

Kids Helpline Insights 2015

**STATISTICAL
SUMMARY
NORTHERN
TERRITORY**



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 the Northern Territory 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. This is compounded by the small size of the Northern Territory 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.

WHERE TO GET MORE INFORMATION

This report has been 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 communications@yourtown.com.au

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ATTEMPTED AND ANSWERED CONTACTS

- In 2015, 2,659 of the 350,117 attempts made to contact Kids Helpline Counselling Service (or 0.7%) came from the NT.
- Most of these attempts were made by phone (2,482) but some were also by web chat (138) and email (39).
- 1,510 of these attempts were answered by counsellors, corresponding to a response rate of 57%. 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 NT phone contacts in 2015 was 74%.

TRENDS OVER TIME

- From 2013 to 2015, there was a 32% increase in the total number of attempted contacts from the NT across all media. This increase is due to increased phone attempts (48%), with web chat and email attempts actually decreasing over the period (by 17% and 77% respectively).
- 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 the NT have fallen over the three year period (from 61% in 2013 to 57% in 2015). An overall increase in web chat response rate is evident, however (from 38% in 2012 to 55% in 2015).

Table 1. NT 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										
NT	1,678	986	59%	1,531	811	53%	2,482	1,396	56%	48%
All States	318,633	189,394	59%	300,200	173,752	58%	290,767	169,802	58%	-9%
WEB CHAT										
NT	166	64	38%	175	49	28%	138	76	55%	-17%
All States	47,335	18,678	39%	49,429	21,082	43%	43,464	24,115	55%	-8%
EMAIL										
NT	167	167	100%	44	44	100%	39	39	100%	-77%
All States	24,000	24,000	100%	18,832	18,832	100%	15,886	15,886	100%	-34%
ALL MEDIA										
NT	2,011	1,217	61%	1,750	904	52%	2,659	1,510	57%	32%
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 1,420 (or 0.7%) were received from the NT.
- Table 2 shows the demographic characteristics of contacts received from the NT and compares them with the characteristics of contacts from the rest of Australia where the state or territory was known.
- NT counselling contacts contrast to contacts from the rest of Australia in almost every regard, except gender where

three out of four counselling contacts (76%) are female. Compared with counselling contacts from the rest of Australia, those from NT are more likely to be aged under 13 years (29% c.f. 12%), to be Aboriginal and/or Torres Strait Islander (38% c.f. 3%), to live in Outer Regional or Remote localities (96% c.f. 10%) and to contact the service by phone (94% c.f. 85%).

TYPES OF HELP-SEEKING

As shown in Table 2, 25% of contacts from the NT in 2015 were seeking counselling support while 75% were seeking information/referral or other forms of support.

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

Contact characteristics	NT (N = 1,420)		Rest of Australia (N = 189,502)	
	n	%	n	%
GENDER				
Female	575	76%	81,005	70%
Male	179	24%	33,629	29%
Intersex, Trans & Gender Diverse	0	0%	550	0%
Total	754	100%	115,184	100%
Unknown	666		74,318	
AGE GROUP				
5-12 years	158	29%	11,420	12%
13-18 years	234	42%	51,763	54%
19-25 years	159	29%	33,174	34%
Total	551	100%	96,357	100%
<26 but age unknown	869		93,145	
CULTURAL BACKGROUND²				
Aboriginal &/or TSI	113	38%	1,508	3%
CALD	26	9%	15,271	34%
Neither ATSI nor CALD	161	54%	28,435	63%
Total	300	100%	45,214	100%
Unknown	1,120		144,288	
REMOTENESS³				
Major Cities	11	4%	41,528	69%
Inner Regional	0	0%	12,728	21%
Outer Regional/Remote	293	96%	6,050	10%
Total	304	100%	60,306	100%
Unknown	1,116		129,196	
MEDIUM				
Phone	1,328	94%	161,419	85%
Web chat	64	5%	21,013	11%
Email	28	2%	7,070	4%
Total	1,420	100%	189,502	100%
TYPE OF HELP-SEEKING				
Counselling contact	360	25%	61,671	33%
Information/Referral/Other contact	1,060	75%	127,831	67%
Total	1,420	100%	189,502	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

- Table 3 presents the characteristics of NT contacts over the last three years to consider whether there have been notable variations in the client group over the short term.
- Key observations from the data include the following:
 - There is moderate variation in many of the characteristics of the NT subpopulation over the three years.
 - While much of this variation appears to be systematic, substantial missing data, a very small subpopulation, and the greater likely influence of repeat contacts on percentage frequencies in this context, significantly undermine the reliability of observed differences. Accordingly, observed differences may not correspond to actual differences in the characteristics of children and young people from the NT contacting Kids Helpline over this period.

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

Contact characteristics	2013 (N = 1,091)		2014 (N = 881)		2015 (N = 1,420)	
	n	%	n	%	n	%
GENDER²						
Female	602	86%	415	80%	575	76%
Male	97	14%	104	20%	179	24%
Intersex, Trans & Gender Diverse	-	-	-	-	0	0%
Total	699	100%	519	100%	754	100%
Unknown	392		362		666	
AGE GROUP						
5-12 years	43	8%	46	11%	158	29%
13-18 years	304	54%	223	53%	234	42%
19-25 years	214	38%	153	36%	159	29%
Total	561	100%	422	100%	551	100%
<26 but age unknown	530		459		869	
CULTURAL BACKGROUND³						
Aboriginal &/or TSI	46	19%	37	18%	113	38%
CALD	24	10%	22	10%	26	9%
Neither ATSI nor CALD	177	72%	152	72%	161	54%
Total	247	100%	211	100%	300	100%
Unknown	844		670		1,120	
REMOTENESS⁴						
Major Cities	33	12%	22	10%	11	4%
Inner Regional	0	0%	0	0%	0	0%
Outer Regional/Remote	232	88%	197	90%	293	96%
Total	265	100%	219	100%	304	100%
Unknown	826		662		1,116	
MEDIUM						
Phone	942	86%	792	90%	1,328	94%
Web chat	69	6%	69	8%	64	5%
Email	80	7%	20	2%	28	2%
Total	1,091	100%	881	100%	1,420	100%
TYPE OF HELP-SEEKING						
Counselling contact	414	38%	325	37%	360	25%
Information/Referral/Other contact	677	62%	556	63%	1,060	75%
Total	1,091	100%	881	100%	1,420	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.

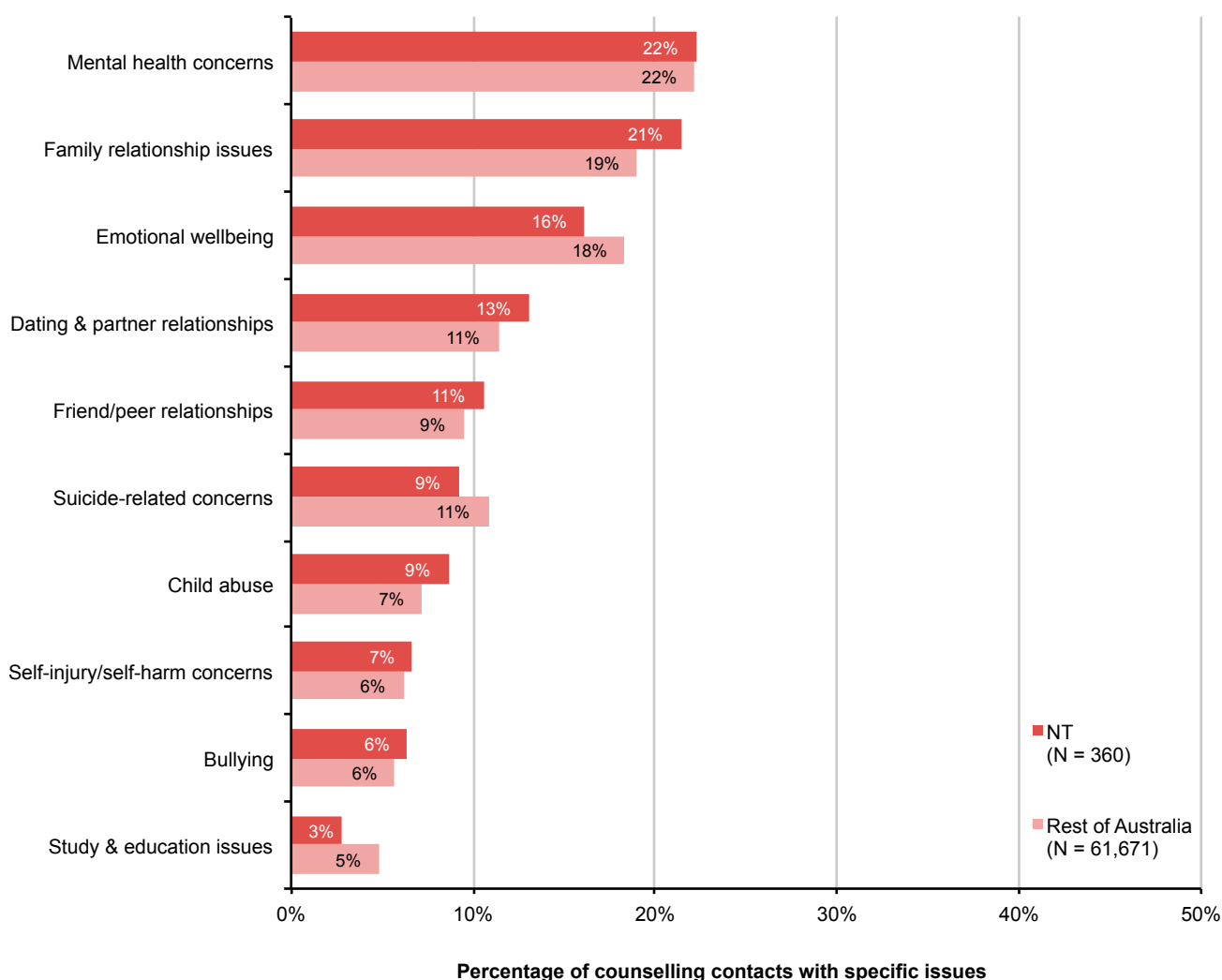
Top Concerns Of Children And Young People Who Received Counselling

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.

NT COMPARED WITH REST OF AUSTRALIA

- State or territory information was available for 62,031 of these 70,210 counselling contacts and of this subset 360 (or 0.6%) were known to be from the NT.
- Figure 1 shows the 10 most common concerns of NT 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.
- The figure shows that the frequency with which children and young people in the NT 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 – NT compared with the rest of Australia (sorted in descending frequency of NT concerns)



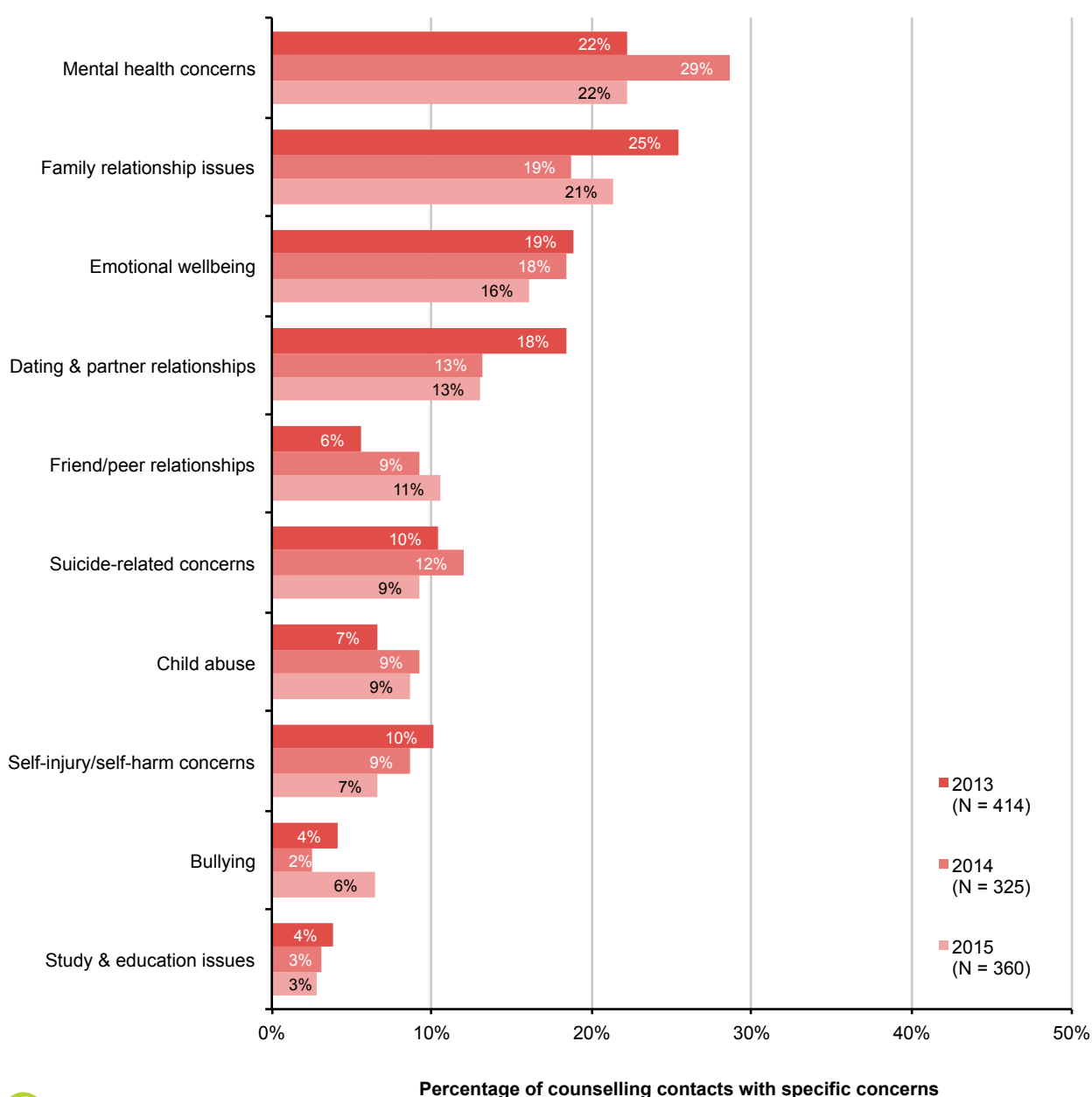
* Up to four concerns per contact may be recorded. Accordingly, percentages may sum to more than 100%.

Top Concerns Of Children And Young People Who Received Counselling continued

TRENDS OVER TIME

- Figure 2 shows the 10 most common concerns of NT counselling contacts in 2015 and compares this with the frequency with which these concerns were raised by NT contacts in 2013 and 2014.
- Key observations from the data include the following:
 - There is moderate, often non-systematic, variation in the frequency with which NT counselling contacts have raised most of these concerns with counsellors over the last three years.
 - The small size of the NT subpopulation and the greater likely influence of repeat contacts on percentage frequencies in this context may help to 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 2. Most frequently recorded concerns of NT 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 frequency with which NT contacts raised concern about each issue in 2015
- 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 NT 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.

Key observations to be noted from the data in Table 4 are:

- there is slight to moderate variation in the frequency with which numerous concerns have been raised over the last three years with counsellors, although no systematic trends are apparent.
- Non-systematic variation is most likely attributable to the small size of the NT subpopulation and the greater likely influence of repeat contacts on percentage frequencies in this context.

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

Concern and concern class	2013 (N = 414)		2014 (N = 325)		2015 (N = 360)	
	n	%	n	%	n	%
MENTAL HEALTH & EMOTIONAL WELLBEING	219	52.9%	198	60.9%	175	48.6%
Mental health concerns	92	22.2%	93	28.6%	80	22.2%
Emotional wellbeing	78	18.8%	60	18.5%	58	16.1%
Suicide-related concerns	43	10.4%	39	12.0%	33	9.2%
Self-injury/self-harm concerns	42	10.1%	28	8.6%	24	6.7%
Loss and grief	13	3.1%	16	4.9%	4	1.1%
FRIENDS, PEERS, PARTNERS & DATING	98	23.7%	71	21.8%	84	23.3%
Dating and partner relationships	76	18.4%	43	13.2%	47	13.1%
Friends/peer relationships	23	5.6%	30	9.2%	38	10.6%
FAMILY RELATIONSHIPS	105	25.4%	61	18.8%	77	21.4%
Child-parent relationships	76	18.4%	37	11.4%	46	12.8%
Other family relationships	17	4.1%	12	3.7%	19	5.3%
Changing family structures	8	1.9%	17	5.2%	13	3.6%
Parenting own children	8	1.9%	3	0.9%	2	0.6%
IDENTITY & SELF-CONCEPT	45	10.9%	12	3.7%	18	5.0%
Self-concept (global)	32	7.7%	8	2.5%	10	2.8%
Body image	11	2.7%	2	0.6%	1	0.3%
Sexual orientation	1	0.2%	2	0.6%	5	1.4%
Gender/sex identification	1	0.2%	0	0.0%	2	0.6%
Disability-related concerns	1	0.2%	0	0.0%	0	0.0%
Cultural identity	0	0.0%	0	0.0%	1	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 — NT by year

Concern and concern class	2013 (N = 414)		2014 (N = 325)		2015 (N = 360)	
	n	%	n	%	n	%
VIOLENCE & ABUSE (NON-FAMILY)	27	6.5%	13	4.0%	31	8.6%
Bullying - school related	13	3.1%	7	2.2%	18	5.0%
Bullying - other	5	1.2%	1	0.3%	5	1.4%
Sexual assault or abuse (non-family)	4	1.0%	5	1.5%	1	0.3%
Dating and partner violence	6	1.4%	0	0.0%	7	1.9%
Harassment and assault (non-sexual)	2	0.5%	0	0.0%	1	0.3%
Sexual harassment	1	0.2%	0	0.0%	0	0.0%
CHILD ABUSE & FAMILY VIOLENCE	27	6.5%	30	9.2%	31	8.6%
Physical abuse	11	2.7%	15	4.6%	16	4.4%
Sexual abuse	12	2.9%	6	1.8%	6	1.7%
Emotional abuse	4	1.0%	3	0.9%	6	1.7%
Neglect of child	0	0.0%	1	0.3%	1	0.3%
Exploitation by family member	0	0.0%	0	0.0%	0	0.0%
Exposure to family violence	1	0.2%	3	0.9%	5	1.4%
Living-in-care issues	2	0.5%	3	0.9%	1	0.3%
SCHOOL, EDUCATION & WORK	20	4.8%	14	4.3%	14	3.9%
Study and education issues	16	3.9%	10	3.1%	10	2.8%
Employment issues	2	0.5%	3	0.9%	3	0.8%
School authority issues	2	0.5%	1	0.3%	1	0.3%
PHYSICAL OR SEXUAL HEALTH & DEVELOPMENT	26	6.3%	22	6.8%	12	3.3%
Physical health concerns	12	2.9%	17	5.2%	1	0.3%
Pregnancy-related concerns	5	1.2%	3	0.9%	2	0.6%
Sexual activity	10	2.4%	2	0.6%	8	2.2%
Physical/sexual development	0	0.0%	0	0.0%	0	0.0%
Contraception/safe sex	2	0.5%	0	0.0%	1	0.3%
HOMELESSNESS & BASIC NEEDS ASSISTANCE	12	2.9%	8	2.5%	13	3.6%
Homelessness	6	1.4%	4	1.2%	9	2.5%
Practical/material assistance	5	1.2%	3	0.9%	4	1.1%
Financial assistance/concerns	1	0.2%	1	0.3%	0	0.0%
SUBSTANCE USE, ADDICTIONS & RISK-TAKING	7	1.7%	5	1.5%	2	.6%
Drug use	4	1.0%	2	0.6%	2	0.6%
Alcohol use	2	0.5%	3	0.9%	0	0.0%
Addictive behaviours (not drugs/alcohol)	1	0.2%	0	0.0%	0	0.0%
Physical risk-taking	0	0.0%	0	0.0%	0	0.0%
Gang/cult involvement	0	0.0%	0	0.0%	0	0.0%
OFFENDING, ABUSIVE OR VIOLENT ACTIONS	0	0.0%	1	.3%	1	.3%
Illegal/offending behaviour	0	0.0%	0	0.0%	1	0.3%
Abusive or violent actions	0	0.0%	1	0.3%	0	0.0%
Sexual violence/offending actions	0	0.0%	0	0.0%	0	0.0%

* 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
1800 55 1800
www.kidshelpline.com.au

**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**.

Contact us:
07 3368 3399
kidshelpline.com.au
facebook.com/KidsHelpline

Media contact:
07 3867 1248
communications@yourtown.com.au

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kidshelpline.com.au/support
corporaterelations@yourtown.com.au