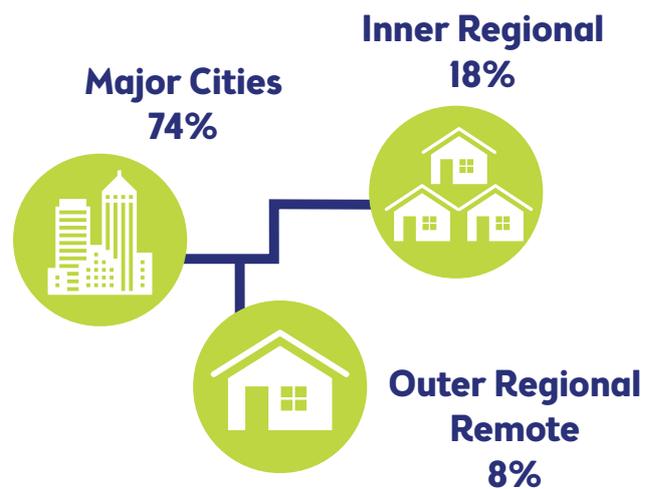


## Demographics <sup>\*\*†</sup>

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

- **10%** less likely to come from a culturally and linguistically diverse background
- **3%** more likely to identify as First Nations people
- **2%** more likely to identify as Trans and/or gender diverse

## Locality



## Cultural background of contacts



### Age

5 - 9 years	3%
10 - 14 years	30%
15 - 18 years	37%
19 - 25 years	30%



### Gender



Trans and/or gender diverse



Male



Female



<sup>†</sup>Where known

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