



kids**helpline**
Anytime | Any Reason

VIC



insights2018

**Kids Helpline Statistical Summary
Victoria**

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 Victoria 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.

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Where to get more information

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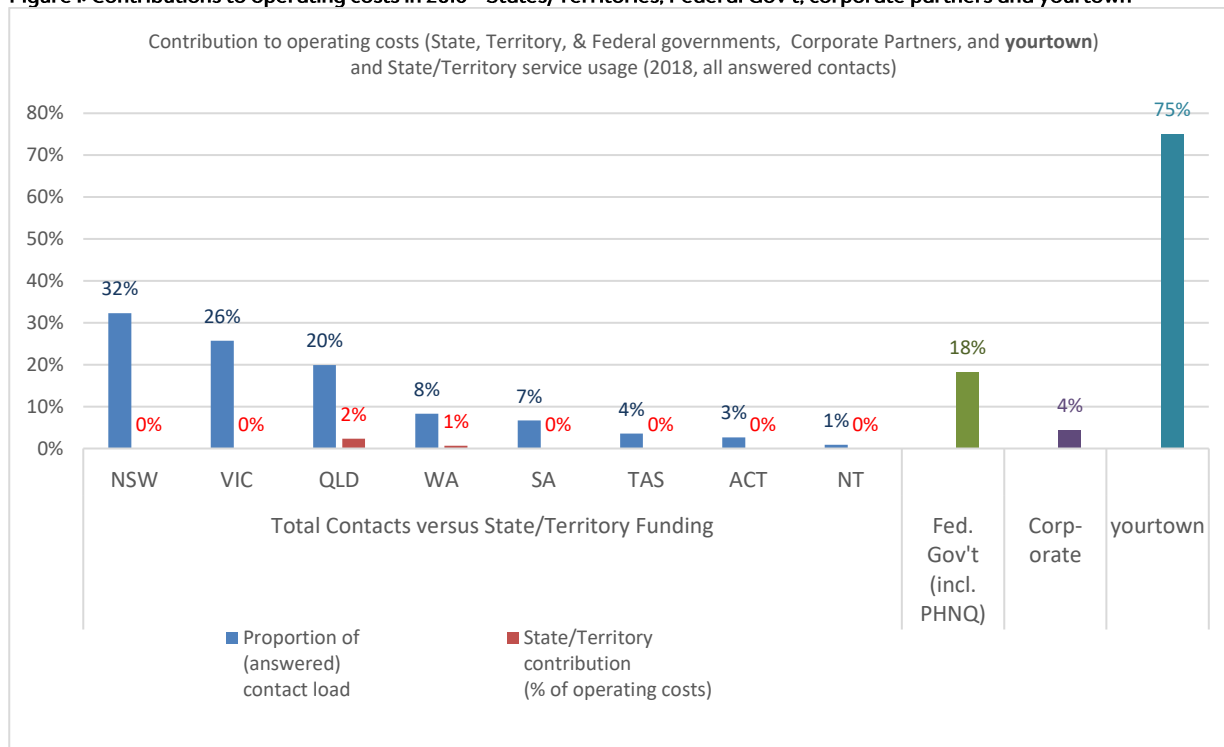
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How is the service funded

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 128,165 of these contacts, and of this subset 33,009 (or 26%) were known to be from Victoria.
- Table I shows the demographic characteristics of these contacts from Victoria and compares them with the characteristics of contacts from the rest of Australia where the contact's state or territory was known.
- As with contacts from the rest of Australia, more than seven out of 10 (75%) contacts from Victoria were female and just over half (52%) were aged 13-18 years.
- Compared with contacts from the rest of Australia, Victorian contacts were:
 - more likely to be aged over 18 years
 - more likely to be from culturally and linguistically diverse (CALD) backgrounds and less likely to be from a Caucasian Australian background
 - less likely to be living in in Outer Regional/Remote areas, and more likely to be from major cities, and
 - slightly less likely to contact by phone and slightly more likely to contact by WebChat.

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

Contact characteristics	Victoria (N = 33,009)		Rest of Australia (N = 95,155)	
	n	%	n	%
Gender				
Female	18,735	75%	51,801	76%
Male	5,660	23%	14,707	22%
Intersex, Trans & Gender Diverse	603	2%	1,592	2%
Total	24,998	100%	68,100	100%
Unknown	8,011		27,055	
Age group				
5-12 years	2,744	11%	8,066	13%
13-18 years	12,336	52%	35,504	55%
19-25 years	8,844	37%	20,673	32%
Total	23,924	100%	64,243	100%
<26 but age unknown	9,085		30,912	
Cultural background²				
Aboriginal &/or Torres Strait Islander	302	3%	1,045	4%
CALD	3,843	44%	8,607	34%
Neither Aboriginal &/or Torres Strait Islander nor CALD	4,586	53%	15,556	62%
Total	8,731	100%	25,208	100%
Unknown	24,278		69,947	
Remoteness³				
Major Cities	13,141	80%	33,532	74%
Inner Regional	2,971	18%	7,421	16%
Outer Regional/Remote	368	2%	4,324	10%
Total	16,480	100%	45,277	100%
Unknown	16,529		49,878	
Medium				
Phone	22,176	67%	66,507	70%
WebChat	9,815	30%	25,507	27%
Email	1,018	3%	3,141	3%
Total	33,009	100%	95,155	100%
Type of help-seeking				
Counselling contact	16,036	49%	42,335	44%
Information/Referral/Other contact	16,973	51%	52,820	56%
Total	33,009	100%	95,155	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, 49% of contacts from Victoria in 2018 were seeking counselling support while 51% were seeking information/referral or other forms of non-counselling support.

Demographic trends over time

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

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

Contact characteristics	2016 (N = 41,221)		2017 (N = 37,184)		2018 (N = 33,009)	
	n	n	n	%	%	n
Gender²						
Female	20,512	74%	19,281	73%	18,735	75%
Male	6,728	24%	6,548	25%	5,660	23%
Intersex, Trans & Gender Diverse	333	1%	612	2%	603	2%
Total	27,573	100%	26,441	100%	24,998	100%
Unknown	13,648		10,743		8,011	
Age group						
5-12 years	2,836	11%	2,891	12%	2,744	11%
13-18 years	12,557	51%	11,737	48%	12,336	52%
19-25 years	9,335	38%	9,643	40%	8,844	37%
Total	24,728	100%	24,271	100%	23,924	100%
<26 but age unknown	16,493		12,913		9,085	
Cultural background³						
Aboriginal &/or TSI	389	4%	195	2%	302	3%
CALD	4,429	41%	3,854	41%	3,843	44%
Neither ATSI nor CALD	5,871	55%	5,301	57%	4,586	53%
Total	10,689	100%	9,350	100%	8,731	100%
Unknown	30,532		27,834		24,278	
Remoteness⁴						
Major Cities	12,829	75%	12,426	77%	13,141	80%
Inner Regional	3,568	21%	3,021	19%	2,971	18%
Outer Regional/Remote	639	4%	687	4%	368	2%
Total	17,036	100%	16,134	100%	16,480	100%
Unknown	24,185		21,050		16,529	
Medium						
Phone	31,467	76%	27,461	74%	22,176	67%
WebChat	8,247	20%	8,384	23%	9,815	30%
Email	1,507	4%	1,339	4%	1,018	3%
Total	41,221	100%	37,184	100%	33,009	100%
Type of help-seeking						
Counselling contact	16,267	39%	16,092	43%	16,036	49%
Information/Referral/Other contact	24,954	61%	21,092	57%	16,973	51%
Total	41,221	100%	37,184	100%	33,009	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.

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

- Over the last three years, there would appear to be:
 - a decrease in the proportion of Victorian contacts engaging by phone and an increase the proportion engaging by WebChat,
 - a slight increase in the proportion of contacts from major cities, and a corresponding decrease in the proportion from inner regional locations, and
 - an increase in the proportion seeking counselling support and a corresponding decrease in the proportion seeking non-counselling support.
- All other characteristics of Victorian contacts have remained consistent over the short-term.

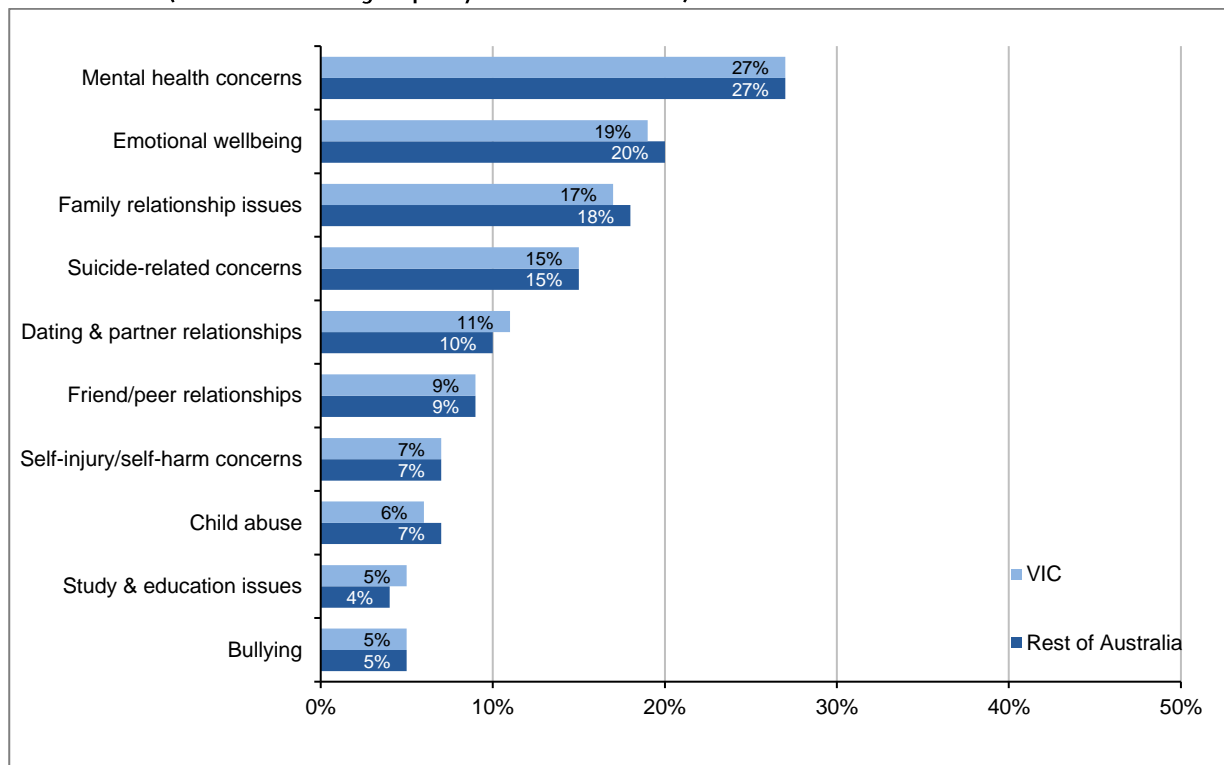
Most common concerns of children and young people who received counselling

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 young people in Australia today.

Victoria compared with rest of Australia

- State or territory information was available for 58,371 of these 67,264 counselling contacts and of this subset 16,036 (or 24%) were known to be from Victoria.
- Figure 2 shows the 10 most common concerns of Victoria 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 Victoria 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 – Victoria compared with the rest of Australia (sorted in descending frequency of Victorian 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 Victoria as they are nationally; the sub-categories are:

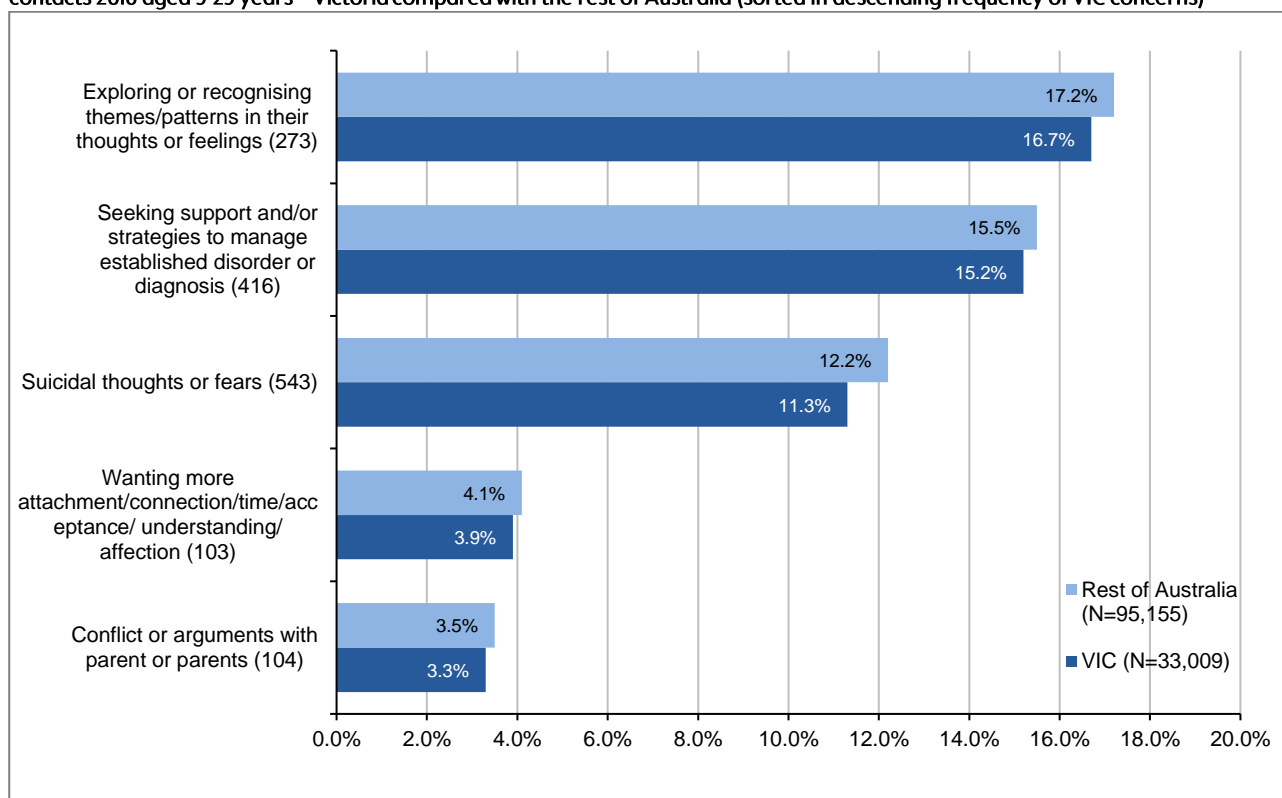
Mental health	Seeking support and/or strategies to manage established disorder or diagnosis (416) ¹
Emotional wellbeing	Exploring or recognising themes/patterns in their thoughts or feelings (273)
Family	Wanting more attachment/connection/time/acceptance/understanding/ affection (103)
Relationships ²	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 Victoria 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, as 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 – Victoria compared with the rest of Australia (sorted in descending frequency of VIC concerns)¹

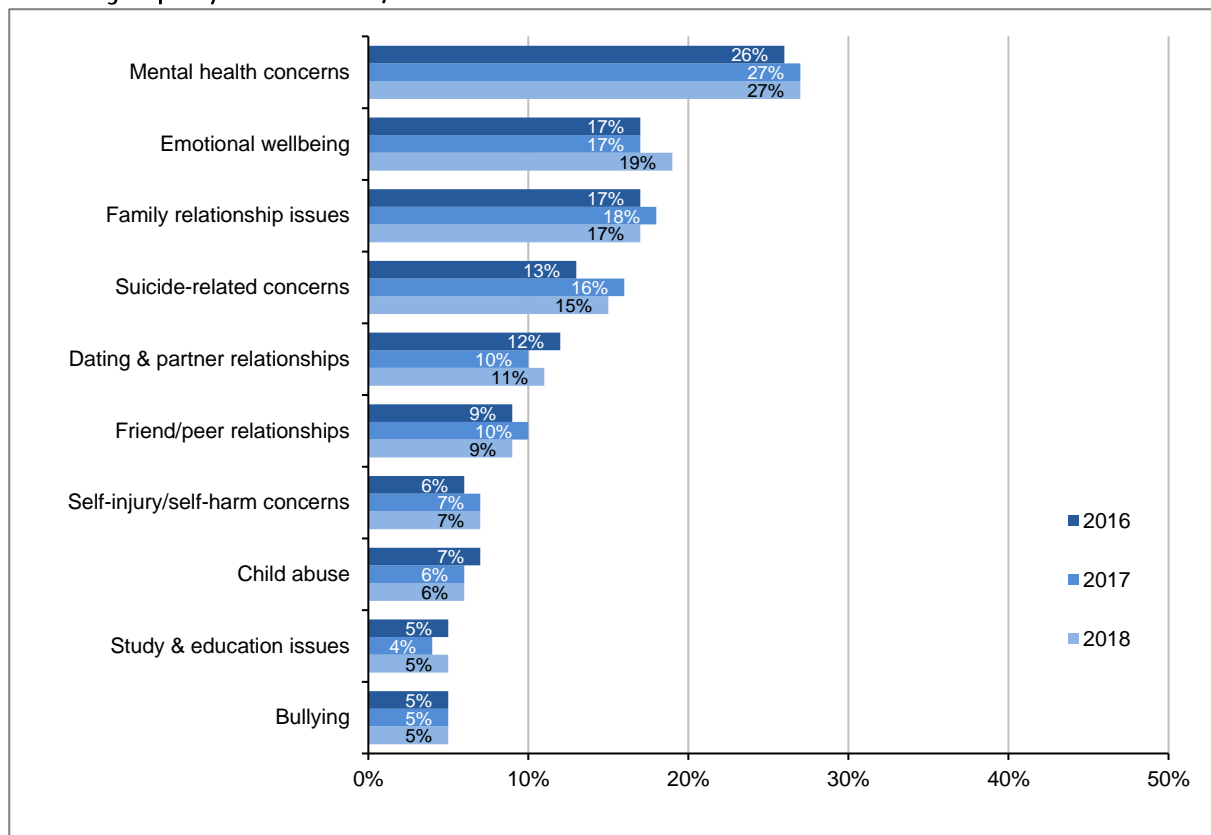


Trends over time

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

- The key observation to be noted from the data is that the frequency with which children and young people in Victoria sought help from Kids Helpline for most of these issues has remained consistent over the short-term.

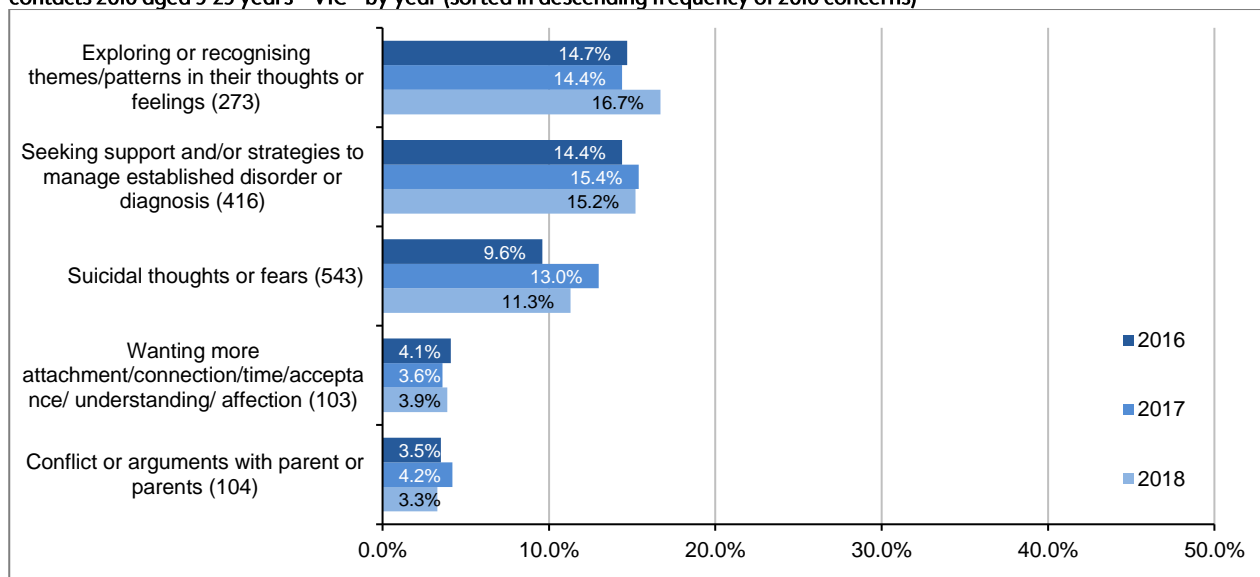
Figure 4: Most frequently recorded concerns of Victorian Kids Helpline counselling contacts aged 5-25 years – by year (sorted in descending frequency of 2018 concerns)¹



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 evidence of marginal growth in the proportions of these sub-categories of concern over the past three years.

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 – VIC – 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 Victoria in 2018 and compares this with the frequency with which the concern was raised in 2017 and 2016. Table 3 groups individual concerns under eleven 'concern classes' which aggregate frequencies across conceptual clusters of client concern.

The key observations to be noted from the data in Table 3 are that:

- the frequency with which children and young people in Victoria are contacting Kids Helpline about all these different concerns and classes of concern is quite consistent over the short-term, and
- there appears to be a slight increase over time in the relative frequency of emotional wellbeing-related contacts.

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

Concern and concern class	2016 (N = 16,267)		2017 (N = 16,092)		2018 (N = 16,036)	
	n	%	n	%	n	%
Mental health & emotional wellbeing	8,865	54.5%	9,360	58.2%	9,444	58.9%
Mental health concerns	4,158	25.6%	4,320	26.8%	4,295	26.8%
Emotional wellbeing	2,759	17.0%	2,718	16.9%	3,098	19.3%
Suicide-related concerns	2,086	12.8%	2,633	16.4%	2,330	14.5%
Self-injury/self-harm concerns	1,001	6.2%	1,127	7.0%	1,185	7.4%
Loss and grief	423	2.6%	476	3.0%	484	3.0%
Friends, peers, partners & dating	3,318	20.4%	3,191	19.8%	3,115	19.4%
Dating and partner relationships	1,914	11.8%	1,635	10.2%	1,709	10.7%
Friends/peer relationships	1,496	9.2%	1,625	10.1%	1,476	9.2%
Family relationships	2,810	17.3%	2,835	17.6%	2,803	17.5%
Child-parent relationships	2,069	12.7%	2,127	13.2%	2,037	12.7%
Other family relationships	563	3.5%	561	3.5%	609	3.8%
Changing family structures	326	2.0%	306	1.9%	347	2.2%
Parenting own children	31	0.2%	26	.2%	14	0.1%
Identity & self-concept	1,234	7.6%	1,258	7.8%	1,335	8.3%
Self-concept (global)	610	3.7%	645	4.0%	697	4.3%
Body image	234	1.4%	249	1.5%	198	1.2%
Sexual orientation	215	1.3%	158	1.0%	240	1.5%
Gender/sex identification	141	0.9%	178	1.1%	175	1.1%
Disability-related concerns	46	0.3%	43	.3%	50	0.3%
Cultural identity	48	0.3%	49	.3%	38	0.2%
Violence & abuse (non-family)	1,233	7.6%	1,319	8.2%	1,218	7.6%
Bullying - school related	632	3.9%	640	4.0%	663	4.1%
Bullying - other	155	1.0%	161	1.0%	120	0.7%
Sexual assault or abuse (non-family)	240	1.5%	292	1.8%	224	1.4%
Dating and partner violence	115	0.7%	101	.6%	95	0.6%
Harassment and assault (non-sexual)	78	0.5%	85	.5%	67	0.4%
Sexual harassment	51	0.3%	66	.4%	75	0.5%
Child abuse & family violence	1,146	7.0%	1,045	6.5%	992	6.2%
Physical abuse	558	3.4%	497	3.1%	483	3.0%
Sexual abuse	226	1.4%	203	1.3%	146	0.9%
Emotional abuse	330	2.0%	316	2.0%	364	2.3%
Neglect of child	54	0.3%	62	.4%	44	0.3%
Exploitation by family member	0	0.0%	0	0.0%	0	0.0%
Exposure to family violence	116	0.7%	103	.6%	103	0.6%
Living-in-care issues	22	0.1%	43	.3%	27	0.2%
School, education & work	1,052	6.5%	962	6.0%	1,063	6.6%
Study and education issues	759	4.7%	679	4.2%	730	4.6%
Employment issues	203	1.2%	228	1.4%	267	1.7%
School authority issues	109	0.7%	71	.4%	81	0.5%
Physical or sexual health & development	865	5.3%	651	4.0%	678	4.2%
Physical health concerns	453	2.8%	374	2.3%	348	2.2%
Pregnancy-related concerns	173	1.1%	130	.8%	139	0.9%
Sexual activity	202	1.2%	138	.9%	163	1.0%
Physical/sexual development	28	0.2%	8	.0%	19	0.1%
Contraception/safe sex	34	0.2%	14	.1%	16	0.1%
Homelessness & basic needs assistance	387	2.4%	344	2.1%	318	2.0%
Homelessness	189	1.2%	174	1.1%	151	0.9%
Practical/material assistance	150	0.9%	114	.7%	120	0.7%
Financial assistance/concerns	54	0.3%	62	.4%	56	0.3%
Substance use, addictions & risk-taking	309	1.9%	287	1.8%	267	1.7%
Drug use	209	1.3%	167	1.0%	156	1.0%
Alcohol use	78	0.5%	86	.5%	75	0.5%
Addictive behaviours (not drugs/alcohol)	25	0.2%	38	.2%	38	0.2%
Physical risk-taking	4	0.0%	3	.0%	8	0.0%
Gang/cult involvement	4	0.0%	2	.0%	2	0.0%
Offending, abusive or violent actions	149	0.9%	172	1.1%	167	1.0%
Illegal/offending behaviour	55	0.3%	67	.4%	74	0.5%
Abusive or violent actions	84	0.5%	92	.6%	79	0.5%
Sexual violence/offending actions	12	0.1%	14	.1%	16	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



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

