

Kids Helpline key impacts

2024

133,386

responses by counsellors
(aged 5-25)



4,632

crisis/safety interventions



75%

of responses by counsellors are
outside regular business hours
(96,088)



74,660

counselling sessions



413

contacts to counsellors related to
sexortion (up from 367 in 2023)



58%

3 out of every 5
contacts were for mental health,
emotional wellbeing and suicide-
related concerns

3,558

My Circle active users in 2024
29% increase in logins



1 in 6
contacts to Kids Helpline related to suicide

79,527

primary school children reached by
Kids Helpline @ School sessions from
537 schools across Australia



1 in 7
contacts aged 10 to 14 seeking bullying support
also had thoughts of suicide. For 12-year-olds
this was 1 in 6.

70,508

high school students reached by
Kids Helpline @ School sessions
from 134 schools across Australia



48%

increase over the last 5 years in the
number of counselling contacts
regarding suicide related concerns with
outer regional and remote young people
(from 520 in 2020 to 770 in 2024)



6.2 million

social accounts reached with
Kids Helpline's self-help content



View the full report

kidshelpline.com.au/impact-report-2024



who we supported

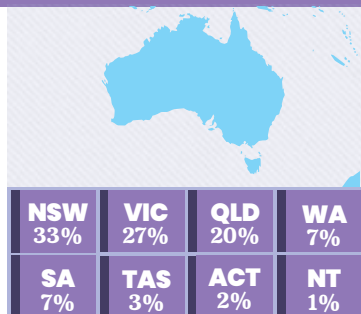
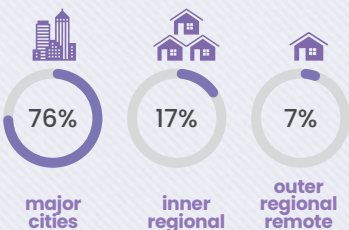


common topics for children & young people reaching out

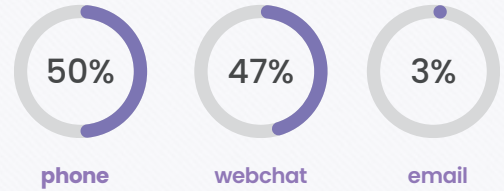
- 1 in 4 contacts involved emotional wellbeing
- 1 in 4 involved mental health concerns
- 1 in 6 involved suicide-related concerns
- 1 in 6 involved family relationship issues
- 1 in 10 involved friends/peer relationship issues
- 1 in 13 involved self-injury and self-harm concerns
- 1 in 13 involved dating and partner relationships
- 1 in 14 involved child abuse
- 1 in 20 involved bullying



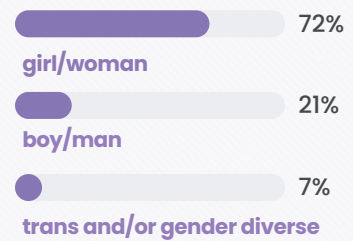
locality



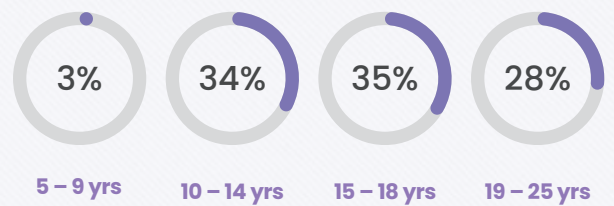
how young people reach out



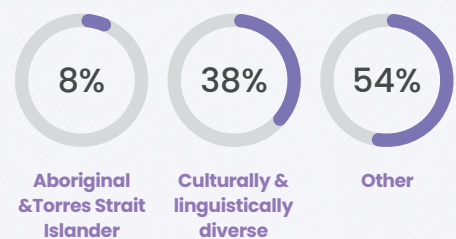
gender breakdown



age breakdown



cultural background



*Please note: yourtown was severely impacted in the Brisbane flooding event of February 2022, which also impacted our technology. Therefore, Kids Helpline data collection capture has been impacted for both 2023 and 2024.