



# 2021



## INSIGHTS Tasmania



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 Tasmania

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

**Over 9,000** contacts answered\*

- **2,099 (24%)** counselling sessions  
– an increase of 43% on 2020
- **6,523 (76%)** information and referral  
– a decrease of 22% on 2020

### Methods of contact to a counsellor

**87% phone**

**10% 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 **160 emergency responses in 2021, a 84% increase** when compared to 2020, increasing from 87 to 160 with approximately 3 emergency responses a week during 2021.

Of these\*:

**34%** were related to suicide attempt

**30%** were related to child abuse

**13%** 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 | 32   | 54   | 69%    |
| Child abuse     | 24   | 48   | 100%   |
| Sexual assault  | 1    | 21   | 2000%  |

Proportion of Emergency Responses

| Concern         | 2020  | 2021  | Total Proportion Difference |
|-----------------|-------|-------|-----------------------------|
| Suicide attempt | 36.8% | 33.8% | -3.0%                       |
| Child abuse     | 27.6% | 30.0% | 2.4%                        |
| Sexual assault  | 1.1%  | 13.1% | 12.0%                       |

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



### Type of support\*

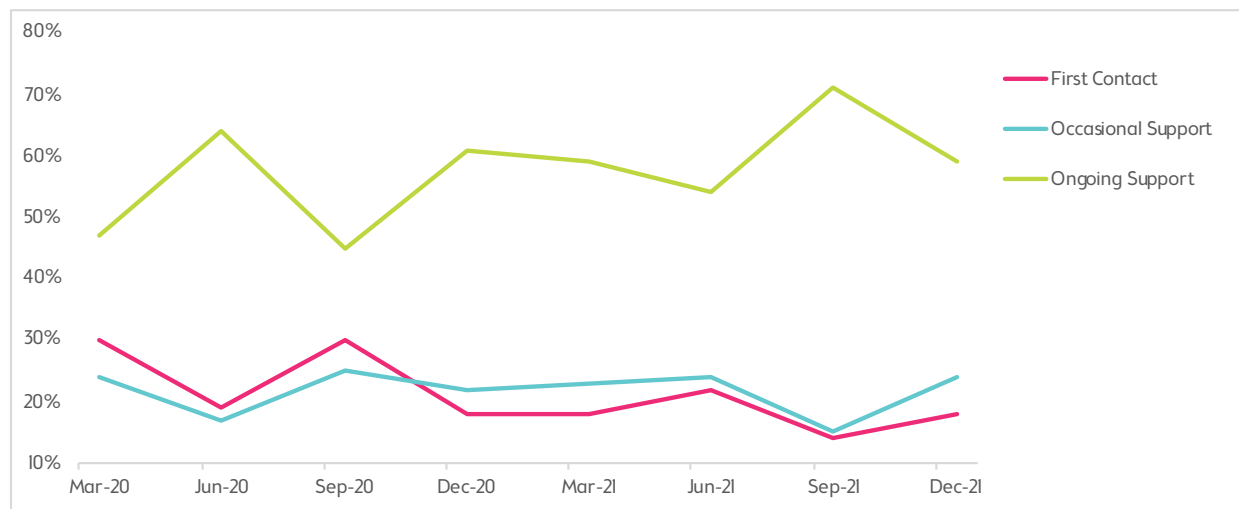
17% first time contacts

19% require occasional support

64% need ongoing support

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

The proportion of contacts requiring ongoing support reached 59% in December 2021.



## Profile of Kids Helpline counselling contacts

1 in 4 mental health

1 in 4 emotional wellbeing

1 in 5 suicide-related concerns

1 in 7 family relationships

1 in 9 self-injury concerns

1 in 14 child abuse

1 in 15 friend/peer relationships

1 in 19 dating/partner relationships

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

- 5% more likely to seek support for suicide-related concerns
- 3% more likely to seek support for self-injury concerns
- 3% less likely to seek support for friend or peer relationship concerns

### Kids Helpline @ School

474 primary school students across Tasmania participated in video link-up sessions with a counsellor.

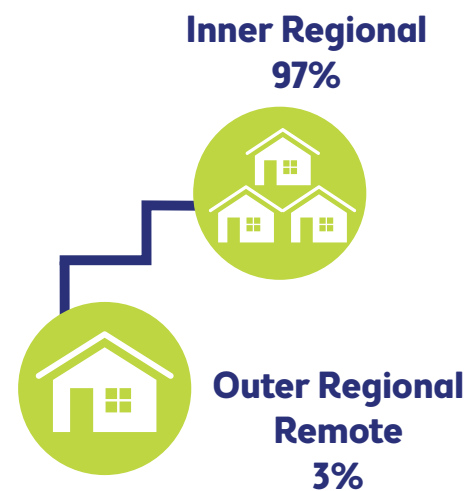


## Demographics<sup>\*†</sup>

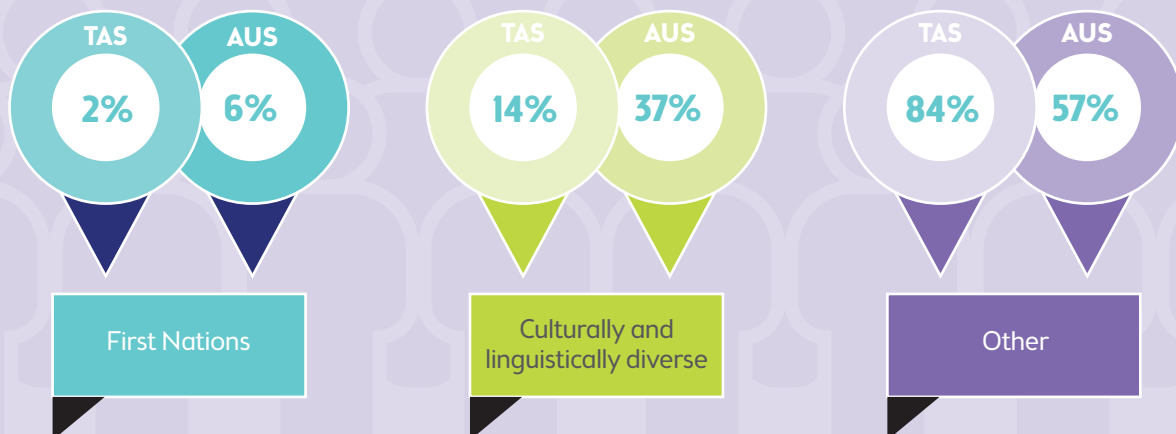
Compared to our national statistics, children and young people contacting from TAS were:

- **34%** more likely to be 15 to 18 years old
- **23%** less likely to come from a culturally and linguistically diverse background
- **10%** more likely to be female

## Locality



## Cultural background of contacts



### Age

|               |      |
|---------------|------|
| 5 – 9 years   | < 1% |
| 10 – 14 years | 12%  |
| 15 – 18 years | 70%  |
| 19 – 25 years | 17%  |

### Gender



Trans and/or  
gender diverse



Male



Female



<sup>†</sup>Where known

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