

# Key Insights 2018

Kids Helpline gives children and young people choices, support and someone to listen anytime and for any reason. In 2018, Kids Helpline (KHL) received its 8 millionth contact from children and young people seeking information, support or counselling. Counsellors responded to approximately 2,800 contacts each week of 2018.

## 5 Most common reasons kids and young people seek help<sup>1</sup>

- 1. Mental health
- 2. Emotional wellbeing
- 3. Family relationships
- 4. Suicide-related
- 5. Dating and partner relationships



## Concerns of those who received counselling<sup>1</sup>

- **1 in 3** contacts were about mental health
- **1 in 5** were about family relationships or emotional wellbeing
- **1 in 6** contacts were about suicide-related issues
- **1 in 12** contacts focused on self-injury concerns
- **1 in 14** contacts were about child abuse



## Kids Helpline @School

**27,177** primary school students participated in video link-up class sessions with a counsellor



## Medium of contact

Young people are using WebChat in increasing numbers. Contact attempts in **2012** to **2018**:



\* From 2013

## Number of contacts to KHL

• **284,184<sup>2</sup>** attempts to contact the counselling service with **147,351** answered

• **843,753** unique visitors to the KHL website with **2,912,200** page views

Of the **143,481** we answered from children and young people aged **5–25**:

• **67,264 (47%)** were seeking counselling support

• **76,217 (53%)** were seeking information, referral or other support

## Duty of Care interventions

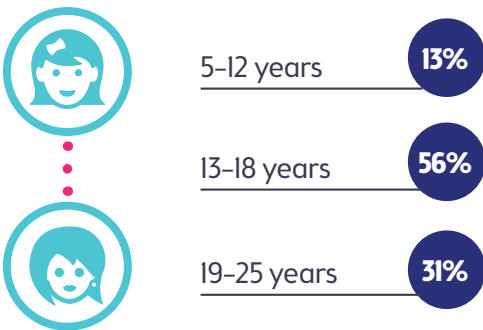
- **1,825** were Duty of Care\* interventions
- **35** Duty of Care interventions a week

Of these:

- **38%** were related to a suicide attempt
- **37%** were related to child abuse

\*A Duty of Care intervention involves contacting emergency services or another agency to protect a young person who is experiencing or is at imminent risk of significant harm.

## Age (N = 96,827 contacts where age is recorded)



<sup>1</sup> Percentages are based on a total of 67,264 contacts seeking counselling support in 2018.

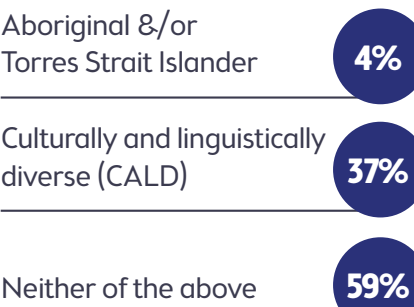
<sup>2</sup> An additional 76,589 phone contact attempts 'dropped out' before the 20 second information privacy message played.

## Who contacted us?

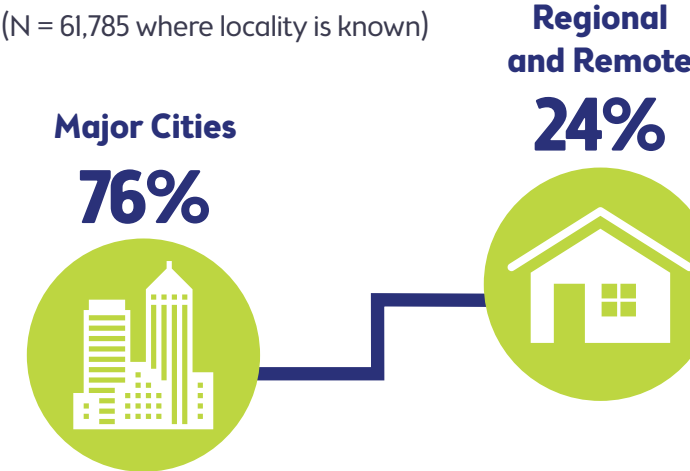
**Gender** (N=103,789 where gender is known)



## Culture (N = 35,375 where culture is known)

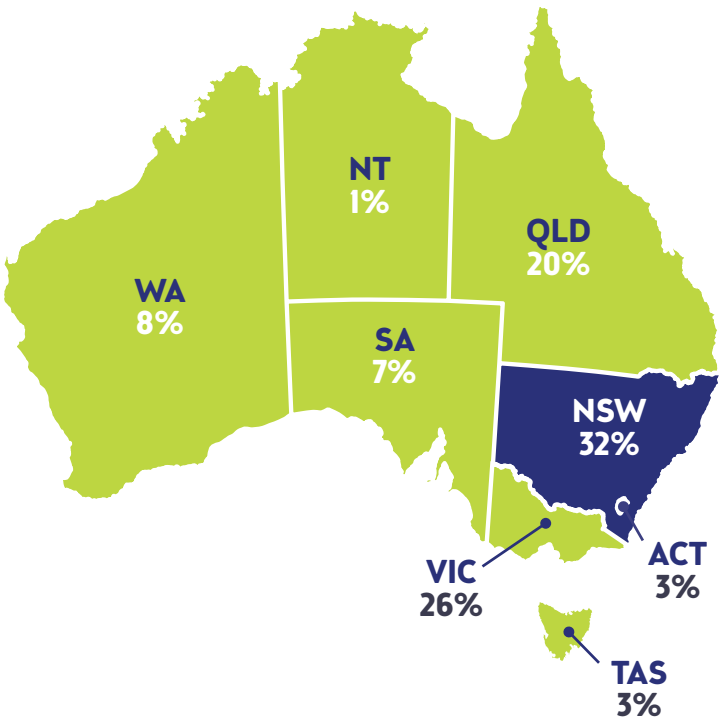


## Locality (N = 61,785 where locality is known)



## Where did they come from?

(N = 128,165 where state or territory is known)



## How are we funded?

Operating costs in 2018 of \$11.3M funded by:

