



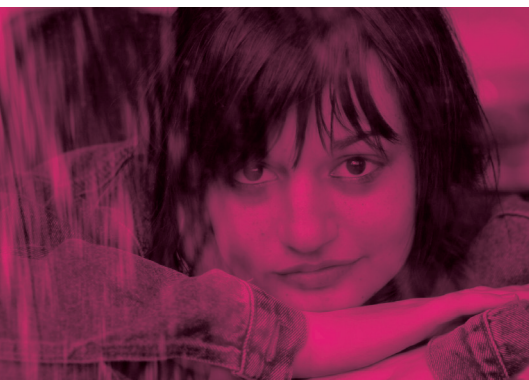
# 2021

INSIGHTS  
South Australia



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 South Australia

**In 2021**, Kids Helpline received approximately **89 contacts per day, one contact every 16 minutes.**

Almost **12,000** contacts answered<sup>#</sup>

- **6,143 (62%)** counselling sessions  
– an increase of 15% on 2020
- **3,770 (38%)** information and referral  
– a decrease of 4% on 2020

### Methods of contact to a counsellor

**62% phone**

**33% 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 **528 emergency responses in 2021, a 101% increase** when compared to 2020, increasing from 263 to 528 with approximately 10 emergency responses a week during 2021.

Of these\*:

**38%** were related to suicide attempt

**35%** were related to child abuse

**5%** 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
Suicide attempt	120	202	68%
Child abuse	78	183	135%
Sexual assault	8	25	213%

Proportion of Emergency Responses

Concern	2020	2021	Total Proportion Difference
Suicide attempt	45.6%	38.3%	-7.3%
Child abuse	29.7%	34.7%	5.0%
Sexual assault	3.0%	4.7%	1.7%

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

### Type of support\*

**31% first time contacts**

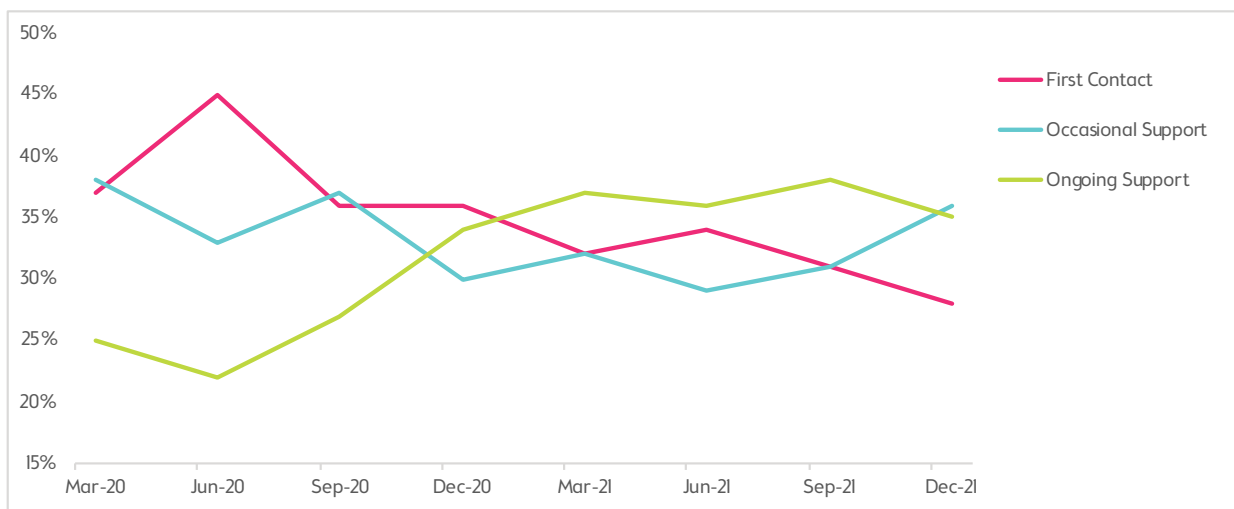
**32% require occasional support**

**37% need ongoing support**

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



The proportion of contacts requiring ongoing support reached 35% 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** child abuse

**1 in 11** friend/peer relationships

**1 in 14** dating/partner relationships

**1 in 15** self-injury concerns

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

- **1%** more likely to seek support for suicide related concerns
- **1%** more likely to seek support for child abuse
- **1%** less likely to seek support for self-injury concerns

### Kids Helpline @ School

**3,323** primary school students across South Australia participated in video link-up sessions with a counsellor.

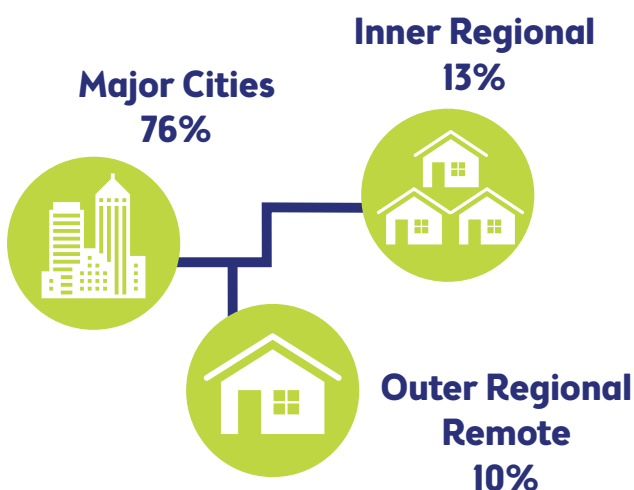


## Demographics <sup>\*†</sup>

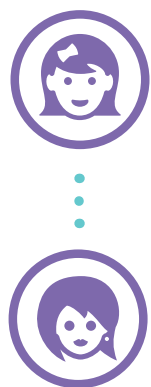
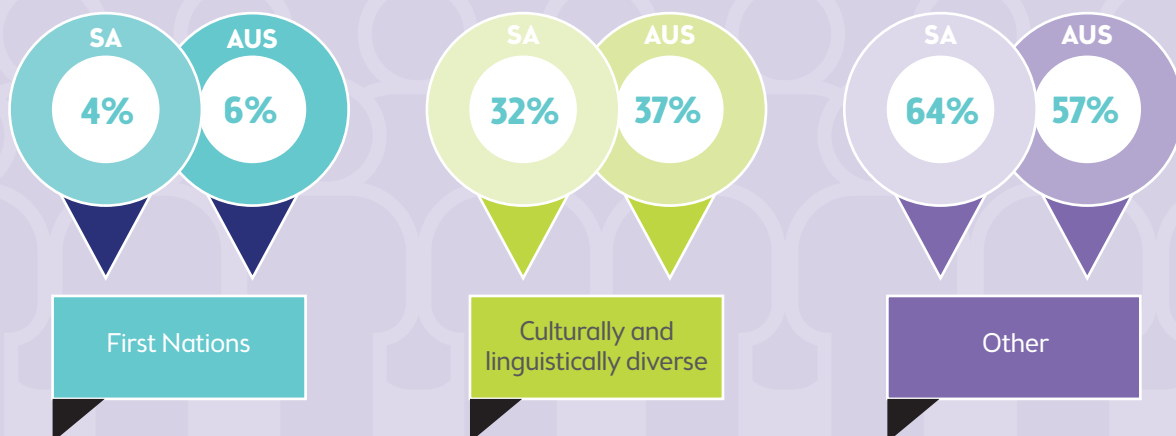
Compared to our national statistics, children and young people contacting from SA were:

- **6%** more likely to be 10 to 14 years old
- **5%** less likely to come from a culturally and linguistically diverse background
- **4%** more likely to live in major cities

## Locality



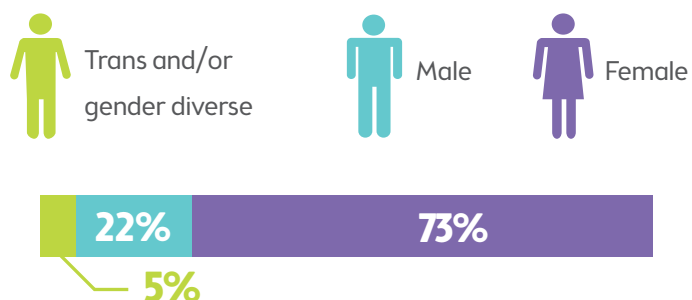
## Cultural background of contacts



### Age

5 – 9 years	3%
10 – 14 years	38%
15 – 18 years	30%
19 – 25 years	28%

### Gender



†Where known

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