



kids**helpline**
Anytime Any Reason

QLD



insights2018

**Kids Helpline Statistical Summary
Queensland**

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

How to cite this report:

yourtown (2019). 'Kids Helpline Insights 2018 Statistical Summary Queensland'. Brisbane. Author.

Where to get more information

This report was compiled by **yourtown** Strategy and Research. For further information, please contact:

yourtown:

PHONE 07 3368 3399

EMAIL yourtown@yourtown.com.au

WEB www.yourtown.com.au

For media enquiries:

PHONE 07 3867 1248

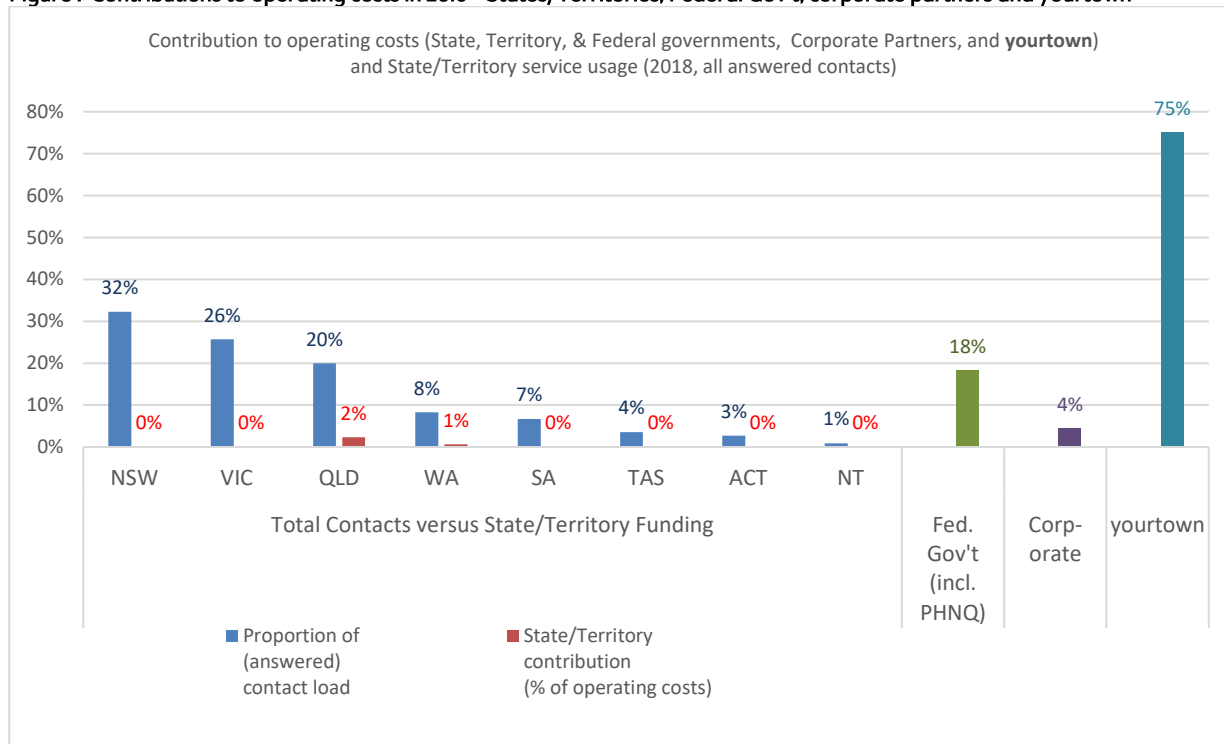
EMAIL media@yourtown.com.au

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. **Error! Reference source not found.** 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 25,439 (or 20%) were known to be from QLD.
- Table I shows the demographic characteristics of these contacts from QLD and compares them with the characteristics of contacts from the rest of Australia where the contact's state or territory was known.
- Compared with the rest of Australia,
 - a greater proportion of QLD contacts were from females (80% c.f. 75%)
 - less likely to be from culturally and linguistically diverse (CALD) backgrounds and more likely to be from a Caucasian Australian background, and
 - less likely to be living in Major Cities and more likely to be living in Outer Regional/Remote areas.

Table I: Characteristics of Kids Helpline contacts 2018 aged 5-25 years – QLD and rest of Australia¹

Contact characteristics		QLD (N = 25,439)		Rest of Australia (N = 102,725)	
		n	%	n	%
Gender					
	Female	14,883	80%	55,653	75%
	Male	3,363	18%	17,004	23%
	Intersex, Trans & Gender Diverse	422	2%	1,773	2%
	Total	18,668	100%	74,430	100%
	Unknown	6,771		28,295	
Age group					
	5-12 years	1,987	11%	8,823	13%
	13-18 years	9,988	56%	37,852	54%
	19-25 years	5,750	32%	23,767	34%
	Total	17,725	100%	70,442	100%
	<26 but age unknown	7,714		32,283	
Cultural background²					
	Aboriginal &/or Torres Strait Islander	228	3%	1,119	4%
	CALD	1,786	26%	10,664	39%
	Neither Aboriginal &/or Torres Strait Islander nor CALD	4,908	71%	15,234	56%
	Total	6,922	100%	27,017	100%
	Unknown	18,517		75,708	
Remoteness³					
	Major Cities	9,343	71%	37,330	77%
	Inner Regional	2,248	17%	8,144	17%
	Outer Regional/Remote	1,542	12%	3,150	6%
	Total	13,133	100%	48,624	100%
	Unknown	12,306		54,101	
Medium					
	Phone	18,191	72%	70,492	69%
	WebChat	6,497	26%	28,825	28%
	Email	751	3%	3,408	3%
	Total	25,439	100%	102,725	100%
Type of help-seeking					
	Counselling contact	11,551	45%	46,820	46%
	Information/Referral/Other contact	13,888	55%	55,905	54%
	Total	25,439	100%	102,725	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.

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, 45% of contacts from QLD in 2016 were seeking counselling support while 55% were seeking information/referral or other forms of non-counselling support.

Demographic trends over time

Table 2 presents the characteristics of QLD 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:

- a slight decrease in the proportion of male contacts from QLD relative to female contacts
- a slight decrease in the proportion of QLD contacts aged 5-12 years
- a decrease in the proportion who engaged by phone and an increase in the proportion who contacted by WebChat,
- an increase in the proportion seeking counselling support with a corresponding decrease in the proportion seeking non-counselling support, and
- a slight increase in the proportion from major cities and a decrease in the proportion from inner regional centres.

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

Contact characteristics		2016 (N = 31,637)		2017 (N = 28,909)		2018 (N=25,439)	
		n	%	n	%	n	%
Gender²							
	Female	15,474	75%	16,193	76%	14,883	80%
	Male	4,889	24%	4,748	22%	3,363	18%
	Intersex, Trans & Gender Diverse	187	1%	283	1%	422	2%
	Total	20,550	100%	21,224	100%	18,668	100%
	Unknown	11,087		7,685		6,771	
Age group							
	5-12 years	2,568	14%	2,422	12%	1,987	11%
	13-18 years	10,342	57%	9,963	51%	9,988	56%
	19-25 years	5,371	29%	7,108	36%	5,750	32%
	Total	18,281	100%	19,493	100%	17,725	100%
	<26 but age unknown	13,356		9,416		7,714	
Cultural background³							
	Aboriginal &/or Torres Strait Islander	270	4%	269	3%	228	3%
	CALD	1,909	26%	2,056	25%	1,786	26%
	Neither Aboriginal &/or Torres Strait Islander nor CALD	5,085	70%	5,833	72%	4,908	71%
	Total	7,264	100%	8,158	100%	6,922	100%
	Unknown	24,373		20,751		18,517	
Remoteness⁴							
	Major Cities	8,396	67%	8,715	64%	9,343	71%
	Inner Regional	2,616	21%	3,500	26%	2,248	17%
	Outer Regional/Remote	1,582	13%	1,438	11%	1,542	12%
	Total	12,594	100%	13,653	100%	13,133	100%
	Unknown	19,043		15,256		12,306	
Medium							
	Phone	25,438	80%	22,495	78%	18,191	72%
	WebChat	5,165	16%	5,544	19%	6,497	26%
	Email	1,034	3%	870	3%	751	3%
	Total	31,637	100%	28,909	100%	25,439	100%
Type of help-seeking							
	Counselling contact	12,075	38%	11,901	41%	11,551	45%
	Information/Referral/Other contact	19,562	62%	17,008	59%	13,888	55%
	Total	31,637	100%	28,909	100%	25,439	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.

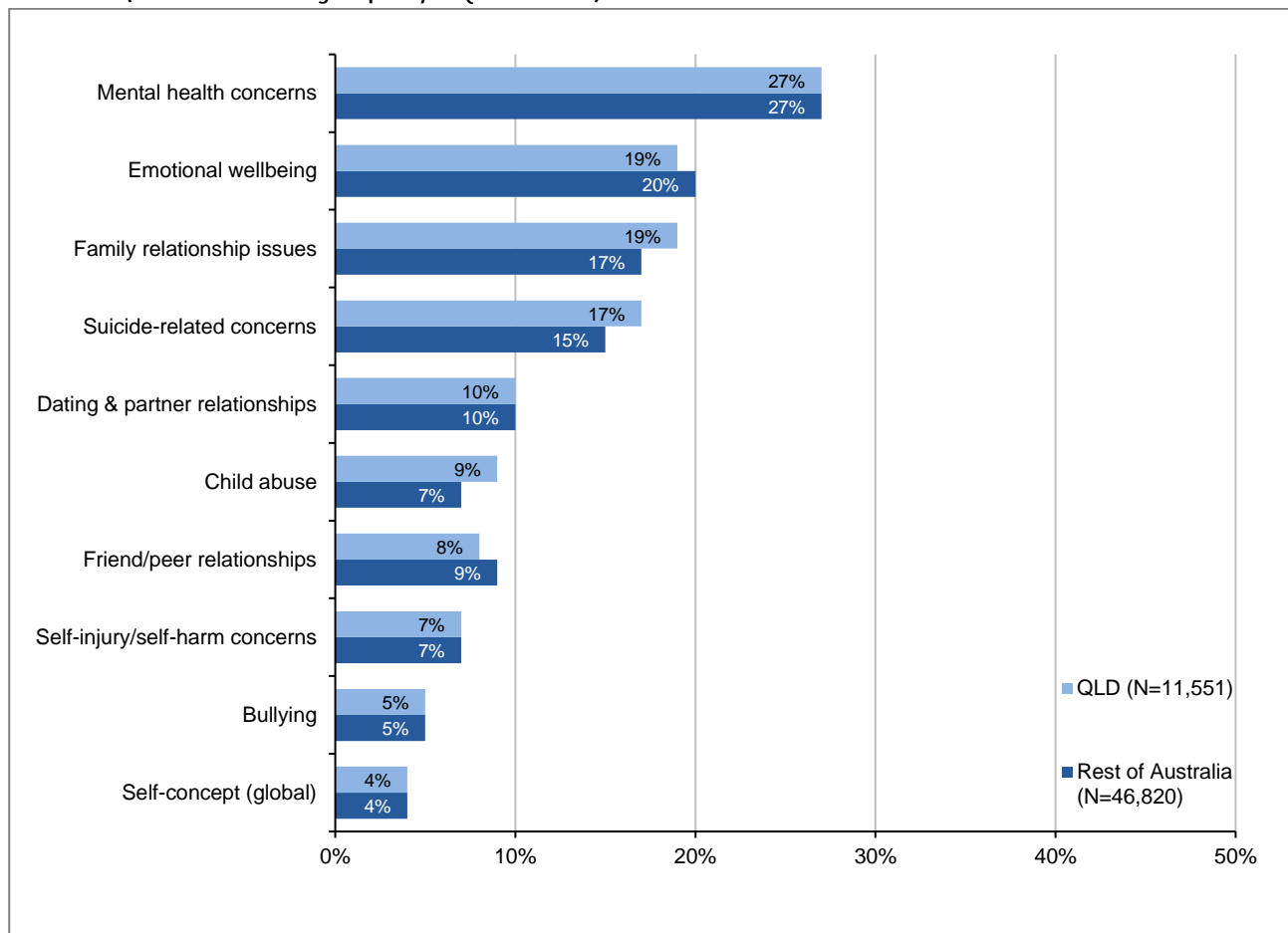
Most common concerns of children and young people who received counselling

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 concerns of children and young people in Australia today.

QLD compared with rest of Australia

- State or territory information was available for 58,371 of these 67,264 counselling contacts and of this subset 11,551 (or 20%) were known to be from QLD.
- Figure 2 shows the 10 most common concerns of QLD 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 observation to be noted from the data is that the frequency with which children and young people in QLD 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.

Figure 2. Most frequently recorded concerns of Kids Helpline counselling contacts 2018 aged 5-25 years – QLD compared with the rest of Australia (sorted in descending frequency of QLD concerns)¹



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

Sub-categories of main concerns

When counsellors record the concerns of children and young people during their conversations, they can record up to four different issues. For each of those issues there is a sub-category that counsellors can choose to represent, in more granular detail, the substance of the conversation or concern.

For each of the top 4 concerns (mental health, emotional wellbeing, family relationships and suicide-related concerns) the most frequently occurring sub-categories are the same in QLD as they are nationally; the sub-categories are:

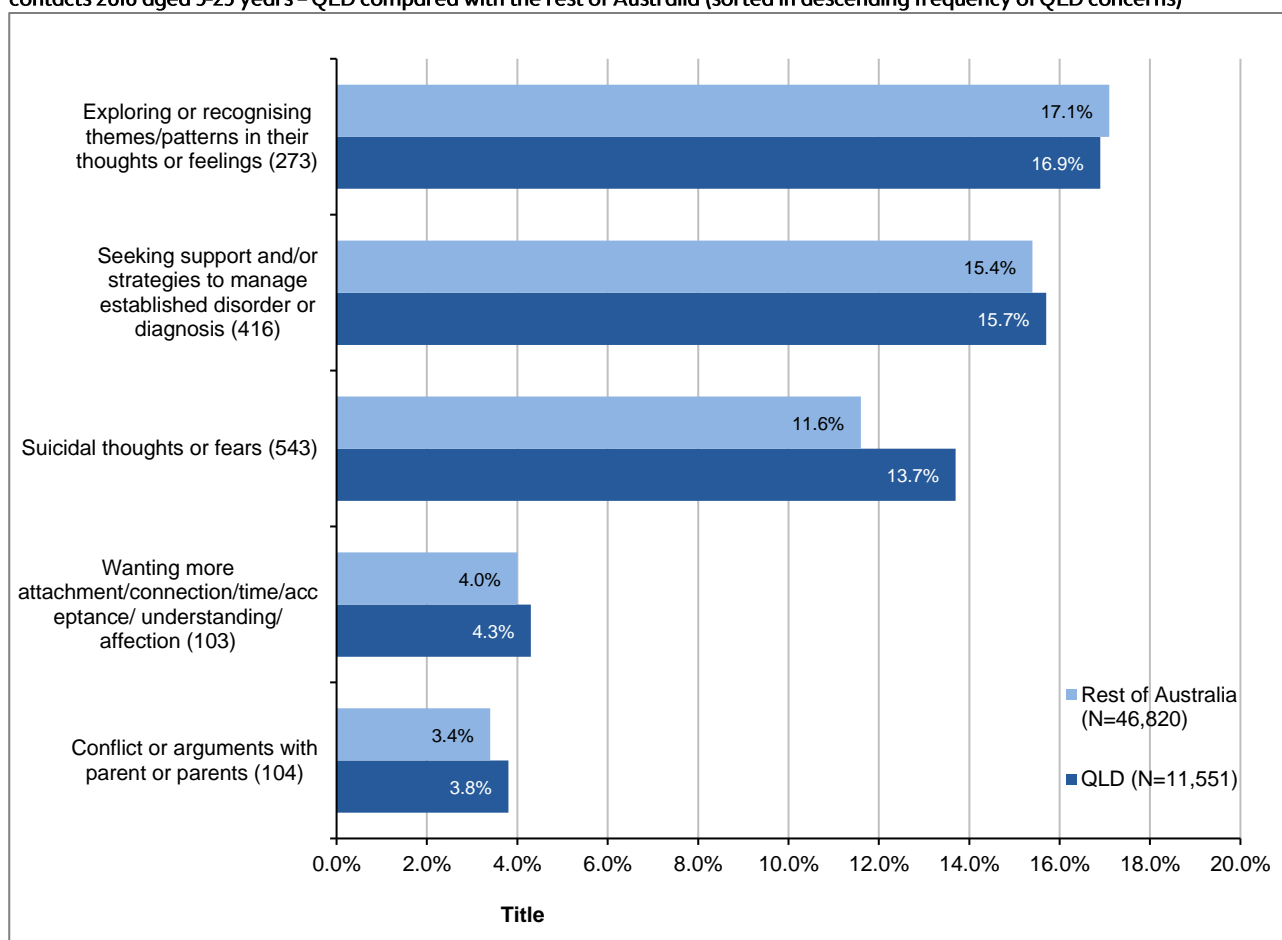
Mental health	Seeking support and/or strategies to manage established disorder or diagnosis (416) ¹
Emotional wellbeing	Exploring or recognising themes/patterns in their thoughts or feelings (273)
Family	Wanting more attachment/connection/time/acceptance/understanding/ affection (103)
Relationships ²	Conflict or arguments with parent or parents (104)
Suicide	Suicidal thoughts or fears (543)

¹ The numbers in brackets after each sub-category label uniquely identify each subcategory.

² Because for family relationships there are two almost equally frequently occurring sub-categories, but of these will be reported in the subsequent analyses.

Figure 3 shows that QLD contacts show the same relative frequency of occurrence of the most commonly occurring sub-categories within each of the four most commonly occurring main concerns, with one notable exception: the proportion of contacts about “suicidal thoughts and feelings” sub-category is greater in QLD than for the rest of Australia.

Figure 3. Most frequently recorded sub-categories of the top four most frequently recorded concerns of Kids Helpline counselling contacts 2018 aged 5-25 years – QLD compared with the rest of Australia (sorted in descending frequency of QLD concerns)¹



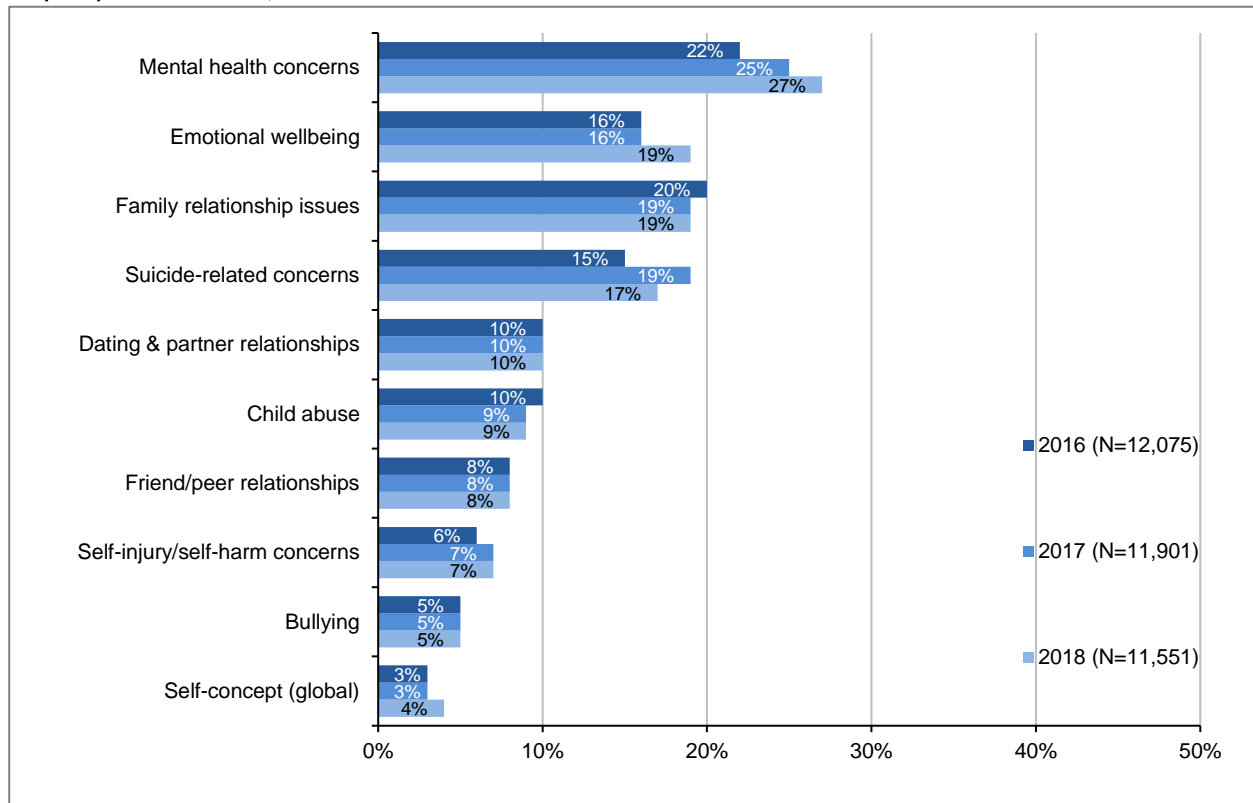
Trends over time

Figure 4 shows the 10 most common concerns of QLD counselling contacts in 2018 and compares this with the frequency with which these concerns were raised by QLD contacts in 2016 and 2017.

The key observations to be noted from the data are:

- the frequency with which children and young people in QLD are contacting Kids Helpline about these concerns has remained consistent over the short-term
- The proportion of mental-health-related contacts from Queensland is higher in 2018 (27%) than in 2017 (25%) and 2016 (22%).

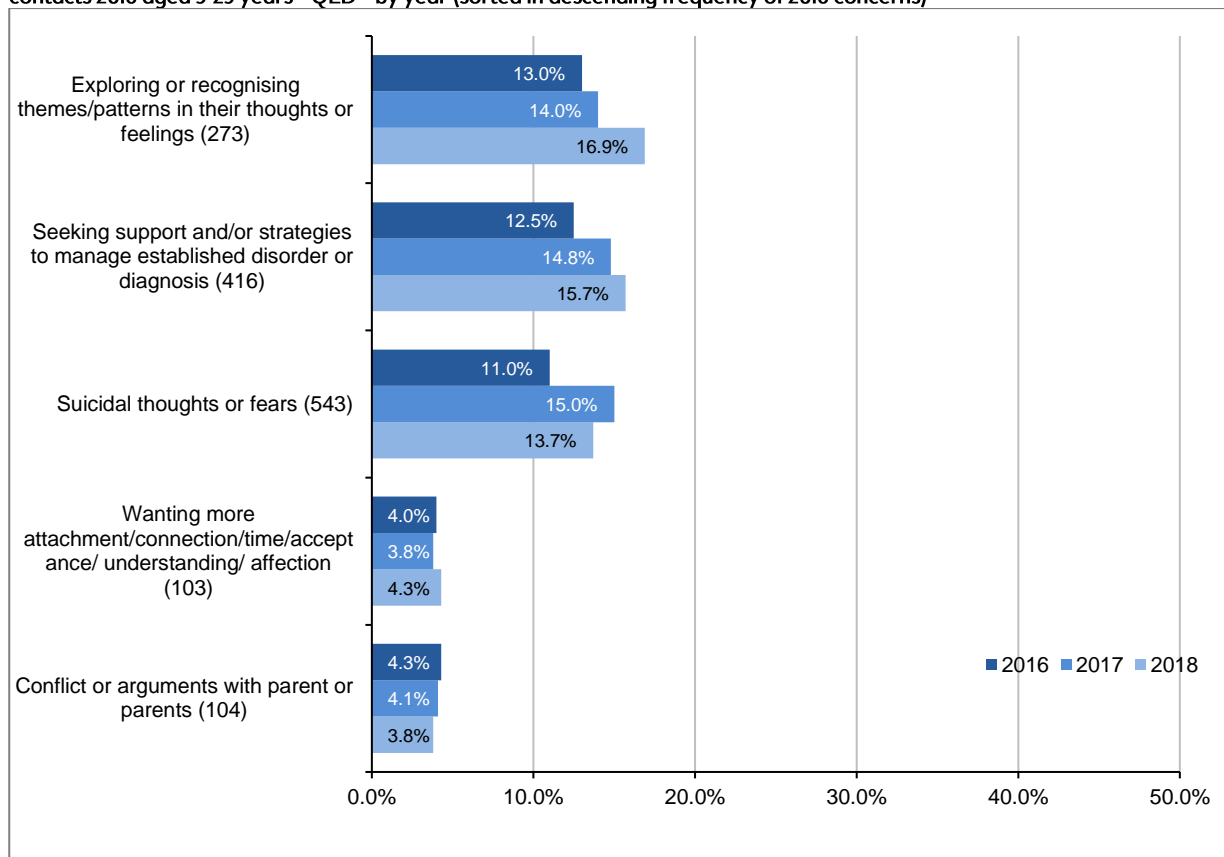
Figure 4: Most frequently recorded concerns of QLD Kids Helpline counselling contacts aged 5-25 years – by year (sorted in descending frequency of 2018 concerns)¹



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

For each of the sub-categories chosen for the more granular analysis of each of the top four most commonly occurring main concerns, analysis over time (Figure 5) shows that there is a degree of consistent growth in wellbeing (exploring patterns in thoughts or feelings), and mental health (support for existing diagnoses) but that suicidal thoughts and fears may be stabilising.

Figure 5: Most frequently recorded sub-categories of the top four most frequently recorded concerns of Kids Helpline counselling contacts 2018 aged 5-25 years – QLD – by year (sorted in descending frequency of 2018 concerns)¹



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 QLD 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.

- The key observation to be noted from the data in Table 3 is that the frequency with which children and young people in QLD are contacting Kids Helpline about all these different concerns and classes of concern is quite consistent over the short-term.
- The greatest variance (6.8%) in proportions 2016-2018 occurs in the frequency of occurrence of contacts about mental health related concerns (53.0% in 2016 to 59.8% in 2018).

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

Concern and concern class	2016 (N = 12,075)		2017 (N = 11,901)		2018 (N = 11,551)	
	n	%	n	%	n	%
Mental health & emotional wellbeing	6,400	53.0%	7,000	58.8%	6,904	59.8%
Mental health concerns	2,713	22.5%	2,953	24.8%	3,084	26.7%
Emotional wellbeing	1,937	16.0%	1,953	16.4%	2,246	19.4%
Suicide-related concerns	1,773	14.7%	2,314	19.4%	1,975	17.1%
Self-injury/self-harm concerns	730	6.0%	862	7.2%	851	7.4%
Loss and grief	377	3.1%	404	3.4%	397	3.4%
Friends, peers, partners & dating	2,149	17.8%	2,082	17.5%	1,944	16.8%
Dating and partner relationships	1,252	10.4%	1,229	10.3%	1,110	9.6%
Friends/peer relationships	952	7.9%	922	7.7%	898	7.8%
Family relationships	2,379	19.7%	2,261	19.0%	2,178	18.9%
Child-parent relationships	1,702	14.1%	1,578	13.3%	1,530	13.2%
Other family relationships	470	3.9%	462	3.9%	439	3.8%
Changing family structures	338	2.8%	318	2.7%	295	2.6%
Parenting own children	41	0.3%	54	0.5%	29	0.3%
Identity & self-concept	728	6.0%	700	5.9%	872	7.5%
Self-concept (global)	349	2.9%	382	3.2%	450	3.9%
Body image	135	1.1%	110	0.9%	167	1.4%
Sexual orientation	134	1.1%	113	0.9%	132	1.1%
Gender/sex identification	91	0.8%	77	0.6%	108	0.9%
Disability-related concerns	30	0.2%	26	0.2%	32	0.3%
Cultural identity	15	0.1%	14	0.1%	18	0.2%
Violence & abuse (non-family)	1,023	8.5%	936	7.9%	907	7.9%
Bullying - school related	547	4.5%	470	3.9%	464	4.0%
Bullying - other	114	0.9%	99	0.8%	83	0.7%
Sexual assault or abuse (non-family)	201	1.7%	212	1.8%	210	1.8%
Dating and partner violence	86	0.7%	84	0.7%	86	0.7%
Harassment and assault (non-sexual)	60	0.5%	55	0.5%	40	0.3%
Sexual harassment	38	0.3%	47	0.4%	46	0.4%
Child abuse & family violence	1,160	9.6%	1,038	8.7%	988	8.6%
Physical abuse	577	4.8%	508	4.3%	470	4.1%
Sexual abuse	232	1.9%	215	1.8%	209	1.8%
Emotional abuse	304	2.5%	289	2.4%	287	2.5%
Neglect of child	58	0.5%	61	0.5%	45	0.4%
Exploitation by family member	1	0.0%	1	0.0%	3	0.0%
Exposure to family violence	115	1.0%	143	1.2%	117	1.0%
Living-in-care issues	57	0.5%	38	0.3%	38	0.3%
School, education & work	631	5.2%	656	5.5%	648	5.6%
Study and education issues	443	3.7%	431	3.6%	404	3.5%
Employment issues	140	1.2%	175	1.5%	181	1.6%
School authority issues	54	0.4%	62	0.5%	78	0.7%
Physical or sexual health & development	580	4.8%	586	4.9%	500	4.3%
Physical health concerns	300	2.5%	308	2.6%	282	2.4%
Pregnancy-related concerns	133	1.1%	130	1.1%	104	0.9%
Sexual activity	123	1.0%	122	1.0%	96	0.8%
Physical/sexual development	19	0.2%	20	0.2%	10	0.1%
Contraception/safe sex	22	0.2%	10	0.1%	18	0.2%
Homelessness & basic needs assistance	516	4.3%	417	3.5%	339	2.9%
Homelessness	323	2.7%	257	2.2%	188	1.6%
Practical/material assistance	153	1.3%	112	0.9%	111	1.0%
Financial assistance/concerns	57	0.5%	58	0.5%	52	0.5%
Substance use, addictions & risk-taking	278	2.3%	256	2.2%	207	1.8%
Drug use	169	1.4%	142	1.2%	111	1.0%
Alcohol use	87	0.7%	88	0.7%	73	0.6%
Addictive behaviours (not drugs/alcohol)	24	0.2%	22	0.2%	24	0.2%
Physical risk-taking	6	0.0%	8	0.1%	3	0.0%
Gang/cult involvement	4	0.0%	6	0.1%	1	0.0%
Offending, abusive or violent actions	140	1.2%	126	1.1%	104	0.9%
Illegal/offending behaviour	57	0.5%	74	0.6%	62	0.5%
Abusive or violent actions	77	0.6%	51	0.4%	37	0.3%
Sexual violence/offending actions	6	0.0%	3	0.0%	6	0.1%

1. 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



We're here.
Anytime. Any Reason.

kidshelpline.com.au

1800 55 1800 FREE CALL

24/7



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

