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Bulletin #4


What's new? In addition to the DirectLine (CY 21) and Counselling Online (CY 21) data, the following data sets have been released: Ambulance Attendances (FY 21/22), Assaults (FY 20/21) and Family Violence (FY 20/21).

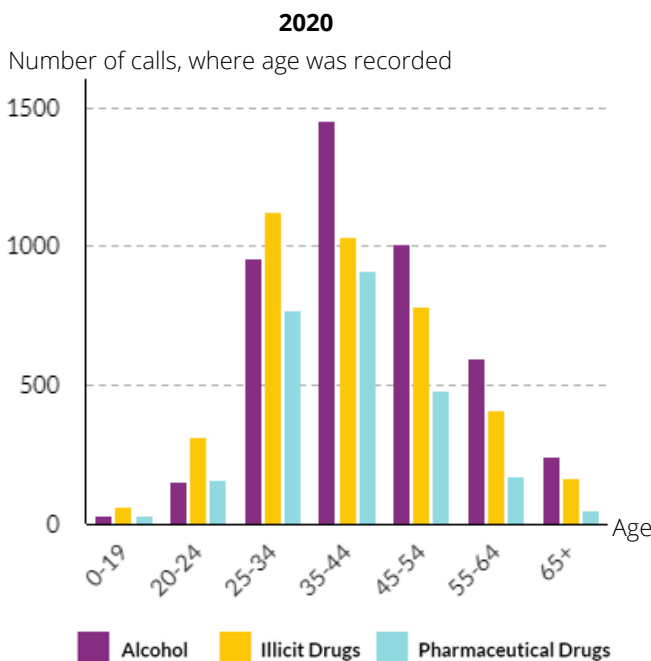
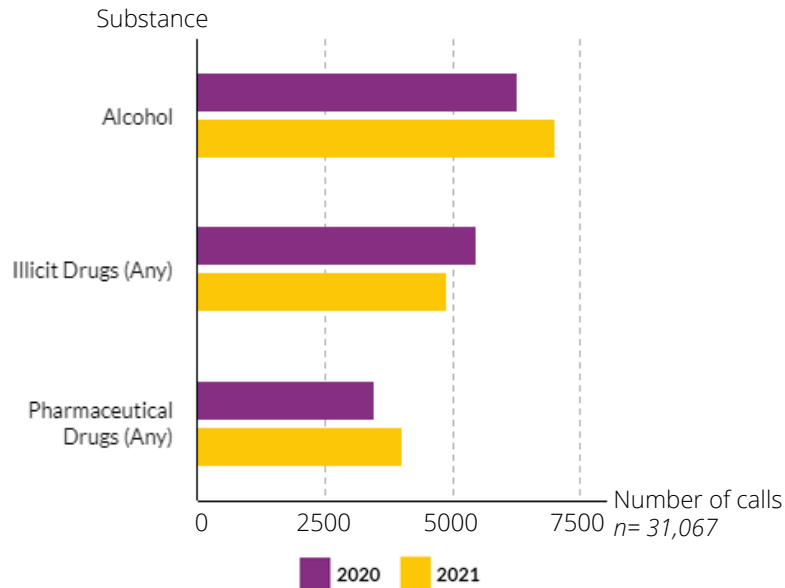
DirectLine

In 2021, there were 14,274 alcohol and drug-related telephone and counselling referral services received by DirectLine.

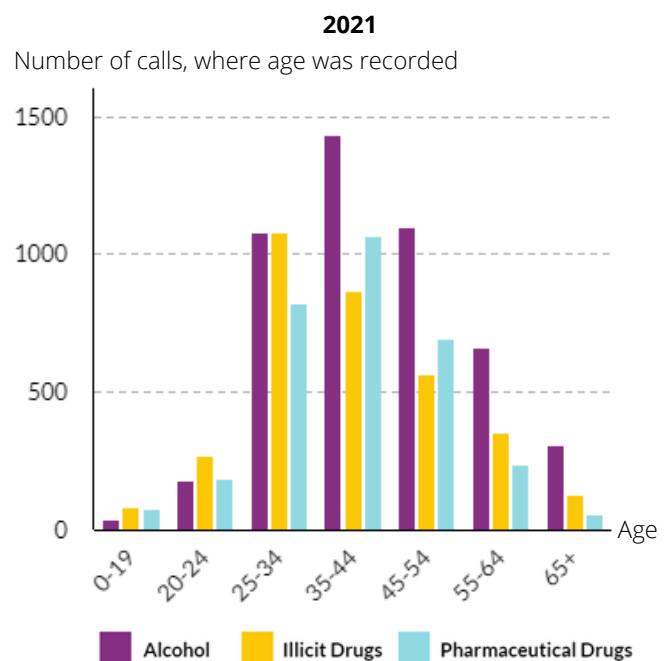
 In 2021, 44% (6,999) related to **Alcohol**.
An **increase** of 2.7% from 2020, 41.3% (6,255).

 In 2021, 30.7% (4,885) related to **Illicit Drugs (Any)**.
A **decrease** of 5.2% from 2020, 35.9% (5,449).

 In 2021, 25.3% (4,025) related to **Pharmaceutical Drugs (Any)**.
An **increase** of 2.5% from 2020, 22.8% (3,454).



In 2020, Alcohol-related calls were highest in those aged 35 to 65+.
Calls for Illicit Drugs were highest in those aged 0-34.

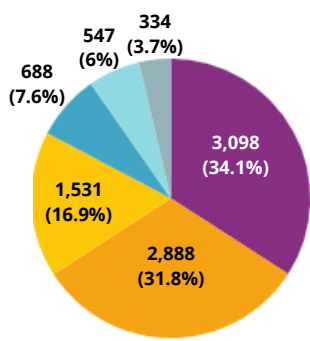


In 2021, Alcohol-related calls were highest in those aged 25 to 65+.
Calls for Illicit Drugs were highest in those aged 0-24.

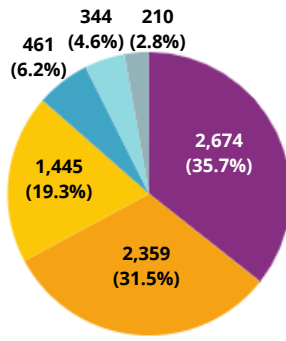
Compared with 2020, in 2021 DirectLine experienced an increase of Pharmaceutical calls across all age groups. In those aged 0-19, the number more than doubled, (31 vs 75).

DirectLine

2020- Illicit Drugs



2021- Illicit Drugs



■ Amphetamines (Any)
 ■ Amphetamines (Crystal)
 ■ Cannabis
 ■ Heroin
 ■ Other Stimulants
 ■ Other

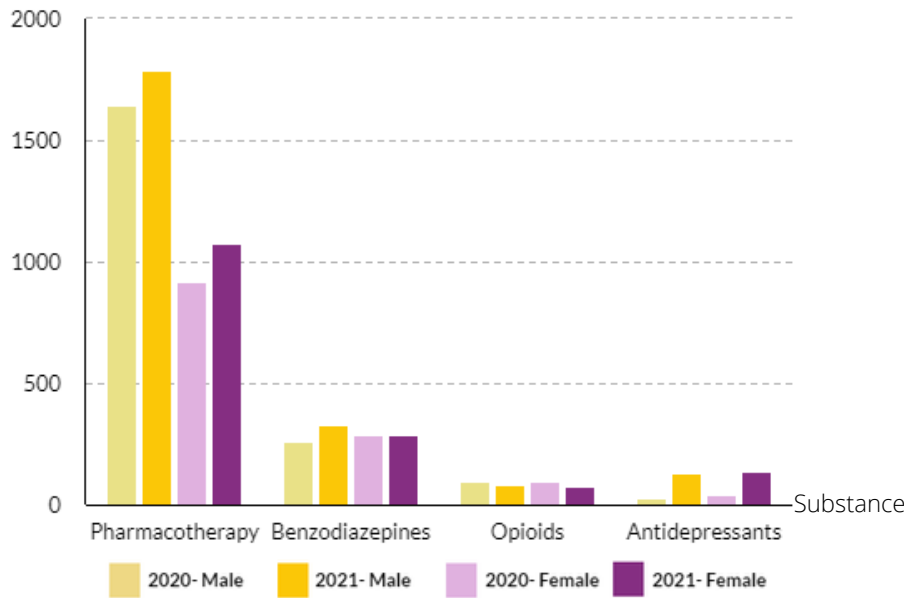
*Other drugs include GHB, Hallucinogens, and Inhalants

In 2020/21, DirectLine calls for Illicit Drugs mostly involved Amphetamines (Any) (34.1% and 35.7%), Amphetamines (Crystal) (31.8% and 31.5%) and Cannabis (16.9% and 19.3%).

In 2020/21, DirectLine calls for Pharmaceutical Drugs mostly involved Pharmacotherapy (72.8% and 73.1%), Benzodiazepines (15.5% and 15%) and Opioids (5.4% and 3.8%).

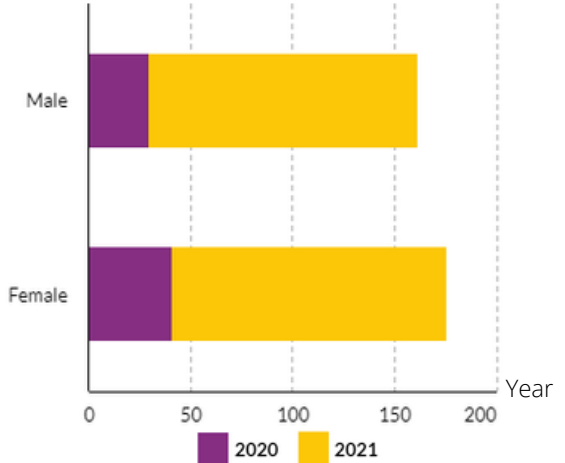
Top Pharmaceutical Drugs

Number of Calls



Antidepressants

Gender



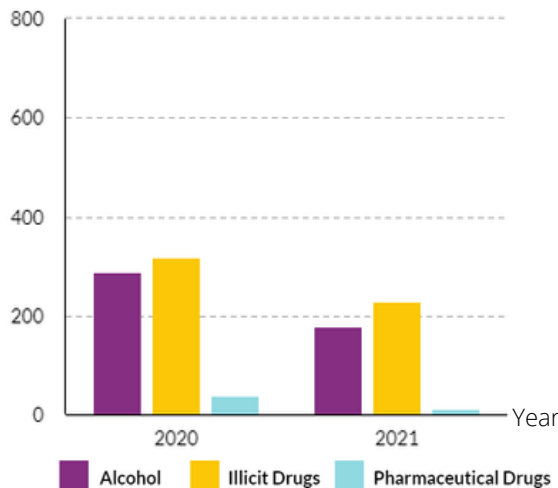
In 2021, there was a notable increase in DirectLine calls for Antidepressants, compared with 2020, (2% vs 6.3%).

This was observed in both males and females.

Counselling Online

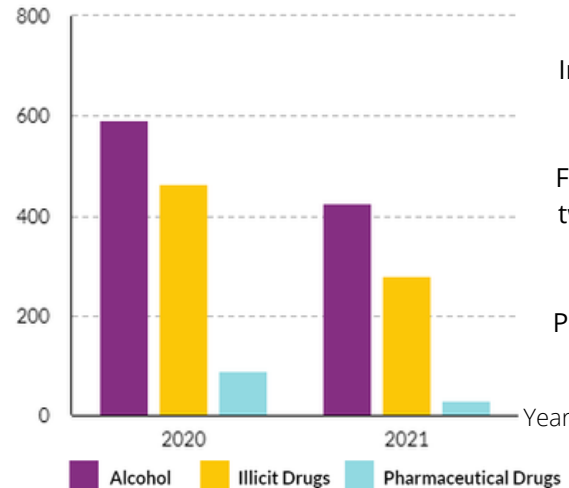
Males

Number of calls



Females

Number of calls



In 2020 and 2021, more females attended online treatment sessions than males. For the following categories over twice as many females attended compared with males; Alcohol 2020 and 2021, and Pharmaceutical Drugs (Any) 2020 and 2021.