

Key Insights 2017

We believe every young person has the right to a brighter future. Kids Helpline (KHL) gives children and young people choices, support and someone to listen any time and for any reason.

Counsellors responded to approximately 3,000 contacts each week from children and young people seeking information, support or counselling.

5 Most common reasons kids and young people seek help¹

1. Mental health
2. Family relationships
3. Emotional wellbeing
4. Suicide-related
5. Dating and partner relationships

26%
18%
17%
16%
10%

Concerns of those who received counselling

- **1 in 4** contacts were about mental health issues
- **1 in 6** contacts were about suicide-related issues
- **1 in 12** contacts were about child abuse
- **1 in 14** contacts were about self-injury concerns



Kids Helpline @School

24,221 primary school students participated in video link-up class sessions with a counsellor



Direct counsellor time with kids and young people

72% increase from 2007 to 2017

WebChat counselling

Young people are using WebChat in increasing numbers.

- **178%** growth in WebChat contacts over 6 years
- **12,643** in 2012 to **35,201** in 2017

178%
growth
in webchat
since 2012

Number of contacts to KHL

- **339,724** attempts to contact the counselling service with **157,656** answered
- **607,634** unique visitors to the KHL website with **2,051,601** page views

Of the **154,868** contacts we answered from children and young people aged **5–25**:

- **88,482 (57%)** were seeking information, referral or other support
- **66,386 (43%)** were seeking counselling support



Duty of Care interventions

- **2,150** were Duty of Care* interventions
- **41** Duty of Care interventions a week

Of these:

- **36%** were related to child abuse
- **37%** were related to a suicide attempt



*A Duty of Care intervention involves contacting emergency services or another agency to protect a young person who is experiencing or is at imminent risk of significant harm.

40% increase in the overall number of Duty of Care interventions initiated by counsellors from **2013 to 2017**.

Child abuse and suicide attempts are the top 2 reasons for Duty of Care interventions in 2017.

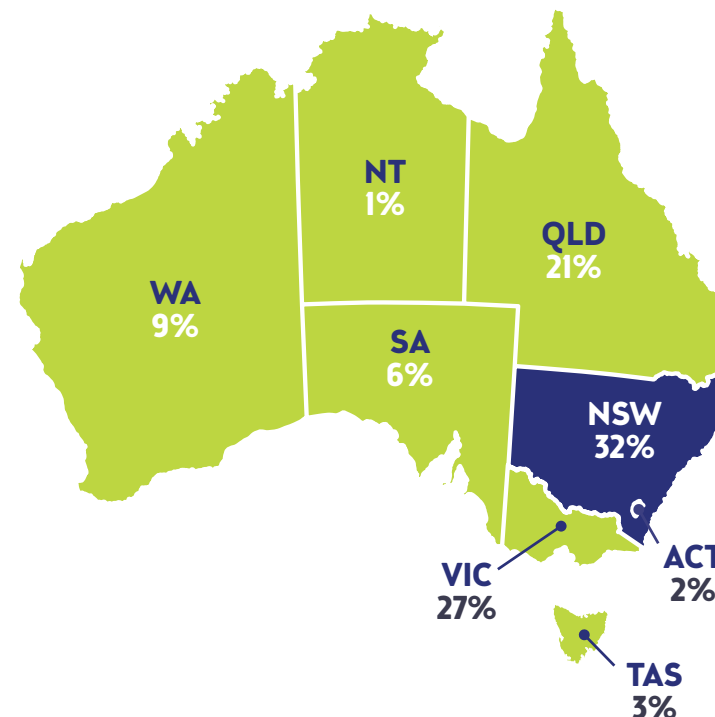
Age (N = 99,460) Contacts where age is recorded



- 5–12 years 13%
- 13–18 years 54%
- 19–25 years 33%

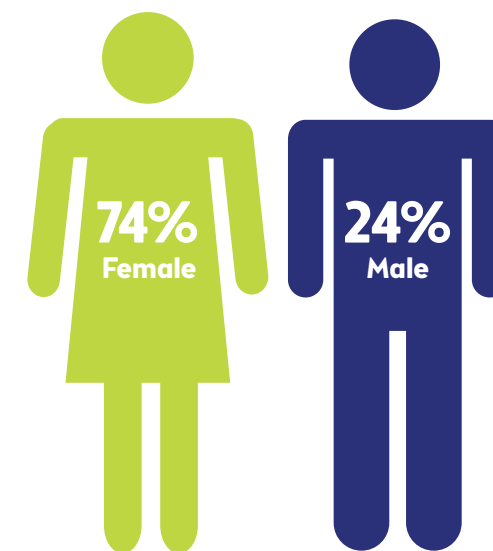
Where did they come from?

(N = 154,868 total N = 140,007 where state is known)



Who contacted us?²

Gender (N=110,134) Contacts where gender is recorded



Intersex, trans & gender diverse 2%

Culture³ (N = 40,660)

- Aboriginal &/or Torres Strait Islander 3%
- Culturally and linguistically diverse (CALD) 36%
- Neither Aboriginal &/or Torres Strait Islander nor CALD 60%



Locality (N = 60,721)

Major Cities
72%



Regional and Remote
28%



1. Percentages are based on a total of 66,368 contacts seeking counselling support in 2017.

2. Proportions reported here are based on contacts for which the information is known (Ns reported above each table are the number of contacts for which this information is known, out of the total 154,868).

3. Total not 100% due to rounding issues.