



kidshelpline
Anytime Any Reason



insights2018

**Kids Helpline Statistical Summary
Western Australia**

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 Western Australia'. 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

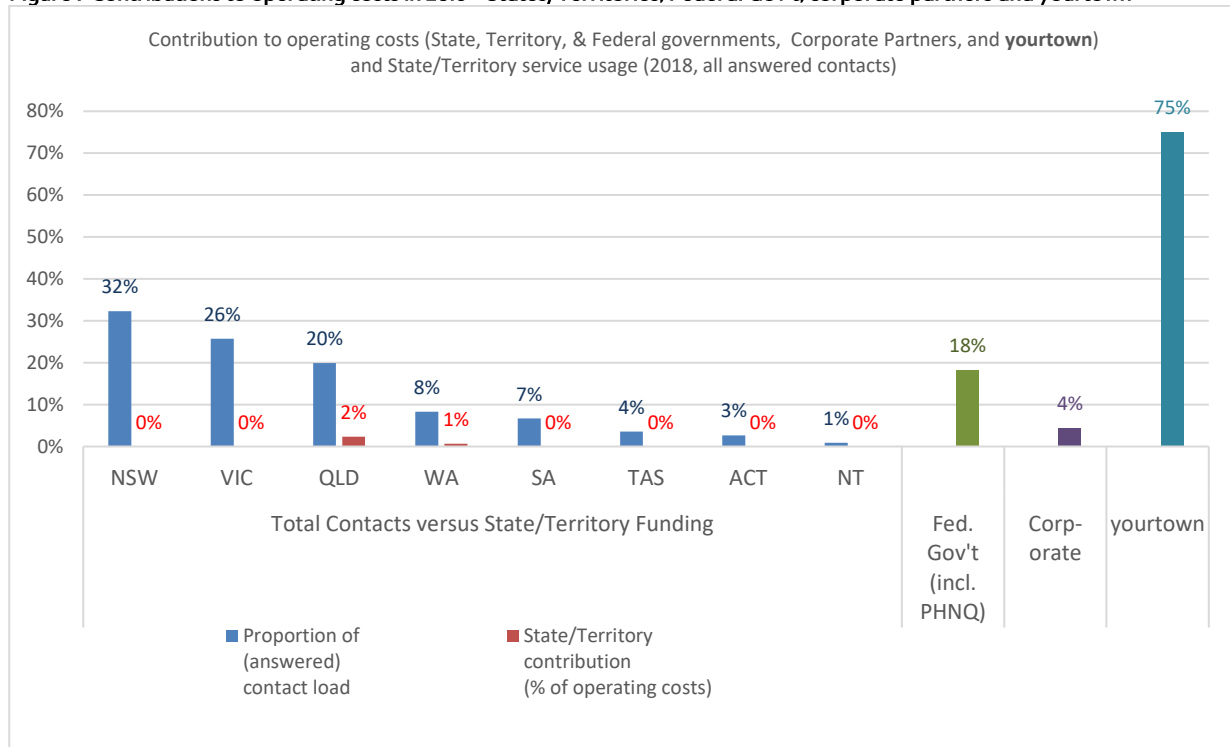
EMAIL media@yourtown.com.au

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. 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, aged 5-25 years. State or territory information was available for 128,164 of these contacts, and of this subset 10,638 (or 8%) were known to be from WA.
- Table I shows the demographic characteristics of these contacts from WA 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, just over half (52%) of WA contacts were aged 13-18 years and over seven out of ten (72%) were female.
- Compared with contacts from the rest of Australia, WA contacts were:
 - Slightly less likely to be from females and more likely to be from males;
 - More likely to be under 13 years of age, and more likely to be 19-25 years of age;
 - Slightly less likely to be from culturally and linguistically diverse (CALD) backgrounds and more likely to be from a Caucasian Australian background;
 - Less likely to be living in Inner Regional localities and more likely to be living in Major Cities and in Outer Regional/Remote locations; and
 - Slightly more likely to contact by phone.

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

Contact characteristics		WA (N = 10,638)		Rest of Australia (N = 117,526)	
		n	%	n	%
Gender					
	Female	5,397	72%	65,139	76%
	Male	1,981	26%	18,386	21%
	Intersex, Trans & Gender Diverse	123	2%	2,072	2%
	Total	7,501	100%	85,597	100%
	Unknown	3,137		31,929	
Age group					
	5-12 years	1,135	17%	9,675	12%
	13-18 years	3,559	52%	44,281	54%
	19-25 years	2,103	31%	27,414	34%
	Total	6,797	100%	81,370	100%
	<26 but age unknown	3,841		36,156	
Cultural background²					
	Aboriginal &/or Torres Strait Islander	45	2%	1,302	4%
	CALD	859	34%	11,591	37%
	Neither Aboriginal &/or Torres Strait Islander nor CALD	1,639	64%	18,503	59%
	Total	2,543	100%	31,396	100%
	Unknown	8,095		86,130	
Remoteness³					
	Major Cities	3,837	82%	42,836	75%
	Inner Regional	362	8%	10,030	18%
	Outer Regional/Remote	503	11%	4,189	7%
	Total	4,702	100%	57,055	100%
	Unknown	5,936		60,471	
Medium					
	Phone	7,656	72%	81,027	69%
	WebChat	2,718	26%	32,604	28%
	Email	264	2%	3,895	3%
	Total	10,638	100%	117,526	100%
Type of help-seeking					
	Counselling contact	4,636	44%	53,735	46%
	Information/Referral/Other contact	6,002	56%	63,791	54%
	Total	10,638	100%	117,526	100%

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

2. TSI = Torres Strait Islander. CALD = Culturally and linguistically diverse. ATSI = Aboriginal and/or Torres Strait Islander

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, 44% of contacts from WA in 2018 were seeking counselling support while 56% were seeking information/referral or other forms of non-counselling support.

Demographic trends over time

Table 2 presents the characteristics of WA 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 minor variations in the characteristics of WA contacts over the last three years, including:
 - a slight increase in the proportion of contacts identified as culturally and linguistically diverse (CALD) backgrounds, with a corresponding decrease in the proportion of those known to be Caucasian Australians;
 - an increase in the proportion of contacts who engaged with the service by WebChat and a decrease in the proportion who engaged by phone, and
 - an increase in the proportion seeking counselling support and a corresponding decrease in the proportion seeking non-counselling support.

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

Contact characteristics		2016 (N = 13,576)		2017 (N = 12,276)		2018 (N = 10,638)	
				n	%	%	n
Gender²							
	Female	6,432	74%	6,339	74%	5,397	72%
	Male	2,162	25%	2,136	25%	1,981	26%
	Intersex, Trans & Gender Diverse	75	1%	86	1%	123	2%
	Total	8,669	100%	8,561	100%	7,501	100%
	Unknown	4,907		3,715		3,137	
Age group							
	5-12 years	1,461	19%	1,200	16%	1,135	17%
	13-18 years	3,909	51%	4,058	52%	3,559	52%
	19-25 years	2,271	30%	2,479	32%	2,103	31%
	Total	7,641	100%	7,737	100%	6,797	100%
	<26 but age unknown	5,935		4,539		3,841	
Cultural background³							
	Aboriginal &/or Torres Strait Islander	88	3%	121	3%	45	2%
	CALD	841	27%	1,162	33%	859	34%
	Neither Aboriginal &/or Torres Strait Islander nor CALD	2,227	71%	2,272	64%	1,639	64%
	Total	3,156	100%	3,555	100%	2,543	100%
	Unknown	10,420		8,712		8,095	
Remoteness⁴							
	Major Cities	4,220	81%	4,336	81%	3,837	82%
	Inner Regional	399	8%	440	8%	362	8%
	Outer Regional/Remote	564	11%	565	11%	503	11%
	Total	5,183	100%	5,341	100%	4,702	100%
	Unknown	8,393		6,935		5,936	
Medium							
	Phone	10,815	80%	9,393	77%	7,656	72%
	WebChat	2,219	16%	2,378	19%	2,718	26%
	Email	542	4%	505	4%	264	2%
	Total	13,576	100%	12,276	100%	10,638	100%
Type of help-seeking							
	Counselling contact	5,237	39%	4,993	41%	4,636	44%
	Information/Referral/Other contact	8,339	61%	7,283	59%	6,002	56%
	Total	13,576	100%	12,276	100%	10,638	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.

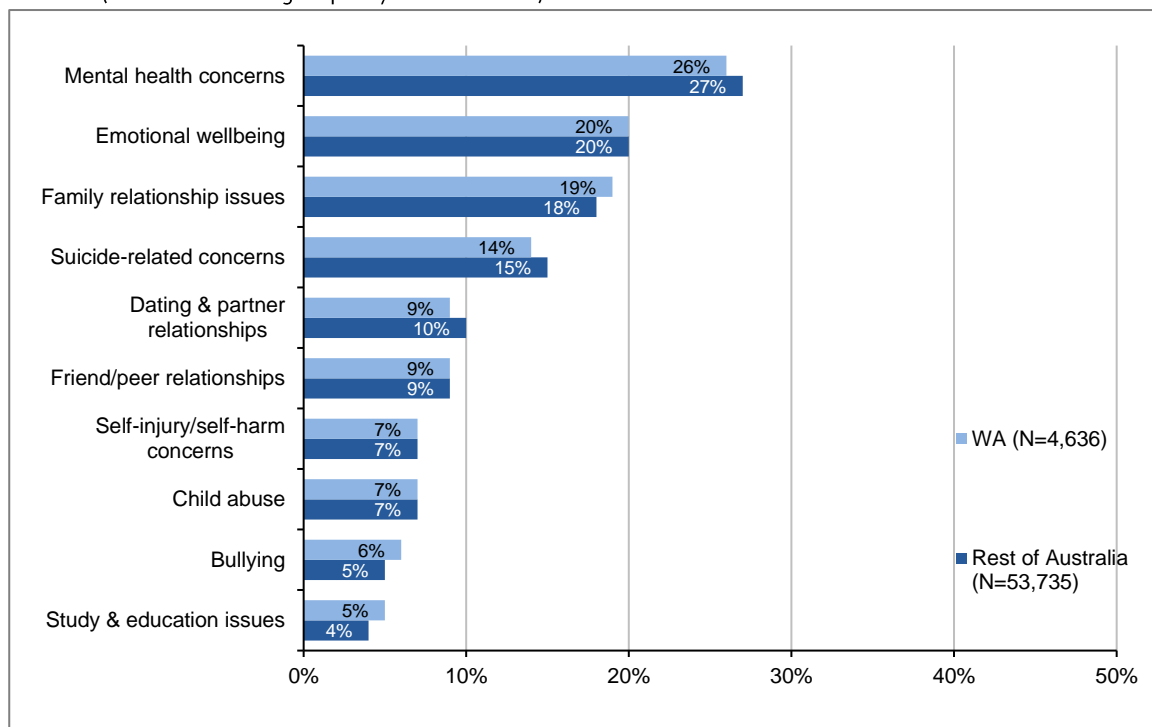
Most common concerns of children and young people who received counselling

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.

WA compared with rest of Australia

- State or territory information was available for 58,371 of these 67,264 counselling contacts and of this subset 4,636 (or 7%) were known to be from WA.
- Figure 2 shows the 10 most common concerns of WA 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 WA 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 2017 aged 5-25 years – WA compared with the rest of Australia (sorted in descending frequency of WA concerns)^I



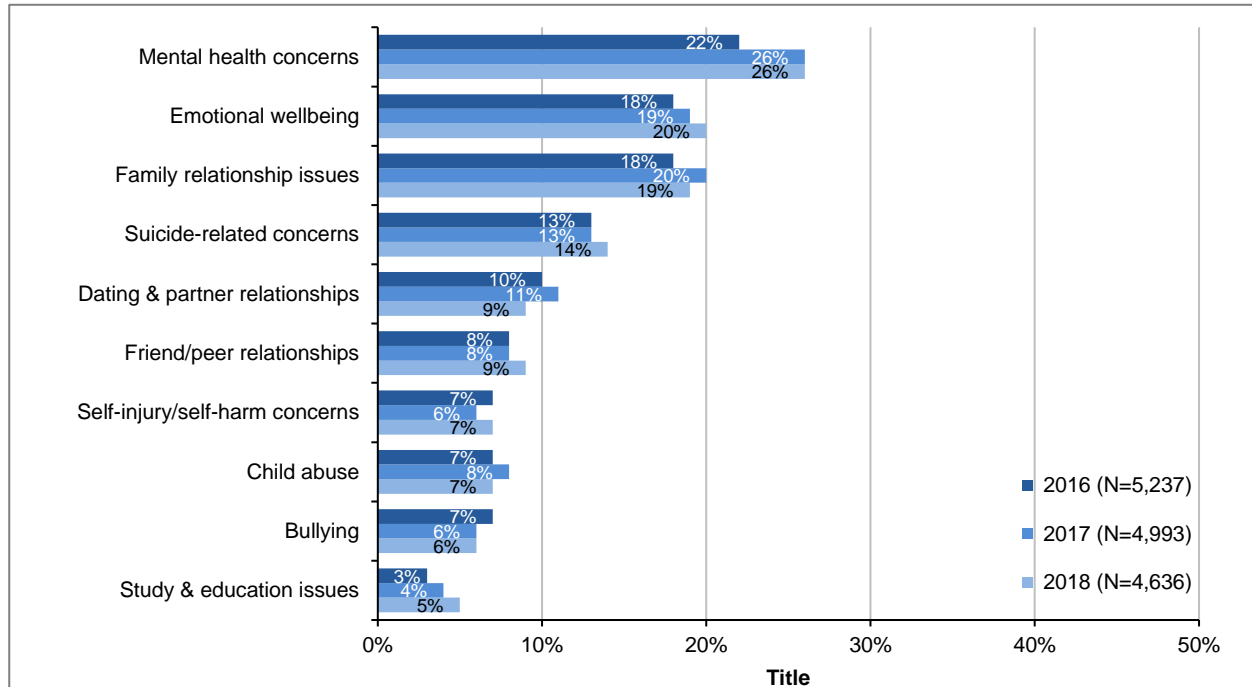
I. Up to four concerns per contact may be recorded. Accordingly, percentages may sum to more than 100%.

Trends over time

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

- The key observation to note from the data is that the frequency with which children and young people in WA are contacting Kids Helpline about most of these concerns has remained consistent over the short-term, and
- There appears to have been an increase in contacts about mental health concerns since 2016.

Figure 3. Most frequently recorded concerns of WA 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 WA in 2018 and compares this with the frequency with which the concern was raised in 2016 and 2017. Table 3 groups individual concerns together under eleven 'concern classes' which aggregate frequencies across conceptual clusters of client concern.

- Key observation to be noted from the data in Table 3 is that the frequency with which children and young people in WA are contacting Kids Helpline about almost all these different concerns and classes of concern is quite consistent over the short-term with one exception:
 - there would appear to be a slight increase in the frequency with which children and young people are seeking help for the class of concern 'mental health and emotional wellbeing'; and
 - there would appear to be a slight decrease in violence and abuse (non-family) over time.

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

Concern and concern class	2016 (N = 5,237)		2017 (N = 4,993)		2018 (N = 4,636)	
	n	%	n	%	n	%
Mental health & emotional wellbeing	2,846	54.3%	2,823	56.5%	2,722	58.7%
Mental health concerns	1,176	22.5%	1,279	25.6%	1,214	26.2%
Emotional wellbeing	938	17.9%	925	18.5%	946	20.4%
Suicide-related concerns	697	13.3%	664	13.3%	656	14.2%
Self-injury/self-harm concerns	377	7.2%	291	5.8%	345	7.4%
Loss and grief	172	3.3%	187	3.7%	169	3.6%
Friends, peers, partners & dating	928	17.7%	920	18.4%	800	17.3%
Dating and partner relationships	524	10.0%	527	10.6%	433	9.3%
Friends/peer relationships	417	8.0%	416	8.3%	395	8.5%
Family relationships	952	18.2%	980	19.6%	868	18.7%
Child-parent relationships	637	12.2%	654	13.1%	521	11.2%
Other family relationships	236	4.5%	183	3.7%	243	5.2%
Changing family structures	132	2.5%	166	3.3%	126	2.7%
Parenting own children	12	0.2%	43	.9%	23	0.5%
Identity & self-concept	388	7.4%	358	7.2%	364	7.9%
Self-concept (global)	219	4.2%	232	4.6%	183	3.9%
Body image	69	1.3%	62	1.2%	76	1.6%
Sexual orientation	58	1.1%	18	.4%	40	0.9%
Gender/sex identification	34	0.6%	26	.5%	38	0.8%
Disability-related concerns	17	0.3%	16	.3%	30	0.6%
Cultural identity	9	0.2%	11	.2%	9	0.2%
Violence & abuse (non-family)	535	10.2%	418	8.4%	354	7.6%
Bullying - school related	305	5.8%	253	5.1%	227	4.9%
Bullying - other	53	1.0%	39	.8%	42	0.9%
Sexual assault or abuse (non-family)	67	1.3%	52	1.0%	42	0.9%
Dating and partner violence	83	1.6%	45	.9%	13	0.3%
Harassment and assault (non-sexual)	21	0.4%	15	.3%	16	0.3%
Sexual harassment	18	0.3%	20	.4%	21	0.5%
Child abuse & family violence	356	6.8%	418	8.4%	320	6.9%
Physical abuse	190	3.6%	229	4.6%	153	3.3%
Sexual abuse	48	0.9%	61	1.2%	39	0.8%
Emotional abuse	99	1.9%	124	2.5%	112	2.4%
Neglect of child	19	0.4%	13	.3%	21	0.5%
Exploitation by family member	6	0.1%	0	0.0%	1	0.0%
Exposure to family violence	51	1.0%	51	1.0%	39	0.8%
Living-in-care issues	11	0.2%	16	.3%	13	0.3%
School, education & work	254	4.9%	269	5.4%	284	6.1%
Study and education issues	163	3.1%	194	3.9%	211	4.6%
Employment issues	67	1.3%	64	1.3%	53	1.1%
School authority issues	26	0.5%	17	.3%	28	0.6%
Physical or sexual health & development	282	5.4%	248	5.0%	224	4.8%
Physical health concerns	132	2.5%	133	2.7%	119	2.6%
Pregnancy-related concerns	86	1.6%	54	1.1%	52	1.1%

Concern and concern class	2016 (N = 5,237)		2017 (N = 4,993)		2018 (N = 4,636)	
	n	%	n	%	n	%
Sexual activity	57	1.1%	47	.9%	45	1.0%
Physical/sexual development	7	0.1%	13	.3%	4	0.1%
Contraception/safe sex	2	0.0%	4	.1%	9	0.2%
Homelessness & basic needs assistance	127	2.4%	89	1.8%	85	1.8%
Homelessness	74	1.4%	45	.9%	49	1.1%
Practical/material assistance	43	0.8%	35	.7%	26	0.6%
Financial assistance/concerns	13	0.2%	13	.3%	14	0.3%
Substance use, addictions & risk-taking	137	2.6%	113	2.3%	85	1.8%
Drug use	80	1.5%	72	1.4%	51	1.1%
Alcohol use	51	1.0%	28	.6%	26	0.6%
Addictive behaviours (not drugs/alcohol)	7	0.1%	14	.3%	9	0.2%
Physical risk-taking	0	0.0%	3	.1%	0	0.0%
Gang/cult involvement	0	0.0%	1	.0%	1	0.0%
Offending, abusive or violent actions	61	1.2%	65	1.3%	52	1.1%
Illegal/offending behaviour	27	0.5%	25	.5%	18	0.4%
Abusive or violent actions	35	0.7%	40	.8%	33	0.7%
Sexual violence/offending actions	0	0.0%	1	.0%	6	0.1%

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



We're here.
Anytime. Any Reason.

kids helpline.com.au

1800 55 1800 FREE CALL

24/7



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

