

Kids Helpline Insights 2015

**STATISTICAL
SUMMARY
NEW SOUTH
WALES**



Insights
Into Young
People in
Australia

Introduction

WHAT IS KIDS HELPLINE?

Kids Helpline (KHL) is Australia's only free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25. KHL celebrates its 25th Birthday in 2016. In that time, we have responded to more than 7.5 million contacts.

We give children and young people choices, support and someone to listen. Tertiary qualified counsellors provide free, private and confidential support via telephone, web chat and email. Telephone and email counselling is offered 24/7 and web counselling is available from 12pm to 10pm (AEST) Monday to Friday and 10am to 10pm (AEST) Saturday and Sunday.

The KHL website offers an extensive range of resources for self-directed help-seeking by children, young people and adults. KHL's 'Kids Helpline @ School' program, supported by Optus, is helping primary schools across Australia tackle challenges to student wellbeing by delivering video link ups between counsellors and classrooms.

Kids Helpline is a service of **yourtown** and is 72% funded by the community through **yourtown** Art Union ticket sales, donations and corporate support. The remaining 28% is funded through State and Commonwealth Government grants.

WHAT'S THIS REPORT ABOUT AND WHO'S IT FOR?

This report is an appendix to 'Kids Helpline Insights 2015: National Statistical Overview'. It provides summary data on KHL service demand and client concerns and characteristics for New South Wales for the 2015 calendar year. It will be of value to people working in social policy and research roles, journalists and others in the community who are looking to understand the current and changing help-seeking needs of children and young people in Australia.

The 'Kids Helpline Insights 2015: National Statistical Overview' and other related reports can be accessed at www.kidshelpline.com.au/reports

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.

WHERE TO GET MORE INFORMATION

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Service Demand

ATTEMPTED AND ANSWERED CONTACTS

- In 2015, 133,026 of the 350,117 attempts made to contact Kids Helpline Counselling Service (or 38%) came from NSW.
- Most of these attempts were made by phone (113,447) but also by web chat (15,078) and email (4,500).
- 78,145 of these attempts were answered by counsellors, corresponding to a response rate of 59%. This compares with a response rate of 60% across Australia.
- Note that when phone attempts are adjusted to exclude callers who dropped out before the 21 second mandatory wait message, the response rate for NSW phone contacts in 2015 was 75%.

TRENDS OVER TIME

- From 2013 to 2015, there was an overall decrease of 8% in attempted contacts from NSW across all media. Email attempts from NSW decreased by 34%, web chat attempts by 12% and phone attempts by 5%.
- The reduction in email attempts may in part be due to a Kids Helpline policy, in the interests of service efficiency and effectiveness, to transition email clients to web chat or phone.
- Across all media, response rates for NSW have remained fairly constant over the period (from 57% in 2013 to 59% in 2015). There has been a notable increase in web chat response rates, however (from 38% in 2013 to 55% in 2015).

Table 1. NSW attempted and answered contacts – by medium and year of contact, with comparison to all states^{1,2}

Medium of contact	2013			2014			2015			% Change in attempts 2013-2015
	Attempts	Answered	Response rate	Attempts	Answered	Response rate	Attempts	Answered	Response rate	
PHONE										
NSW	119,559	68,838	58%	112,118	63,796	57%	113,447	65,281	58%	-5%
All States	318,633	189,394	59%	300,200	173,752	58%	290,767	169,802	58%	-9%
WEB CHAT										
NSW	17,069	6,542	38%	17,748	7,735	44%	15,078	8,363	55%	-12%
All States	47,335	18,678	39%	49,429	21,082	43%	43,464	24,115	55%	-8%
EMAIL										
NSW	7,289	7,289	100%	5,306	5,306	100%	4,500	4,500	100%	-38%
All States	24,000	24,000	100%	18,832	18,832	100%	15,886	15,886	100%	-34%
ALL MEDIA										
NSW	143,917	82,669	57%	135,172	76,837	57%	133,026	78,145	59%	-8%
All States	389,968	232,072	60%	368,461	213,666	58%	350,117	209,803	60%	-10%

1. The data presented in this table are sourced from KHL phone, web chat and email systems databases.

2. State breakdowns presented in this table vary slightly from previously reported data due to the use of different extrapolation methodologies.

Who Contacted The Service

DEMOGRAPHIC CHARACTERISTICS

- Kids Helpline counsellors recorded data about 205,286 contacts from children and young people across Australia who were aged 5-25 years. State or territory information was available for 190,922 of these contacts, and of this subset 70,977 (or 37%) were received from NSW.
- Table 2 shows the demographic characteristics of contacts received from NSW and compares this with the characteristics of contacts from the rest of Australia where state or territory was known.

- Two out of three NSW contacts were female (66%) and over half (57%) were aged 13-18 years. Where cultural background was known, close to half (47%) were from culturally and linguistically diverse backgrounds or Aboriginal and/or Torres Strait Islanders. Seven out of ten (72%) were living in Major Cities.

TYPES OF HELP-SEEKING

As shown in Table 2, 29% of contacts from NSW in 2015 were seeking counselling support while 71% were seeking information/referral or other forms of support.

Table 2. Characteristics of Kids Helpline contacts 2015 aged 5-25 years – NSW and rest of Australia¹

Contact characteristics	NSW (N = 70,977)		Rest of Australia (N = 119,945)	
	n	%	n	%
GENDER				
Female	26,198	66%	55,382	73%
Male	13,324	34%	20,484	27%
Intersex, Trans & Gender Diverse	153	0%	397	1%
Total	39,675	100%	76,263	100%
Unknown	31,302		43,682	
AGE GROUP				
5-12 years	3,826	12%	7,752	12%
13-18 years	18,110	57%	33,887	52%
19-25 years	10,039	31%	23,294	36%
Total	31,975	100%	64,933	100%
<26 but age unknown	39,002		55,012	
CULTURAL BACKGROUND²				
Aboriginal &/or TSI	496	3%	1,125	4%
CALD	6,561	43%	8,736	29%
Neither ATSI nor CALD	8,052	53%	20,544	68%
Total	15,109	100%	30,405	100%
Unknown	55,868		89,540	
REMOTENESS³				
Major Cities	13,424	69%	28,115	68%
Inner Regional	4,871	25%	7,857	19%
Outer Regional/Remote	1,050	5%	5,293	13%
Total	19,345	100%	41,265	100%
Unknown	51,632		78,680	
MEDIUM				
Phone	61,498	87%	101,249	84%
Web chat	7,319	10%	13,758	11%
Email	2,160	3%	4,938	4%
Total	70,977	100%	119,945	100%
TYPE OF HELP-SEEKING				
Counselling contact	20,269	29%	41,762	35%
Information/Referral/Other contact	50,708	71%	78,183	65%
Total	70,977	100%	119,945	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 2015: National Statistical Overview' for more information.

Who Contacted The Service continued

TRENDS OVER TIME

- As shown in Table 3, over the last three years, there would appear to be very little change in the demographic profile of NSW counselling contacts aged 5-25 years.
- The one exception is an increase in the proportion of contacts known to be from culturally and linguistically diverse (CALD) backgrounds and a corresponding decrease in those known to be neither CALD nor Aboriginal and/or Torres Strait Islander.

Table 3. Characteristics of NSW Kids Helpline contacts aged 5-25 years – by year¹

Contact characteristics	2013 (N = 74,877)		2014 (N = 86,674)		2015 (N = 70,977)	
	n	%	n	%	n	%
GENDER²						
Female	30,310	68%	27,024	67%	26,198	66%
Male	14,506	32%	13,336	33%	13,324	34%
Intersex, Trans & Gender Diverse	-	-	-	-	153	0%
Total	44,816	100%	40,360	100%	39,675	100%
Unknown	30,061		28,314		31,302	
AGE GROUP						
5-12 years	2,768	8%	3,122	10%	3,826	12%
13-18 years	18,853	57%	18,045	57%	18,110	57%
19-25 years	11,394	35%	10,333	33%	10,039	31%
Total	33,015	100%	31,500	100%	31,975	100%
<26 but age unknown	41,862		37,174		39,002	
CULTURAL BACKGROUND³						
Aboriginal &/or TSI	595	3%	528	3%	496	3%
CALD	5,399	29%	5,745	37%	6,561	43%
Neither ATSI nor CALD	12,560	68%	9,293	60%	8,052	53%
Total	18,554	100%	15,566	100%	15,109	100%
Unknown	56,323		53,108		55,868	
REMOTENESS⁴						
Major Cities	14,853	74%	13,403	72%	13,424	69%
Inner Regional	4,148	21%	4,522	24%	4,871	25%
Outer Regional/Remote	1,012	5%	817	4%	1,050	5%
Total	20,013	100%	18,742	100%	19,345	100%
Unknown	54,864		49,932		51,632	
MEDIUM						
Phone	65,714	88%	59,896	87%	61,498	87%
Web chat	5,681	8%	6,391	9%	7,319	10%
Email	3,482	5%	2,387	3%	2,160	3%
Total	74,877	100%	68,674	100%	70,977	100%
TYPE OF HELP-SEEKING						
Counselling contact	20,158	27%	19,574	29%	20,269	29%
Information/Referral/Other contact	54,719	73%	49,100	71%	50,708	71%
Total	74,877	100%	68,674	100%	70,977	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. TSI = Torres Strait Islander. CALD = culturally and linguistically diverse. ATSI = Aboriginal and/or Torres Strait Islander

4. Remoteness classifications are adapted from the Australian Statistical Geography Standard (ASGS) used by the Australian Bureau of Statistics. See 'Kids Helpline Insights 2015: National Statistical Overview' for more information.

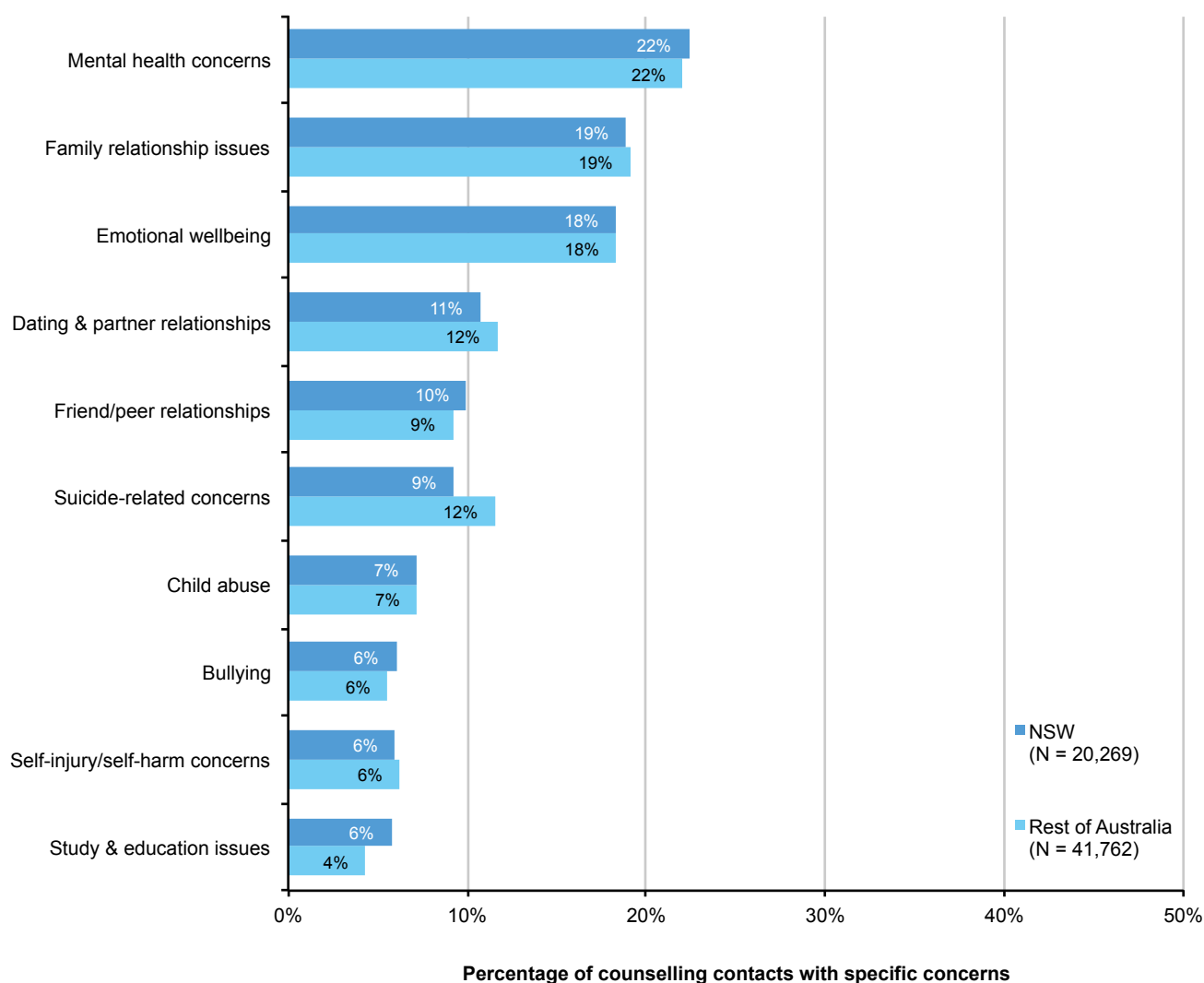
Top Concerns Of Children And Young People Who Received Counselling

During 2015, Kids Helpline counsellors responded to 70,210 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 Australians today.

NSW COMPARED WITH REST OF AUSTRALIA

- State or territory information was available for 62,031 of these 70,210 counselling contacts and of this subset 20,269 (or 33%) were known to be from NSW.
- Figure 1 shows the 10 most concerns of NSW counselling contacts in 2015 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.
- That data show that the frequency with which children and young people in NSW are contacting Kids Helpline about these issues is consistent with that of children and young people in the rest of Australia.

Figure 1. Most frequently recorded concerns of Kids Helpline counselling contacts 2015 aged 5-25 years – NSW compared with the rest of Australia (sorted in descending frequency of NSW concerns)



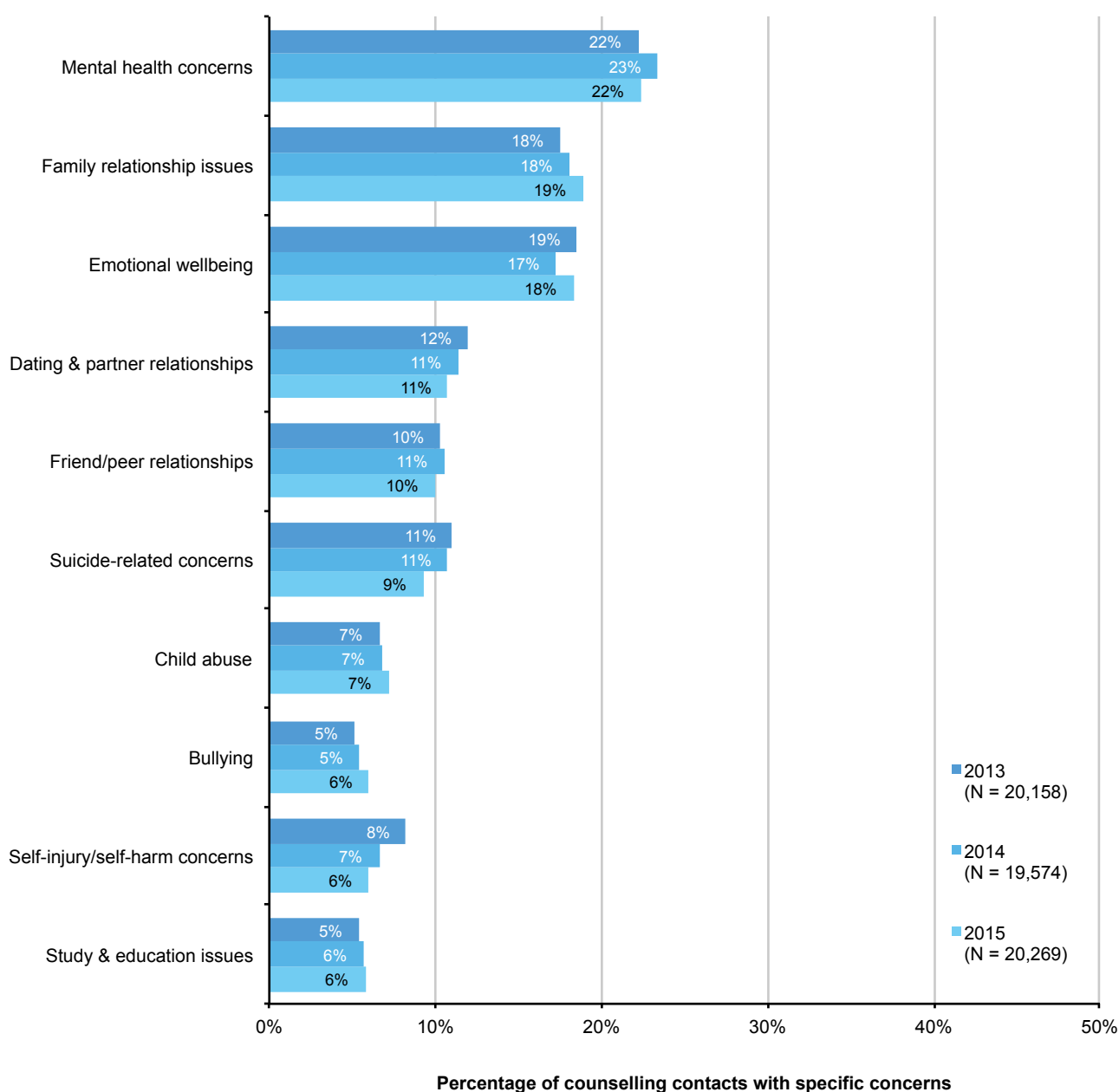
* Up to four concerns per contact may be recorded. Accordingly, percentages may sum to more than 100%.

Top Concerns Of Children And Young People Who Received Counselling continued

TRENDS OVER TIME

- Figure 2 shows the 10 most common concerns of NSW counselling contacts in 2015 and compares this with the frequency with which these concerns were raised by NSW contacts in 2013 and 2014.
- The frequency with which children and young people in NSW are contacting Kids Helpline about these concerns has remained largely consistent over the short-term.

Figure 2. Most frequently recorded concerns of NSW Kids Helpline counselling contacts aged 5-25 years – by year (sorted in descending frequency of 2015 concerns)



* 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

Table 4 presents the complete list of 49 issues that counsellors use to classify the concerns children and young people seek counselling for. It shows:

The key observation to be noted from the data in Table 4 is that the frequency with which children and young people in NSW are contacting Kids Helpline about the full range of concerns and classes of concern have remained remarkably consistent over the short-term.

- the frequency with which children and young people in NSW in 2015 raised concern about each issue
- trend data for the last three years to enable analysis of short-term changes in the frequency with which different issues are being raised by NSW contacts, and
- aggregated totals for 11 “concern classes” which group a number of concerns together conceptually, thereby giving a sense of the overall frequency with which broad groupings of concern are arising in the subpopulation.

Table 4. Number and proportion of Kids Helpline counselling contacts 5-25 years with particular concerns and classes of concern – NSW by year

Concern and concern class	2013 (N = 20,158)		2014 (N = 19,574)		2015 (N = 20,269)	
	n	%	n	%	n	%
MENTAL HEALTH & EMOTIONAL WELLBEING	10,677	53.0%	10,224	52.2%	10,362	51.1%
Mental health concerns	4,475	22.2%	4,580	23.4%	4,532	22.4%
Emotional wellbeing	3,737	18.5%	3,382	17.3%	3,711	18.3%
Suicide-related concerns	2,222	11.0%	2,106	10.8%	1,877	9.3%
Self-injury/self-harm concerns	1,664	8.3%	1,290	6.6%	1,213	6.0%
Loss and grief	710	3.5%	781	4.0%	723	3.6%
FRIENDS, PEERS, PARTNERS & DATING	4,368	21.7%	4,162	21.3%	4,096	20.2%
Dating and partner relationships	2,417	12.0%	2,219	11.3%	2,180	10.8%
Friends/peer relationships	2,080	10.3%	2,056	10.5%	2,023	10.0%
FAMILY RELATIONSHIPS	3,533	17.5%	3,536	18.1%	3,825	18.9%
Child-parent relationships	2,547	12.6%	2,516	12.9%	2,699	13.3%
Other family relationships	735	3.6%	767	3.9%	834	4.1%
Changing family structures	425	2.1%	396	2.0%	448	2.2%
Parenting own children	71	0.4%	72	0.4%	75	0.4%
IDENTITY & SELF-CONCEPT	1,899	9.4%	1,675	8.6%	1,498	7.4%
Self-concept (global)	1,209	6.0%	991	5.1%	806	4.0%
Body image	294	1.5%	313	1.6%	250	1.2%
Sexual orientation	279	1.4%	255	1.3%	236	1.2%
Gender/sex identification	65	0.3%	62	0.3%	107	0.5%
Disability-related concerns	52	0.3%	65	0.3%	95	0.5%
Cultural identity	75	0.4%	52	0.3%	54	0.3%

* 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.

All Concerns Of Children And Young People Who Received Counselling continued

Table 4 Continued. Number and proportion of Kids Helpline counselling contacts 5-25 years with particular concerns and classes of concern – NSW by year

Concern and concern class	2013 (N = 20,158)		2014 (N = 19,574)		2015 (N = 20,269)	
	n	%	n	%	n	%
VIOLENCE & ABUSE (NON-FAMILY)	1,628	8.1%	1,619	8.3%	1,730	8.5%
Bullying - school related	869	4.3%	904	4.6%	1,051	5.2%
Bullying - other	179	0.9%	170	0.9%	175	0.9%
Sexual assault or abuse (non-family)	310	1.5%	280	1.4%	242	1.2%
Dating and partner violence	116	0.6%	138	0.7%	146	0.7%
Harassment and assault (non-sexual)	125	0.6%	82	0.4%	79	0.4%
Sexual harassment	76	0.4%	76	0.4%	65	0.3%
CHILD ABUSE & FAMILY VIOLENCE	1,333	6.6%	1,322	6.8%	1,449	7.1%
Physical abuse	637	3.2%	611	3.1%	735	3.6%
Sexual abuse	278	1.4%	315	1.6%	274	1.4%
Emotional abuse	280	1.4%	304	1.6%	330	1.6%
Neglect of child	65	0.3%	64	0.3%	81	0.4%
Exploitation by family member	2	0.0%	0	0.0%	1	0.0%
Exposure to family violence	117	0.6%	141	0.7%	152	0.7%
Living-in-care issues	128	0.6%	86	0.4%	92	0.5%
SCHOOL, EDUCATION & WORK	1,482	7.4%	1,419	7.2%	1,588	7.8%
Study and education issues	1,088	5.4%	1,108	5.7%	1,166	5.8%
Employment issues	316	1.6%	210	1.1%	266	1.3%
School authority issues	106	0.5%	127	0.6%	179	0.9%
PHYSICAL OR SEXUAL HEALTH & DEVELOPMENT	1,175	5.8%	1,137	5.8%	1,063	5.2%
Physical health concerns	648	3.2%	585	3.0%	469	2.3%
Pregnancy-related concerns	254	1.3%	254	1.3%	242	1.2%
Sexual activity	220	1.1%	232	1.2%	282	1.4%
Physical/sexual development	32	0.2%	43	0.2%	49	0.2%
Contraception/safe sex	49	0.2%	46	0.2%	48	0.2%
HOMELESSNESS & BASIC NEEDS ASSISTANCE	505	2.5%	458	2.3%	530	2.6%
Homelessness	243	1.2%	245	1.3%	309	1.5%
Practical/material assistance	177	0.9%	164	0.8%	182	0.9%
Financial assistance/concerns	93	0.5%	61	0.3%	54	0.3%
SUBSTANCE USE, ADDICTIONS & RISK-TAKING	490	2.4%	471	2.4%	422	2.1%
Drug use	333	1.7%	321	1.6%	262	1.3%
Alcohol use	108	0.5%	122	0.6%	101	0.5%
Addictive behaviours (not drugs/alcohol)	56	0.3%	43	0.2%	51	0.3%
Physical risk-taking	13	0.1%	9	0.0%	10	0.0%
Gang/cult involvement	3	0.0%	6	0.0%	13	0.1%
OFFENDING, ABUSIVE OR VIOLENT ACTIONS	223	1.1%	179	0.9%	243	1.2%
Illegal/offending behaviour	151	0.7%	101	0.5%	128	0.6%
Abusive or violent actions	59	0.3%	59	0.3%	102	0.5%
Sexual violence/offending actions	15	0.1%	21	0.1%	18	0.1%

* 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.



Kids Helpline
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**24/7 HELP FOR CHILDREN
& YOUNG PEOPLE AGED
5-25 YEARS**

This regional report is supported by the **Kids Helpline Insights 2015: National Statistical Overview**, which provides extensive data about the issues affecting children and young people across Australia, and **Kids Helpline Insights 2015** summary report. These can be accessed at **www.kidshelpline.com.au/reports**.

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