



kidshelpline
Anytime Any Reason

NT



insights2018

**Kids Helpline Statistical Summary
Northern Territory**

Insights into young people in Australia

Introduction

What is Kids Helpline?

Kids Helpline has been operating for 28 years and is Australia's only 24/7 counselling and support service for children and young people aged between 5 and 25 years.

Tertiary qualified counsellors provide free confidential support via telephone, WebChat and email, 24/7, 365 days a year.

The service operates a substantial website with a diverse range of resources for self-directed help-seeking by children, young people and adults. In addition, support from Optus and BUPA enables Kids Helpline to deliver an early intervention and prevention program in primary schools called 'Kids Helpline @ School' (OPTUS supports the Digital Thumbprint Program and BUPA supports the Wellbeing Program).

In 2018 Kids Helpline cost \$11.3 million to run. **yourtown** provided 75% of the funding thanks to the generosity of supporters of the Art Unions and donations, while the Australian, Queensland and Western Australian Governments, and corporate partners, contributed the remaining 25%.

What this report is about and who is it for

This report is an appendix to 'Kids Helpline Insights 2018: National Statistical Overview'. It provides summary data on Kids Helpline service demand and client concerns and characteristics for the Northern Territory in relation to the 2018 calendar year. It will be of value to people working in social policy and research roles, journalists and others in the community who need to understand the current and changing help-seeking needs of children and young people in Australia today.

The 'Kids Helpline Insights 2018: National Statistical Overview' and other related reports can be accessed at <https://www.yourtown.com.au/insights/annual-overviews>.

Notes on data collection, analysis and interpretation

Substantial missing data in relation to a number of data collection fields, most notably remoteness and cultural background, undermine the reliability of data presented in a number of tables and figures in this report. This is compounded by the small size of the Northern Territory subpopulation and the greater distorting influence of repeat contacts on frequency data in this context.

Please consult the Appendix of the 'National Statistical Overview' for more detailed information on data collection, analysis and interpretation.

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Where to get more information

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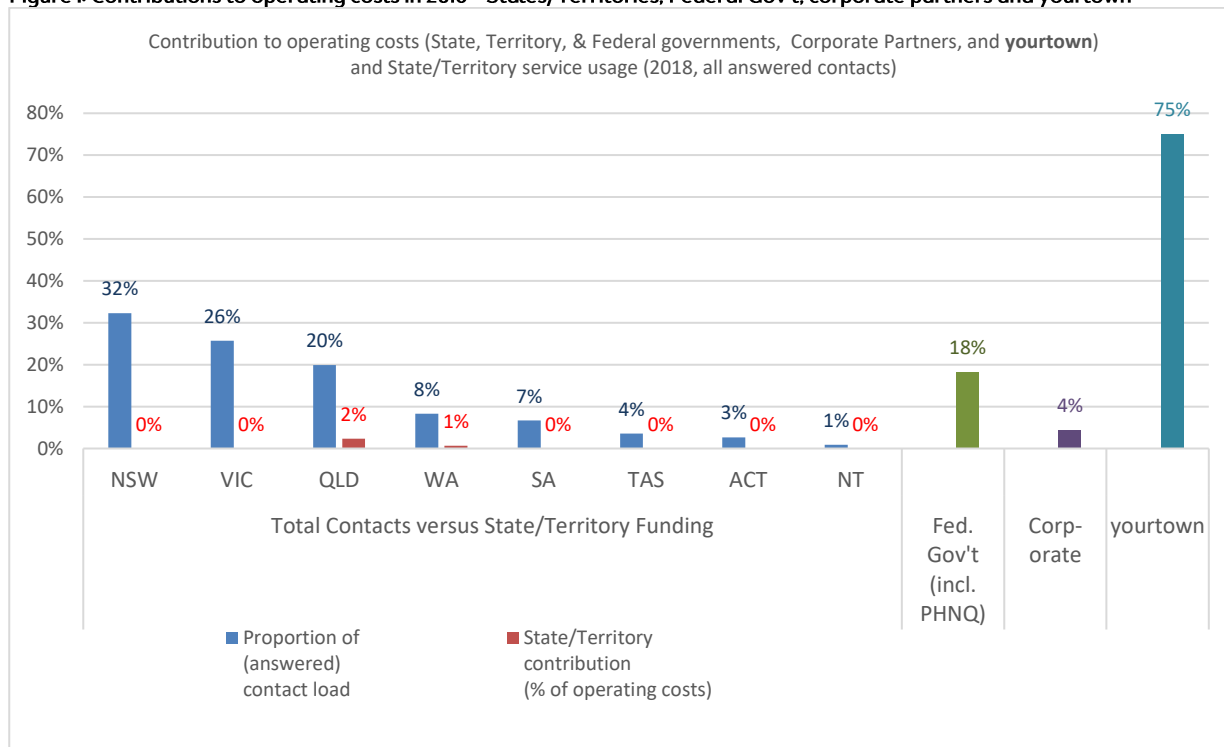
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How is the service funded

In 2018 Kids Helpline cost \$11.3 million to run. **yourtown** provided 75% of the funding thanks to the generosity of supporters of the Art Unions and donations, while the Australian, Queensland and Western Australian Governments, and corporate partners, contributed the remaining 25%.

Figure I shows the contributions to these operating costs from various sources including **yourtown**, State/Territory and Federal Governments, and corporate partners, as proportions of operating costs, in 2018. Figure I also shows State/Territory service usage as proportions of (answered) contacts, in 2018.

Figure I: Contributions to operating costs in 2018 – States/Territories, Federal Gov't, corporate partners and yourtown



Who contacted the service

Demographic characteristics

- Kids Helpline counsellors recorded data in relation to 143,481 contacts from children and young people across Australia who were aged 5-25 years. State or territory information was available for 128,164 of these contacts, and of this subset 1,149 (or 1%) were known to be from the Northern Territory.
- Table I shows the demographic characteristics of these contacts from the Northern Territory and compares them with the characteristics of contacts from the rest of Australia where their state or territory was known.
- As with contacts from the rest of Australia, seven out of ten (70%) Northern Territory contacts were female and one in five (28%) male. Two in 100 were Intersex, Trans & Gender Diverse.
- As with contacts from the rest of Australia, roughly two in three (57%) Northern Territory contacts were aged 13-18 years.

Table I. Characteristics of Kids Helpline contacts 2018 aged 5-25 years – Northern Territory and rest of Australia¹

Contact characteristics	Northern Territory (N = 1,149)		Rest of Australia (N = 127,015)	
	n	%	n	%
Gender				
Female	392	70%	70,144	76%
Male	160	28%	20,207	22%
Intersex, Trans & Gender Diverse	11	2%	2,184	2%
Total	563	100%	92,535	100%
Unknown	586		34,480	
Age group				
5-12 years	133	28%	10,677	12%
13-18 years	270	57%	47,570	54%
19-25 years	68	14%	29,449	34%
Total	471	100%	87,696	100%
<26 but age unknown	678		39,319	
Cultural background²				
Aboriginal &/or Torres Strait Islander	98	58%	1,249	4%
CALD	25	15%	12,425	37%
Neither Aboriginal &/or Torres Strait Islander nor CALD	47	28%	20,095	60%
Total	170	100%	33,769	100%
Unknown	979		93,246	
Remoteness³				
Major Cities	3	1%	46,670	76%
Inner Regional	1	0%	10,391	17%
Outer Regional/Remote	264	99%	4,428	7%
Total	268	100%	61,489	100%
Unknown	881		65,526	
Medium				
Phone	972	85%	87,711	69%
WebChat	171	15%	35,151	28%
Email	6	1%	4,153	3%
Total	1,149	100%	127,015	100%
Type of help-seeking				
Counselling contact	327	28%	58,044	46%
Information/Referral/Other contact	822	72%	68,971	54%
Total	1,149	100%	127,015	100%

1. Where column percentages sum to more or less than 100%, this is due to rounding.

2. CALD = Culturally and linguistically diverse.

3. Remoteness classifications are adapted from the Australian Statistical Geography Standard (ASGS) used by the Australian Bureau of Statistics. See 'Kids Helpline Insights 2018: National Statistical Overview' for more information.

In terms of other characteristics, Northern Territory contacts have some notably different demographic characteristics to contacts from the rest of Australia. Compared with contacts from the rest of Australia, Northern Territory contacts in 2018 were:

- more likely to be from people aged 5-12 and correspondingly less likely to be from people aged 19-25;
- much more likely to be Aboriginal and/or Torres Strait Islander (ATSI) and less likely to be from other culturally and linguistically diverse backgrounds (CALD); less likely to be from persons classed as Caucasian Australian;
- much less likely to be situated in Major Cities or Inner Regional areas and much more likely to be living in Outer Regional and Remote localities; and
- more likely to engage with Kids Helpline via telephone and less likely to engage via WebChat.

Types of help-seeking

The Kids Helpline counselling and support service responds to two broad categories of help-seeking: those children and young people seeking counsellor assistance for a particular concern or problem (counselling contacts), and those seeking information, referral to other services, or some other form of non-counselling support, like general conversation or playful engagement (non-counselling contacts, also called information, referral and other contacts).

As shown in Table 1, 28% of contacts from Northern Territory in 2018 were seeking counselling support while 72% were seeking information/referral or other forms of non-counselling support. Northern Territory contacts were more likely to be seeking non-counselling-type support (72% c.f. 54%), and correspondingly less likely to seek counselling support (28% c.f. 46%), than contacts from the rest of Australia.

Demographic trends over time

Table 2 presents the characteristics of Northern Territory contacts over the last three years to consider whether there have been noteworthy variations in the client group over the short term.

Key observations from the data in Table 2 include the following:

- There would appear to be moderate variation in the characteristics of Northern Territory contacts over the last three years, including:
 - A decrease in the proportion of Northern Territory contacts from females and a commensurate increase in the proportion from males;
 - an increase in the proportion of contacts from those aged 13-18 and from those aged 5-12, and a decrease in the proportion of contacts from those aged 19-25 years
 - an increase in the proportion of contacts known to be Aboriginal and/or Torres Strait Islander or CALD, and a corresponding decrease in the proportion from Caucasians;
 - an increase in contacts made via web and a corresponding decrease in those made via telephone; and
 - stability in the proportion who were seeking counselling support relative to non-counselling support.
- Substantial missing data, a very small subpopulation, and the greater likely influence of repeat contacts on percentage frequencies in this context, significantly undermine the reliability of these observed differences. Accordingly, observed differences may not correspond to actual differences in the characteristics of children and young people from the Northern Territory contacting Kids Helpline over this period.

Table 2. Characteristics of Northern Territory Kids Helpline contacts aged 5-25 years – by year¹

Contact characteristics	2016 (N = 1,421)		2017 (N = 962)		2018 (N = 1,149)	
	n	%	n	%	%	n
Gender²						
Female	569	76%	435	76%	392	70%
Male	173	23%	123	22%	160	28%
Intersex, Trans & Gender Diverse	4	1%	13	2%	11	2%
Total	746	100%	571	100%	563	100%
Unknown	675		391		586	
Age group						
5-12 years	127	21%	63	12%	133	28%
13-18 years	250	41%	253	50%	270	57%
19-25 years	229	38%	193	38%	68	14%
Total	606	100%	509	100%	471	100%
<26 but age unknown	815		453		678	
Cultural background³						
Aboriginal &/or Torres Strait Islander	134	36%	61	25%	98	58%
CALD	30	8%	41	17%	25	15%
Neither Aboriginal &/or Torres Strait Islander nor CALD	208	56%	140	58%	47	28%
Total	372	100%	242	100%	170	100%
Unknown	1,049		720		979	
Remoteness⁴						
Major Cities	20	5%	26	8%	3	1%
Inner Regional	1	0%	0	0%	1	0%
Outer Regional/Remote	348	94%	289	92%	264	99%
Total	369	100%	315	100%	268	100%
Unknown	1,052		647		881	
Medium						
Phone	1,259	89%	797	83%	972	85%
WebChat	138	10%	148	15%	171	15%
Email	24	2%	17	2%	6	1%
Total	1,421	100%	962	100%	1,149	100%
Type of help-seeking						
Counselling contact	378	27%	333	35%	327	28%
Information/Referral/Other contact	1,043	73%	629	65%	822	72%
Total	1,421	100%	962	100%	1,149	100%

1. Where column percentages sum to more or less than 100%, this is due to rounding.

2. A new gender category was introduced into Kids Helpline data collection from January 2015.

3. CALD = Culturally and linguistically diverse.

4. Remoteness classifications are adapted from the Australian Statistical Geography Standard (ASGS) used by the Australian Bureau of Statistics. See 'Kids Helpline Insights 2018: National Statistical Overview' for more information.

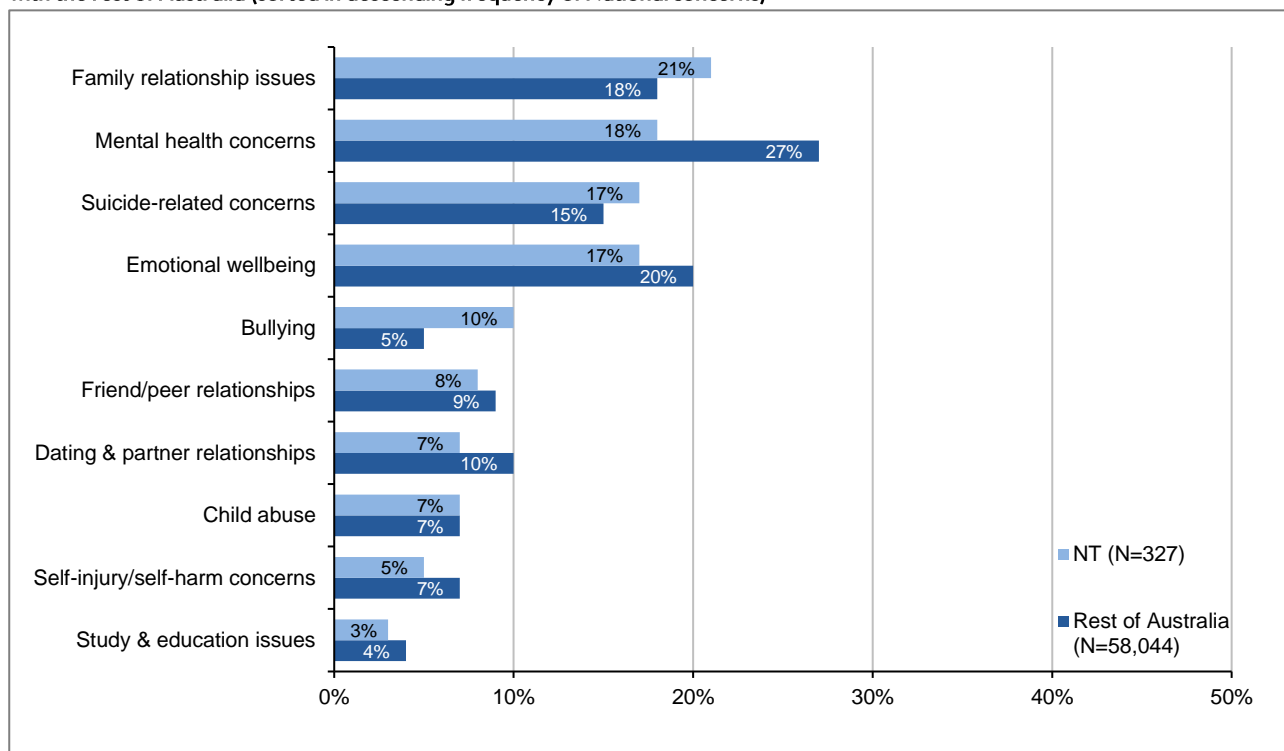
Most common concerns of children and young people who received counselling

During 2018, Kids Helpline counsellors responded to 67,264 contacts from children and young people who were seeking help about specific problems or concerns (i.e. counselling contacts). Analysis of the types of issues and concerns raised by children and young people in these sessions provide a valuable insight into the help-seeking concerns of young people in Australia today.

Northern Territory compared with rest of Australia

- State or territory information was available for 58,371 of these 67,264 counselling contacts and of this subset 327 (or 0.6%) were known to be from the Northern Territory.
- Figure 2 shows the 10 most common concerns of Northern Territory counselling contacts in 2018 and compares this with the frequency with which these concerns were raised by counselling contacts from the rest of Australia where state or territory information was known.
- The key observations to be noted from the data are that:
 - the frequency with which children and young people in the Northern Territory sought help from Kids Helpline for all of these issues is consistent with the frequency with which children and young people elsewhere in Australia sought help for these issues.
 - Two exception to this are:
 - concern about mental health, which was recorded less commonly among contacts from the Northern Territory (18% c.f. 27% nationally); and
 - concerns about bullying, which was recorded more commonly among contacts from the Northern Territory (10% c.f. 5% nationally)

Figure 2. Most frequently recorded concerns of Kids Helpline counselling contacts 2018 aged 5-25 years – Northern Territory compared with the rest of Australia (sorted in descending frequency of National concerns)^I



I. Up to four concerns per contact may be recorded. Accordingly, percentages may sum to more than 100%.

Trends over time

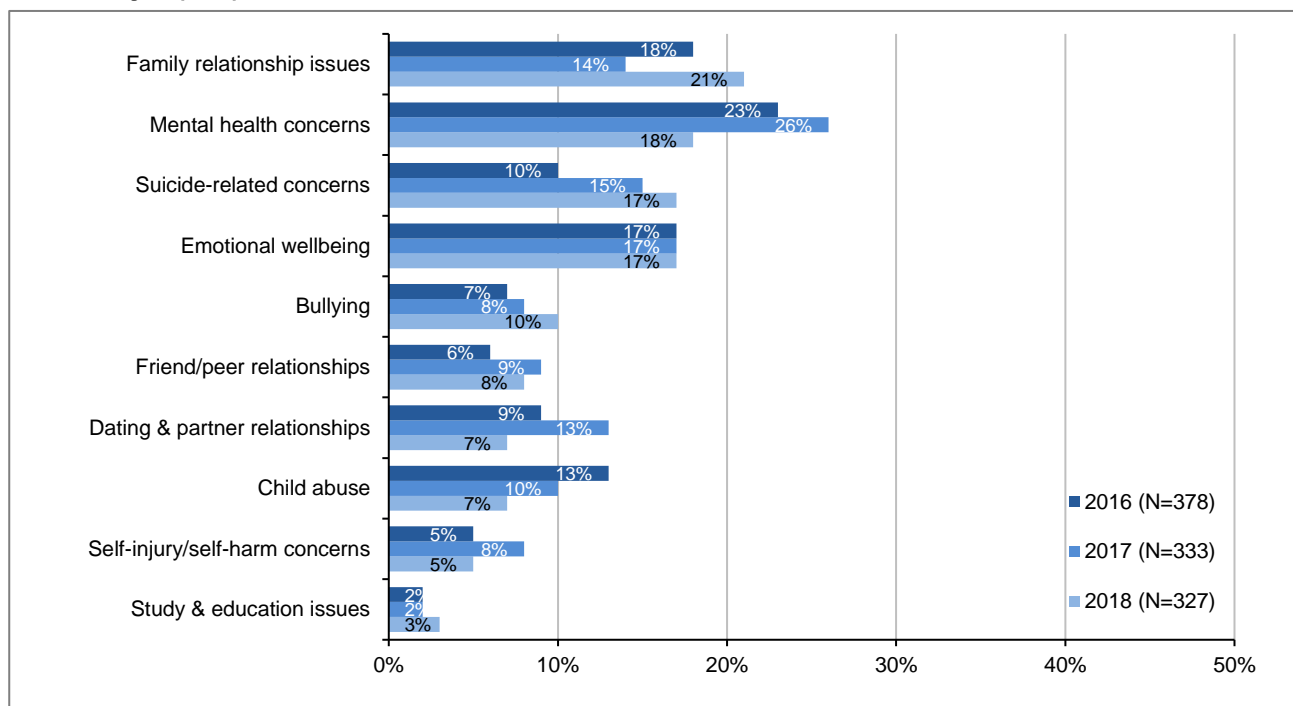
Figure 3 shows the 10 most common concerns of Northern Territory counselling contacts in 2018 and compares this with the frequency with which these concerns were raised by Northern Territory contacts in 2016 and 2017.

Key observations from the data include the following:

- The relative frequency of contacts about mental health concerns has decreased in the last three years
- The relative frequency of contacts about suicide has increased in the last three years
- The relative frequency of contacts about child abuse has decreased in the last three years

The small size of the Northern Territory subpopulation and the greater likely influence of repeat contacts on percentage frequencies in this context may help to account for the observed variation. In any case, these issues undermine the absolute reliability of the data presented and care needs to be taken, accordingly, with how these data are used and interpreted.

Figure 3. Most frequently recorded concerns of Northern Territory Kids Helpline counselling contacts aged 5-25 years – by year (sorted in descending frequency of 2018 concerns)¹



1. Up to four concerns per contact may be recorded. Accordingly, percentages may sum to more than 100%.

All concerns of children and young people who received counselling

Children and young people contact Kids Helpline about a very wide range of concerns, and focusing on the 10 most common concerns can obscure that diversity and the emergence of trends in other areas of less common client concern.

To address this issue, Table 3 reports the frequency with which every concern in the Kids Helpline's concern classification system was raised by counselling contacts from the Northern Territory in 2018 and compares this with the frequency with which the concern was raised in 2016 and 2017. Table 3 groups individual concerns under eleven 'concern classes' which aggregate frequencies across conceptual clusters of client concern.

Key observations to be noted from the data in Table 3 are:

- There is slight to moderate variation in the frequency with which numerous concerns have been raised over the last three years with counsellors, although few systematic trends are apparent.
- Non-systematic variation is most likely attributable to the small size of the Northern Territory subpopulation and the greater likely influence of repeat contacts on percentage frequencies in this context
- the absolute counts and relative frequencies of mental health concerns (as a collection) have decreased (down 20% 2016-2018), but within that grouping, contacts about suicide have increased (up 40% in that time, from 39 to 56);
- other observations from the data cannot be relied upon because the number of contacts is very low in each category.

Table 3. Number and proportion of Kids Helpline counselling contacts 5-25 years with particular concerns and classes of concern – Northern Territory by year¹

Concern and concern class	2016 (N = 378)		2017 (N = 333)		2018 (N = 327)	
	n	%	n	%	n	%
Mental health & emotional wellbeing	195	51.6%	195	58.6%	156	47.7%
Mental health concerns	88	23.3%	88	26.4%	58	17.7%
Emotional wellbeing	64	16.9%	57	17.1%	54	16.5%
Suicide-related concerns	39	10.3%	50	15.0%	56	17.1%
Self-injury/self-harm concerns	18	4.8%	25	7.5%	16	4.9%
Loss and grief	8	2.1%	7	2.1%	7	2.1%
Friends, peers, partners & dating	56	14.8%	71	21.3%	48	14.7%
Dating and partner relationships	33	8.7%	44	13.2%	24	7.3%
Friends/peer relationships	24	6.3%	30	9.0%	26	8.0%
Family relationships	69	18.3%	46	13.8%	70	21.4%
Child-parent relationships	53	14.0%	31	9.3%	42	12.8%
Other family relationships	11	2.9%	7	2.1%	17	5.2%
Changing family structures	7	1.9%	5	1.5%	12	3.7%
Parenting own children	2	0.5%	5	1.5%	3	0.9%
Identity & self-concept	22	5.8%	14	4.2%	16	4.9%
Self-concept (global)	9	2.4%	10	3.0%	8	2.4%
Body image	5	1.3%	3	0.9%	2	0.6%
Sexual orientation	3	0.8%	0	0.0%	5	1.5%
Gender/sex identification	2	0.5%	1	0.3%	1	0.3%
Disability-related concerns	0	0.0%	0	0.0%	0	0.0%
Cultural identity	3	0.8%	0	0.0%	0	0.0%
Violence & abuse (non-family)	39	10.3%	35	10.5%	38	11.6%
Bullying - school related	23	6.1%	17	5.1%	29	8.9%
Bullying - other	3	0.8%	8	2.4%	3	0.9%
Sexual assault or abuse (non-family)	6	1.6%	5	1.5%	4	1.2%
Dating and partner violence	8	2.1%	4	1.2%	2	0.6%
Harassment and assault (non-sexual)	0	0.0%	1	0.3%	0	0.0%
Sexual harassment	0	0.0%	1	0.3%	0	0.0%
Child abuse & family violence	51	13.5%	32	9.6%	24	7.3%
Physical abuse	34	9.0%	16	4.8%	10	3.1%
Sexual abuse	2	0.5%	6	1.8%	1	0.3%
Emotional abuse	12	3.2%	6	1.8%	14	4.3%
Neglect of child	3	0.8%	2	0.6%	2	0.6%
Exploitation by family member	0	0.0%	0	0.0%	0	0.0%
Exposure to family violence	8	2.1%	3	0.9%	3	0.9%
Living-in-care issues	3	0.8%	4	1.2%	0	0.0%

Concern and concern class	2016 (N = 378)		2017 (N = 333)		2018 (N = 327)	
	n	%	n	%	n	%
School, education & work	16	4.2%	10	3.0%	15	4.6%
Study and education issues	8	2.1%	7	2.1%	10	3.1%
Employment issues	7	1.9%	2	0.6%	3	0.9%
School authority issues	1	0.3%	1	0.3%	2	0.6%
Physical or sexual health & development	21	5.6%	11	3.3%	10	3.1%
Physical health concerns	11	2.9%	5	1.5%	5	1.5%
Pregnancy-related concerns	6	1.6%	2	0.6%	1	0.3%
Sexual activity	4	1.1%	4	1.2%	4	1.2%
Physical/sexual development	0	0.0%	0	0.0%	0	0.0%
Contraception/safe sex	0	0.0%	0	0.0%	1	0.3%
Homelessness & basic needs assistance	13	3.4%	5	1.5%	6	1.8%
Homelessness	9	2.4%	1	0.3%	1	0.3%
Practical/material assistance	3	0.8%	4	1.2%	6	1.8%
Financial assistance/concerns	1	0.3%	0	0.0%	0	0.0%
Substance use, addictions & risk-taking	4	1.1%	9	2.7%	7	2.1%
Drug use	2	0.5%	5	1.5%	6	1.8%
Alcohol use	2	0.5%	2	0.6%	1	0.3%
Addictive behaviours (not drugs/alcohol)	0	0.0%	1	0.3%	0	0.0%
Physical risk-taking	0	0.0%	0	0.0%	0	0.0%
Gang/cult involvement	0	0.0%	1	0.3%	0	0.0%
Offending, abusive or violent actions	3	0.8%	3	0.9%	4	1.2%
Illegal/offending behaviour	2	0.5%	0	0.0%	1	0.3%
Abusive or violent actions	1	0.3%	3	0.9%	3	0.9%
Sexual violence/offending actions	0	0.0%	0	0.0%	0	0.0%

I. Up to four concerns per contact may be recorded. Totals provided for class of concern will be less than the sum of the individual concerns that make up that class due to the fact that multiple concerns within the class may have been identified in a single contact.

Online harassment



Starting work



Respect in relationships



Dealing with peer pressure



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Kids Helpline is a service of yourtown for 5-25 year olds

