



kids**helpline**
Anytime Any Reason

TAS



insights2018

**Kids Helpline Statistical Summary
Tasmania**

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 Tasmania 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 Tasmanian 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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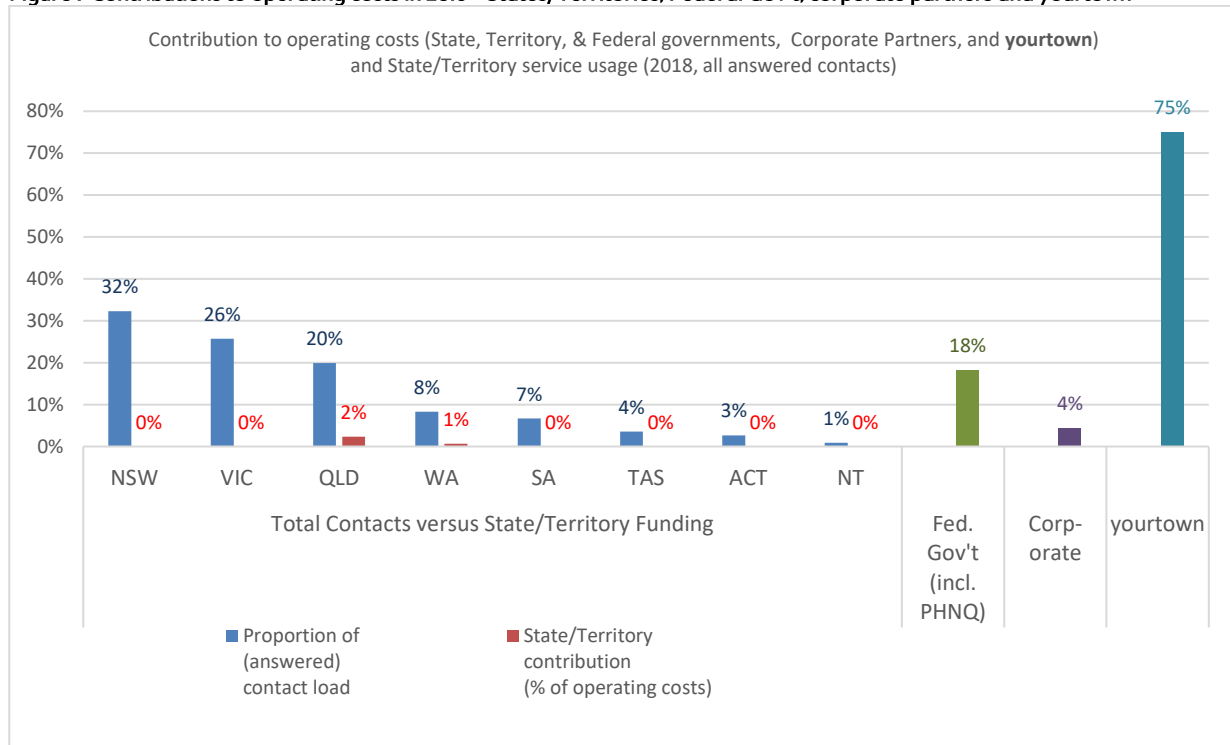
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How is the service funded

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 4,483 (or 4%) were known to be from Tasmania.
- Table I shows the demographic characteristics of these contacts from Tasmania and compares them with the characteristics of contacts from the rest of Australia where the contact's state or territory was known.
- Consistent with contacts from the rest of Australia, eight out of ten (80%) Tasmanian contacts were female.
- Compared with the rest of Australia, contacts from Tasmania were:
 - more likely to be aged 13-18 and less likely to be aged 19-25;
 - less likely to be identified as Aboriginal and/or Torres Strait Islander and more likely to be from other culturally and linguistically diverse (CALD) backgrounds;
 - less likely to be living in Major Cities and much more likely to be living in either Inner Regional or Outer Regional/Remote localities; and
 - less likely to contact by WebChat and more likely to use phone.

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

Contact characteristics		Tasmania (N = 4,483)		Rest of Australia (N = 123,681)	
		n	%	n	%
Gender					
	Female	2,247	80%	68,289	76%
	Male	490	17%	19,877	22%
	Intersex, Trans & Gender Diverse	71	3%	2,124	2%
	Total	2,808	100%	90,290	100%
	Unknown	1,675		33,391	
Age group					
	5-12 years	312	12%	10,498	12%
	13-18 years	1,778	67%	46,062	54%
	19-25 years	570	21%	28,947	34%
	Total	2,660	100%	85,507	100%
	<26 but age unknown	1,823		38,174	
Cultural background²					
	Aboriginal &/or Torres Strait Islander	13	1%	1,334	4%
	CALD	572	43%	11,878	36%
	Neither Aboriginal &/or Torres Strait Islander nor CALD	739	56%	19,403	59%
	Total	1,324	100%	32,615	100%
	Unknown	3,159		91,066	
Remoteness³					
	Major Cities	9	1%	46,664	78%
	Inner Regional	1,201	74%	9,191	15%
	Outer Regional/Remote	413	25%	4,279	7%
	Total	1,623	100%	60,134	100%
	Unknown	2,860		63,547	
Medium					
	Phone	3,433	77%	85,250	69%
	WebChat	765	17%	34,557	28%
	Email	285	6%	3,874	3%
	Total	4,483	100%	123,681	100%
Type of help-seeking					
	Counselling contact	1,408	31%	56,963	46%
	Information/Referral/Other contact	3,075	69%	66,718	54%
	Total	4,483	100%	123,681	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, 31% of contacts from Tasmania in 2018 were seeking counselling support while 69% were seeking information/referral or other forms of support. Tasmanian contacts were more likely to be seeking non-counselling support than contacts from the rest of Australia (69% c.f. 54%).

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

Contact characteristics		2016 (N = 4,254)		2017 (N = 3,815)		2018 (N = 4,483)	
		n	%	n	%	n	%
Gender²							
	Female	1,820	71%	2,016	78%	2,247	80%
	Male	681	27%	428	17%	490	17%
	Intersex, Trans & Gender Diverse	45	2%	144	6%	71	3%
	Total	2,546	100%	2,588	100%	2,808	100%
	Unknown	1,708		1,227		1,675	
Age group							
	5-12 years	326	15%	287	13%	312	12%
	13-18 years	1,148	52%	1,082	48%	1,778	67%
	19-25 years	726	33%	882	39%	570	21%
	Total	2,200	100%	2,251	100%	2,660	100%
	<26 but age unknown	2,054		1,564		1,823	
Cultural background³							
	Aboriginal &/or Torres Strait Islander	17	2%	7	1%	13	1%
	CALD	194	22%	117	13%	572	43%
	Neither Aboriginal &/or Torres Strait Islander nor CALD	684	76%	791	86%	739	56%
	Total	895	100%	915	100%	1,324	100%
	Unknown	3,359		2,900		3,159	
Remoteness⁴							
	Major Cities	18	1%	23	1%	9	1%
	Inner Regional	1,089	82%	1,231	74%	1,201	74%
	Outer Regional/Remote	216	16%	412	25%	413	25%
	Total	1,323	100%	1,666	100%	1,623	100%
	Unknown	2,931		2,149		2,860	
Medium							
	Phone	3,618	85%	3,022	79%	3,433	77%
	WebChat	504	12%	637	17%	765	17%
	Email	132	3%	156	4%	285	6%
	Total	4,254	100%	3,815	100%	4,483	100%
Type of help-seeking							
	Counselling contact	1,184	28%	1,322	35%	1,408	31%
	Information/Referral/Other contact	3,070	72%	2,493	65%	3,075	69%
	Total	4,254	100%	3,815	100%	4,483	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.

Demographic trends over time

Table 2 presents the characteristics of Tasmanian 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 Tasmanian contacts over the last three years, including:

- An increase in the proportion of female contacts and a corresponding decrease in the proportion of male contacts;
- A decrease in the proportion of 19-25 year-olds and a corresponding increase in the proportion of 13-18 year-olds;
- an increase in the proportion of contacts known to be from culturally and linguistically diverse (CALD) backgrounds and a corresponding decrease in the proportion of Caucasian Australian contacts;
- a decrease in the proportion of contacts contacting via phone and a corresponding increase in the proportion using WebChat; and
- an increase in the proportion contacting for counselling support and a corresponding decrease in the proportion seeking information, referral or other ways of connecting.

Note that observed differences may not correspond to actual differences. Substantial missing data, Tasmania's small subpopulation and the greater likely influence of repeat contacts on percentage frequencies in this context undermine the reliability of observed differences.

Most common concerns of children and young people who received counselling

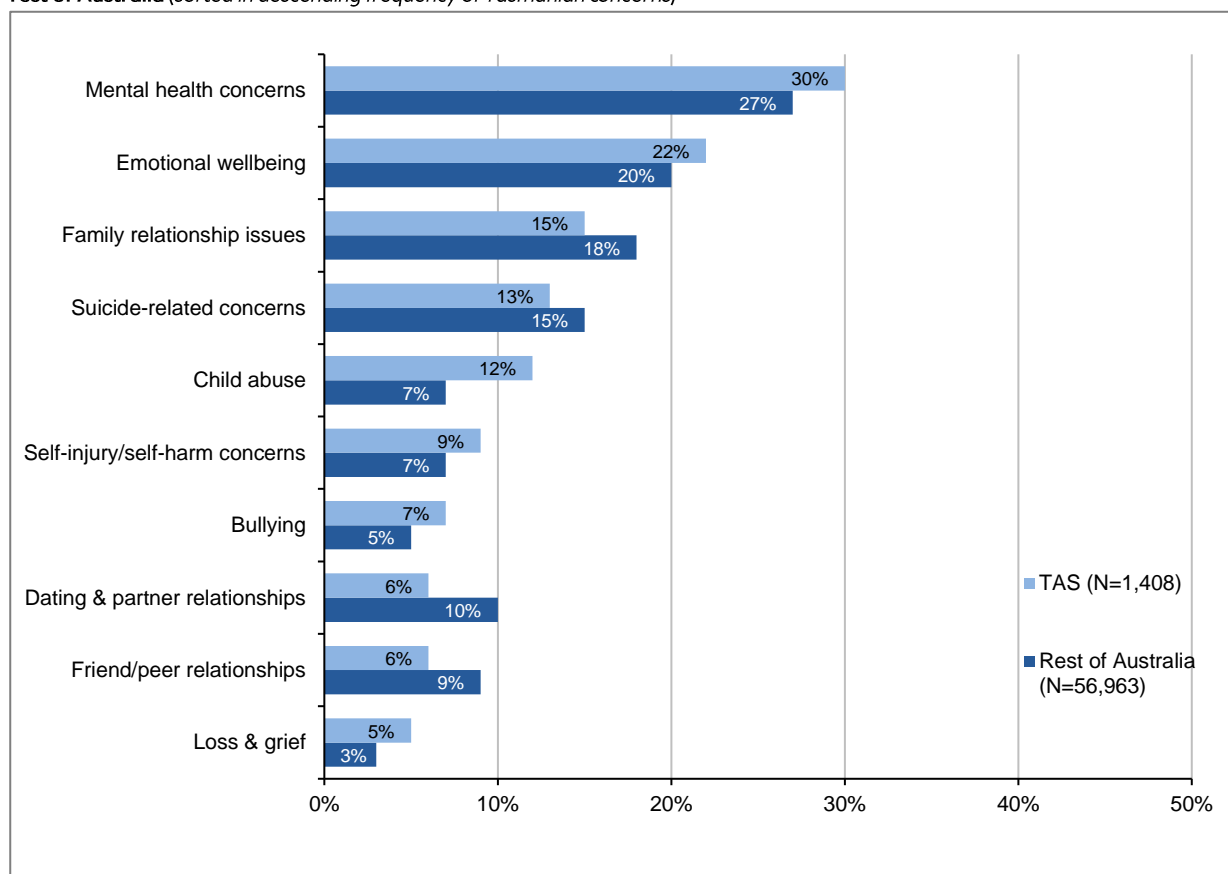
During 2018, Kids Helpline counsellors responded to 67,264 contacts from children and young people who were seeking help about specific problems or concerns (i.e. counselling contacts). Analysis of the types of issues and concerns raised by children and young people in these sessions provide a valuable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

Tasmania compared with rest of Australia

State or territory information was available for 58,371 of these 67,264 counselling contacts and of this subset 1,408 (or 2%) were known to be from Tasmania.

Figure 2 shows the 10 most common concerns of Tasmanian 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.

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



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

- The key observation to be noted from the data is that the frequency with which children and young people in Tasmania sought help from Kids Helpline for almost all of these issues is consistent with the frequency with which children and young people elsewhere in Australia sought help for these issues.
- However, contacts from Tasmania, compared with contacts from the rest of Australia, were:
 - more likely to seek help about child abuse concerns (12% c.f. 7%); and
 - less likely to seek help for dating and partner relationship concerns (6% c.f. 10%).

Note that observed differences may not correspond to actual differences. Tasmania's small subpopulation and the greater likely influence of repeat contacts on percentage frequencies in this context undermine the reliability of observed differences.

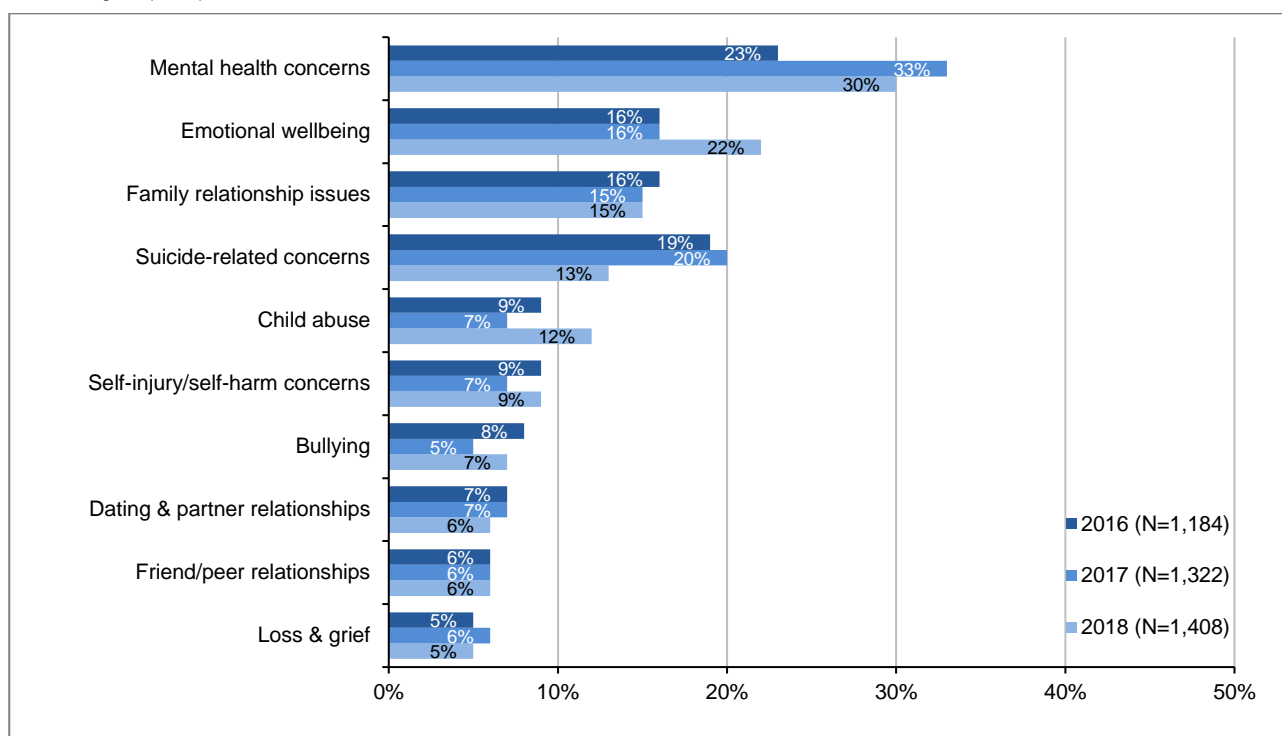
Trends over time

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

- There is small variation in the frequency with which Tasmanian counselling contacts raised almost all concerns with counsellors over the last three years, but:
 - There has been an increase in the proportion seeking help for Emotional wellbeing;
 - There has been a decrease in the proportion seeking help for Suicide; and
 - There has been an increase in the proportion seeking help for Child abuse.

The small size of the Tasmanian subpopulation and the greater likely influence of repeat contacts on percentage frequencies in this context may 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 Tasmanian 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 Tasmania 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.

- Table 3 reveals slight to moderate variation in the frequency with which a number of concerns were raised for counselling over the last three years. Much of this variation is non-systematic, which may in part be attributable to the small size of the Tasmanian subpopulation and the greater likely influence of repeat contacts on percentage frequencies in this context.
- There are three systematic trends of a more substantial nature:
 - Contacts about Identity & self-concept have increased (up 25% in three years);
 - Contacts about Violence & abuse (non-family) – including bullying, sexual assault and harassment – have increased (up 21% in three years); and
 - Contacts about Child abuse & family violence have increased (up 54% in three years).

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

Concern and concern class	2016 (N = 1,184)		2017 (N = 1,322)		2018 (N = 1,408)	
	n	%	n	%	n	%
Mental health & emotional wellbeing	701	59.2%	863	65.3%	867	61.6%
Mental health concerns	278	23.5%	430	32.5%	418	29.7%
Emotional wellbeing	186	15.7%	213	16.1%	303	21.5%
Suicide-related concerns	221	18.7%	263	19.9%	187	13.3%
Self-injury/self-harm concerns	110	9.3%	90	6.8%	125	8.9%
Loss and grief	55	4.6%	81	6.1%	68	4.8%
Friends, peers, partners & dating	143	12.1%	167	12.6%	170	12.1%
Dating and partner relationships	79	6.7%	92	7.0%	87	6.2%
Friends/peer relationships	66	5.6%	77	5.8%	89	6.3%
Family relationships	189	16.0%	195	14.8%	208	14.8%
Child-parent relationships	136	11.5%	137	10.4%	154	10.9%
Other family relationships	36	3.0%	41	3.1%	47	3.3%
Changing family structures	28	2.4%	32	2.4%	22	1.6%
Parenting own children	6	0.5%	0	0.0%	0	0.0%
Identity & self-concept	83	7.0%	77	5.8%	104	7.4%
Self-concept (global)	33	2.8%	30	2.3%	52	3.7%
Body image	14	1.2%	18	1.4%	19	1.3%
Sexual orientation	15	1.3%	14	1.1%	18	1.3%
Gender/sex identification	20	1.7%	19	1.4%	13	0.9%
Disability-related concerns	3	0.3%	2	.2%	5	0.4%
Cultural identity	1	0.1%	0	0.0%	2	0.1%
Violence & abuse (non-family)	110	9.3%	95	7.2%	133	9.4%
Bullying - school related	76	6.4%	63	4.8%	86	6.1%
Bullying - other	17	1.4%	10	.8%	19	1.3%
Sexual assault or abuse (non-family)	9	0.8%	11	.8%	18	1.3%
Dating and partner violence	5	0.4%	6	.5%	1	0.1%
Harassment and assault (non-sexual)	3	0.3%	3	.2%	2	0.1%
Sexual harassment	2	0.2%	4	.3%	9	0.6%
Child abuse & family violence	112	9.5%	97	7.3%	172	12.2%
Physical abuse	66	5.6%	44	3.3%	99	7.0%
Sexual abuse	19	1.6%	30	2.3%	17	1.2%
Emotional abuse	23	1.9%	24	1.8%	71	5.0%
Neglect of child	2	0.2%	6	.5%	9	0.6%
Exploitation by family member	0	0.0%	0	0.0%	0	0.0%
Exposure to family violence	14	1.2%	9	.7%	15	1.1%
Living-in-care issues	4	0.3%	1	.1%	1	0.1%
School, education & work	49	4.1%	69	5.2%	56	4.0%
Study and education issues	30	2.5%	49	3.7%	36	2.6%
Employment issues	18	1.5%	16	1.2%	8	0.6%

Concern and concern class	2016 (N = 1,184)		2017 (N = 1,322)		2018 (N = 1,408)	
	n	%	n	%	n	%
School authority issues	3	0.3%	5	.4%	12	0.9%
Physical or sexual health & development	86	7.3%	77	5.8%	68	4.8%
Physical health concerns	30	2.5%	45	3.4%	36	2.6%
Pregnancy-related concerns	22	1.9%	14	1.1%	20	1.4%
Sexual activity	25	2.1%	14	1.1%	12	0.9%
Physical/sexual development	6	0.5%	7	.5%	1	0.1%
Contraception/safe sex	6	0.5%	2	.2%	1	0.1%
Homelessness & basic needs assistance	22	1.9%	27	2.0%	18	1.3%
Homelessness	11	0.9%	17	1.3%	10	0.7%
Practical/material assistance	6	0.5%	8	.6%	9	0.6%
Financial assistance/concerns	5	0.4%	2	.2%	0	0.0%
Substance use, addictions & risk-taking	16	1.4%	53	4.0%	39	2.8%
Drug use	11	0.9%	35	2.6%	20	1.4%
Alcohol use	5	0.4%	17	1.3%	16	1.1%
Addictive behaviours (not drugs/alcohol)	1	0.1%	7	.5%	3	0.2%
Physical risk-taking	0	0.0%	0	0.0%	0	0.0%
Gang/cult involvement	0	0.0%	0	0.0%	2	0.1%
Offending, abusive or violent actions	12	1.0%	20	1.5%	8	0.6%
Illegal/offending behaviour	4	0.3%	11	.8%	5	0.4%
Abusive or violent actions	8	0.7%	7	.5%	3	0.2%
Sexual violence/offending actions	0	0.0%	2	.2%	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

