



# 2021



INSIGHTS  
Victoria



kids**help**line

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 Victoria

**In 2021**, Kids Helpline received approximately **335 contacts per day, one contact every 4 minutes.**

**Over 46,000** contacts answered<sup>#</sup>

- **25,349 (64%)** counselling sessions  
– an increase of 9% on 2020
- **14,189 (39%)** information and referral  
– a decrease of 25% on 2020

### Methods of contact to a counsellor

**59% phone**

**36% 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 **1,763 emergency responses in 2021, a 136% increase** when compared to 2020, increasing from 747 to 1,763 with approximately 34 emergency responses a week during 2021.

Of these\* :

**41%** were related to suicide attempt

**30%** were related to child abuse

**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
Suicide attempt	301	721	140%
Child abuse	267	521	95%
Sexual assault	8	129	1,513%

Proportion of Emergency Responses

Concern	2020	2021	Total Proportion Difference
Suicide attempt	40.3%	40.9%	0.6%
Child abuse	35.7%	29.6%	6.1%
Sexual assault	1.1%	7.3%	6.2%

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



### Type of support\*

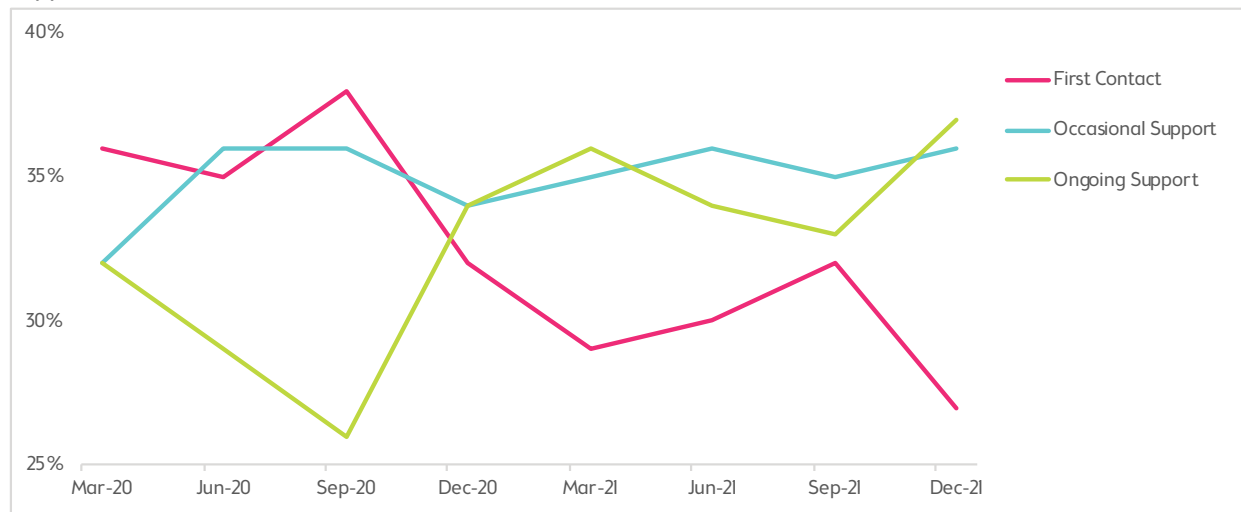
29% first time contacts

36% require occasional support

36% need ongoing support

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

The proportion of contacts requiring ongoing support reached 37% in December 2021.



## Profile of Kids Helpline counselling contacts

**1 in 4** mental health

**1 in 4** emotional wellbeing

**1 in 6** suicide-related concerns

**1 in 6** family relationships

**1 in 11** friend/peer relationships

**1 in 12** dating/partner relationships

**1 in 12** self-injury concerns

**1 in 14** child abuse

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

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

### Kids Helpline @ School

**20,286** primary school students across Victoria participated in video link-up sessions with a counsellor.



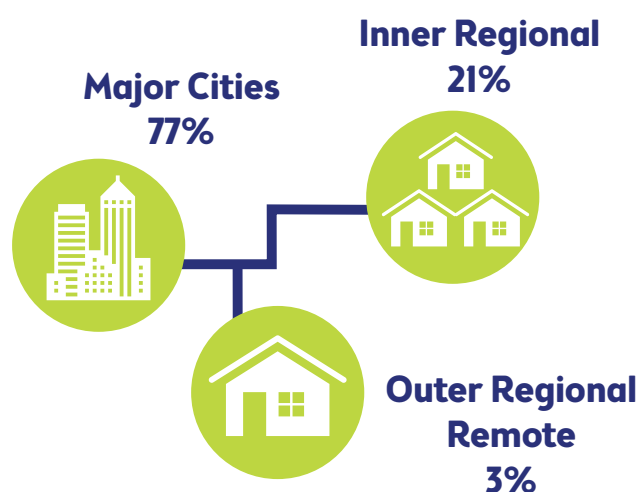


## Demographics <sup>\*†</sup>

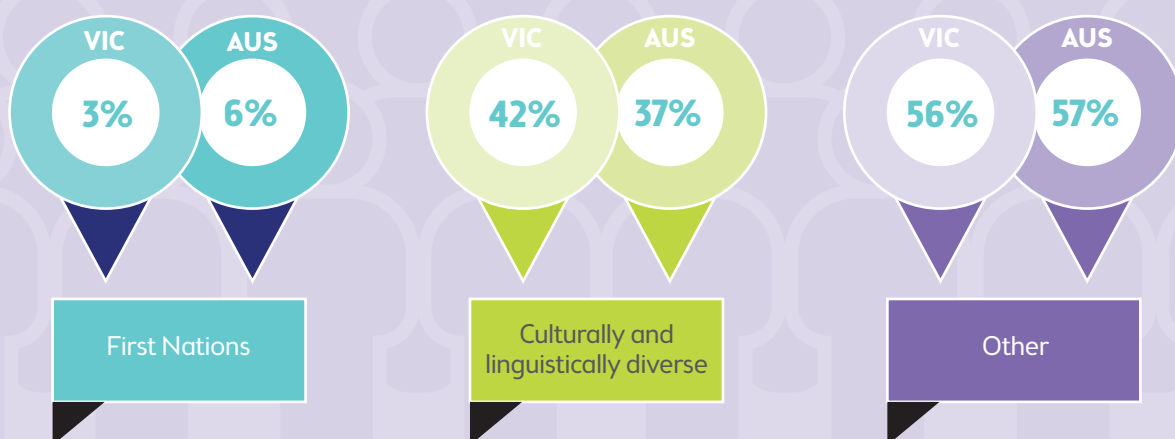
Compared to our national statistics, children and young people contacting from VIC were:

- **5%** more likely to come from a culturally and linguistically diverse background
- **5%** 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	30%
15 – 18 years	35%
19 – 25 years	32%



### Gender



Trans and/or  
gender diverse



Male



Female



<sup>†</sup>Where known

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