



2021



INSIGHTS Western 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 Western Australia

In 2021, Kids Helpline received approximately **111 contacts per day, one contact every 13 minutes.**

Over 13,000 contacts answered[#]

- **6,505 (58%)** counselling sessions
– an increase of 5% on 2020
- **4,691 (42%)** information and referral
– a decrease of 13% on 2020

Methods of contact to a counsellor

61% phone

33% webchat

6% 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 **346 emergency responses in 2021, a 115% increase** when compared to 2020, increasing from 161 to 346 with approximately 7 emergency responses a week during 2021.

Of these* :

38% were related to child abuse

37% were related to suicide attempt

11% 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	63	131	108%
Suicide attempt	55	128	133%
Sexual assault	7	37	429%

Proportion of Emergency Responses

Concern	2020	2021	Total Proportion Difference
Child abuse	39.1%	37.9%	-1.3%
Suicide attempt	34.2%	37.0%	2.8%
Sexual assault	4.3%	10.7%	6.4%

Help seeking needs of children and young people are changing

Type of support*

32% first time contacts

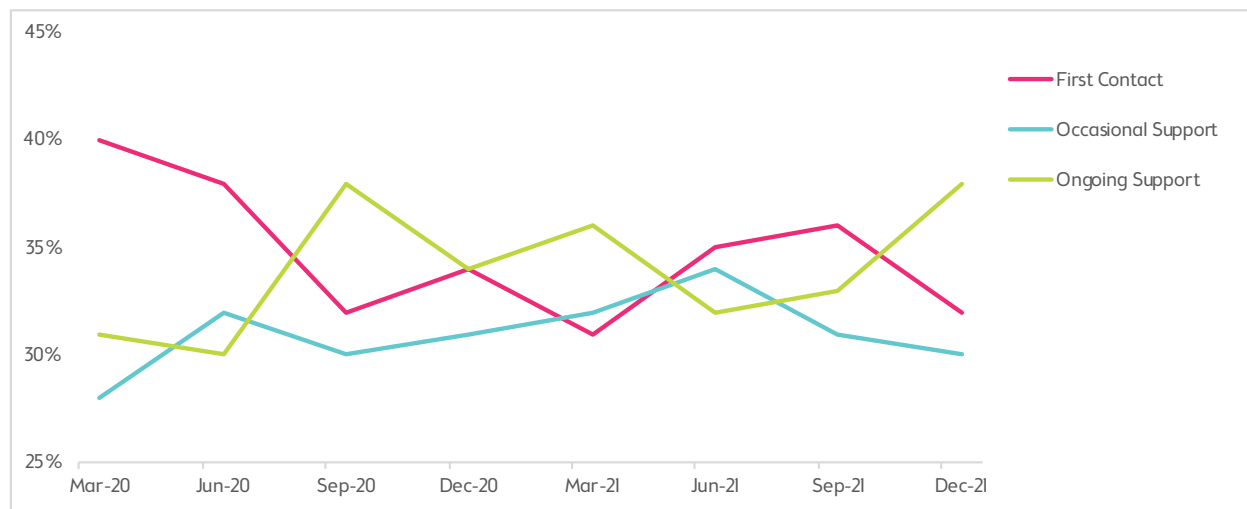
33% require occasional support

35% need ongoing support

* Total percentage may not equal 100% due to rounding



The proportion of contacts requiring ongoing support reached 38% in December 2021.



Profile of Kids Helpline counselling contacts

1 in 4 mental health

1 in 4 emotional wellbeing

1 in 5 family relationships

1 in 6 suicide-related concerns

1 in 11 friend/peer relationships

1 in 13 child abuse

1 in 13 self-injury concerns

1 in 14 dating/partner relationships

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

- **2%** more likely to seek support for family relationship concerns
- **1%** more likely to seek support for bullying
- **1%** less likely to seek support for emotional wellbeing

Kids Helpline @ School

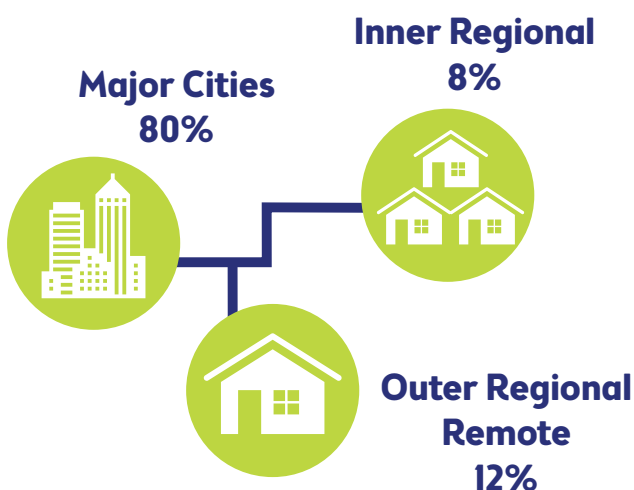
3,054 primary school students across Western Australia participated in video link-up sessions with a counsellor.

Demographics ^{*†}

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

- **8%** more likely to live in major cities
- **7%** less likely to come from a culturally and linguistically diverse background
- **6%** more likely to be male

Locality



Cultural background of contacts



Age

5 – 9 years	3%
10 – 14 years	33%
15 – 18 years	37%
19 – 25 years	26%



Gender



Trans and/or
gender diverse



Male



Female



[†]Where known

^{*}Total percentage may not equal 100% due to rounding