

# Kids Helpline Insights 2015

**STATISTICAL  
SUMMARY  
QUEENSLAND**



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 Queensland 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](http://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, 64,305 of the 350,117 attempts made to contact Kids Helpline Counselling Service (or 18%) came from Queensland.
- Most of these attempts were made by phone (53,146) but also by web chat (7,929) and email (3,230).
- 38,320 of these attempts were answered by counsellors, corresponding to a response rate of 60%. 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 Queensland phone contacts in 2015 was 75%.

## TRENDS OVER TIME

- From 2013 to 2015, there was an overall decrease of 22% in attempted contacts from Queensland across all media. Email attempts from Queensland decreased by 39%, phone attempts by 22% and web chat attempts by 11%.
- 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 Queensland have remained fairly consistent (from 62% in 2013 to 60% in 2015). There has been a notable increase in the web chat response rate, however (from 39% in 2013 to 55% in 2015).

**Table 1.** Queensland attempted and answered contacts – by medium and year of contact, with comparison to all states<sup>1,2</sup>

| Medium of contact | 2013     |          |               | 2014     |          |               | 2015     |          |               | % Change in attempts 2013-2015 |
|-------------------|----------|----------|---------------|----------|----------|---------------|----------|----------|---------------|--------------------------------|
|                   | Attempts | Answered | Response rate | Attempts | Answered | Response rate | Attempts | Answered | Response rate |                                |
| PHONE             |          |          |               |          |          |               |          |          |               |                                |
| QLD               | 68,535   | 42,202   | 62%           | 58,640   | 34,249   | 58%           | 53,146   | 30,629   | 58%           | -22%                           |
| All States        | 318,633  | 189,394  | 59%           | 300,200  | 173,752  | 58%           | 290,767  | 169,802  | 58%           | -9%                            |
| WEB CHAT          |          |          |               |          |          |               |          |          |               |                                |
| QLD               | 8,923    | 3,470    | 39%           | 9,316    | 4,056    | 44%           | 7,929    | 4,461    | 56%           | -11%                           |
| All States        | 47,335   | 18,678   | 39%           | 49,429   | 21,082   | 43%           | 43,464   | 24,115   | 55%           | -8%                            |
| EMAIL             |          |          |               |          |          |               |          |          |               |                                |
| QLD               | 5,261    | 5,261    | 100%          | 3,884    | 3,884    | 100%          | 3,230    | 3,230    | 100%          | -39%                           |
| All States        | 24,000   | 24,000   | 100%          | 18,832   | 18,832   | 100%          | 15,886   | 15,886   | 100%          | -34%                           |
| ALL MEDIA         |          |          |               |          |          |               |          |          |               |                                |
| QLD               | 82,719   | 50,933   | 62%           | 71,840   | 42,189   | 59%           | 64,305   | 38,320   | 60%           | -22%                           |
| 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 35,027 (or 18%) were received from Queensland.
- Table 2 shows the demographic characteristics of these contacts from Queensland and compares them with the characteristics of contacts from the rest of Australia where state or territory was known.
- As shown, three out of four (75%) Queensland contacts were female and over half (56%) were aged 13-18 years. Two out of three (68%) were living in Major Cities.

- The characteristics of Queensland contacts are broadly consistent with those of contacts from the rest of Australia with two exceptions: they are less likely than contacts from the rest of Australia to be from culturally and linguistically diverse (CALD) backgrounds (22% c.f. 36%) while they are more likely than other counselling contacts to be living in Outer Regional or Remote localities (17% c.f. 9%).

## TYPES OF HELP-SEEKING

As shown in Table 2, one out of three (34%) contacts from Queensland were seeking counselling support while two out of three (65%) were seeking information/referral or other forms of support.

**Table 2.** Characteristics of Kids Helpline contacts 2015 aged 5-25 years – Queensland and rest of Australia<sup>1</sup>

| Contact characteristics                | QLD (N = 35,027) |             | Rest of Australia (N = 155,895) |             |
|----------------------------------------|------------------|-------------|---------------------------------|-------------|
|                                        | n                | %           | n                               | %           |
| <b>GENDER</b>                          |                  |             |                                 |             |
| Female                                 | 16,945           | 75%         | 64,635                          | 69%         |
| Male                                   | 5,541            | 25%         | 28,267                          | 30%         |
| Intersex, Trans & Gender Diverse       | 59               | 0%          | 491                             | 1%          |
| <b>Total</b>                           | <b>22,545</b>    | <b>100%</b> | <b>93,393</b>                   | <b>100%</b> |
| Unknown                                | 12,482           |             | 62,502                          |             |
| <b>AGE GROUP</b>                       |                  |             |                                 |             |
| 5-12 years                             | 2,281            | 12%         | 9,297                           | 12%         |
| 13-18 years                            | 10,791           | 56%         | 41,206                          | 53%         |
| 19-25 years                            | 6,057            | 32%         | 27,276                          | 35%         |
| <b>Total</b>                           | <b>19,129</b>    | <b>100%</b> | <b>77,779</b>                   | <b>100%</b> |
| <26 but age unknown                    | 15,898           |             | 78,116                          |             |
| <b>CULTURAL BACKGROUND<sup>2</sup></b> |                  |             |                                 |             |
| Aboriginal &/or TSI                    | 471              | 5%          | 1,150                           | 3%          |
| CALD                                   | 1,903            | 22%         | 13,394                          | 36%         |
| Neither ATSI nor CALD                  | 6,220            | 72%         | 22,376                          | 61%         |
| <b>Total</b>                           | <b>8,594</b>     | <b>100%</b> | <b>36,920</b>                   | <b>100%</b> |
| Unknown                                | 26,433           |             | 118,975                         |             |
| <b>REMOTENESS<sup>3</sup></b>          |                  |             |                                 |             |
| Major Cities                           | 8,267            | 65%         | 33,272                          | 69%         |
| Inner Regional                         | 2,193            | 17%         | 10,535                          | 22%         |
| Outer Regional/Remote                  | 2,209            | 17%         | 4,134                           | 9%          |
| <b>Total</b>                           | <b>12,669</b>    | <b>100%</b> | <b>47,941</b>                   | <b>100%</b> |
| Unknown                                | 22,358           |             | 107,954                         |             |
| <b>MEDIUM</b>                          |                  |             |                                 |             |
| Phone                                  | 29,665           | 85%         | 133,082                         | 85%         |
| Web chat                               | 3,817            | 11%         | 17,260                          | 11%         |
| Email                                  | 1,545            | 4%          | 5,553                           | 4%          |
| <b>Total</b>                           | <b>35,027</b>    | <b>100%</b> | <b>155,895</b>                  | <b>100%</b> |
| <b>TYPE OF HELP-SEEKING</b>            |                  |             |                                 |             |
| Counselling contact                    | 12,616           | 36%         | 49,415                          | 32%         |
| Information/Referral/Other contact     | 22,411           | 64%         | 106,480                         | 68%         |
| <b>Total</b>                           | <b>35,027</b>    | <b>100%</b> | <b>155,895</b>                  | <b>100%</b> |

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:

- an increase in the proportion of Queensland contacts who are known to be from culturally or linguistically diverse (CALD) backgrounds and a corresponding decrease in the proportion known to be neither Aboriginal and/or Torres Strait Islander nor CALD
- an increase in the proportion of Queensland contacts who are male with a corresponding decrease in the proportion who are female
- a decrease in the proportion of Queensland contacts aged over 18 years with an increase in the proportion of both those aged 5-12 years and those aged 13-18 years
- an increase in the proportion of Queensland contacts living in major cities with a corresponding decrease in the proportion living in Inner Regional localities
- an increase in the proportion of Queensland contacts seeking counselling support with a corresponding decrease in those seeking information, referral or other forms of support.

**Table 3.** Characteristics of Queensland Kids Helpline contacts 2015 aged 5-25 years – by year<sup>1</sup>

| Contact characteristics                | 2013 (N = 45,999) |             | 2014 (N = 37,973) |             | 2015 (N = 35,027) |             |
|----------------------------------------|-------------------|-------------|-------------------|-------------|-------------------|-------------|
|                                        | n                 | %           | n                 | %           | n                 | %           |
| <b>GENDER<sup>2</sup></b>              |                   |             |                   |             |                   |             |
| Female                                 | 26,432            | 85%         | 20,271            | 81%         | 16,945            | 75%         |
| Male                                   | 4,832             | 15%         | 4,664             | 19%         | 5,541             | 25%         |
| Intersex, Trans & Gender Diverse       | -                 | -           | -                 | -           | 59                | 0%          |
| <b>Total</b>                           | <b>31,264</b>     | <b>100%</b> | <b>24,935</b>     | <b>100%</b> | <b>22,545</b>     | <b>100%</b> |
| Unknown                                | 14,735            |             | 13,038            |             | 12,482            |             |
| <b>AGE GROUP</b>                       |                   |             |                   |             |                   |             |
| 5-12 years                             | 1,751             | 7%          | 1,943             | 9%          | 2,281             | 12%         |
| 13-18 years                            | 13,477            | 52%         | 11,942            | 57%         | 10,791            | 56%         |
| 19-25 years                            | 10,876            | 42%         | 7,098             | 34%         | 6,057             | 32%         |
| <b>Total</b>                           | <b>26,104</b>     | <b>100%</b> | <b>20,983</b>     | <b>100%</b> | <b>19,129</b>     | <b>100%</b> |
| <26 but age unknown                    | 19,895            |             | 16,990            |             | 15,898            |             |
| <b>CULTURAL BACKGROUND<sup>3</sup></b> |                   |             |                   |             |                   |             |
| Aboriginal &/or TSI                    | 426               | 3%          | 267               | 2%          | 471               | 5%          |
| CALD                                   | 2,283             | 13%         | 2,591             | 24%         | 1,903             | 22%         |
| Neither ATSI nor CALD                  | 14,297            | 84%         | 8,032             | 74%         | 6,220             | 72%         |
| <b>Total</b>                           | <b>28,993</b>     | <b>100%</b> | <b>27,083</b>     | <b>100%</b> | <b>26,433</b>     | <b>100%</b> |
| Unknown                                | 28,993            |             | 27,083            |             | 26,433            |             |
| <b>REMOVEDNESS<sup>4</sup></b>         |                   |             |                   |             |                   |             |
| Major Cities                           | 10,279            | 54%         | 9,243             | 68%         | 8,267             | 65%         |
| Inner Regional                         | 5,941             | 31%         | 2,459             | 18%         | 2,193             | 17%         |
| Outer Regional/Remote                  | 2,672             | 14%         | 1,933             | 14%         | 2,209             | 17%         |
| <b>Total</b>                           | <b>18,892</b>     | <b>100%</b> | <b>13,635</b>     | <b>100%</b> | <b>12,669</b>     | <b>100%</b> |
| Unknown                                | 27,107            |             | 24,338            |             | 22,358            |             |
| <b>MEDIUM</b>                          |                   |             |                   |             |                   |             |
| Phone                                  | 40,471            | 88%         | 32,772            | 86%         | 29,665            | 85%         |
| Web chat                               | 3,010             | 7%          | 3,454             | 9%          | 3,817             | 11%         |
| Email                                  | 2,518             | 5%          | 1,747             | 5%          | 1,545             | 4%          |
| <b>Total</b>                           | <b>45,999</b>     | <b>100%</b> | <b>37,973</b>     | <b>100%</b> | <b>35,027</b>     | <b>100%</b> |
| <b>TYPE OF HELP-SEEKING</b>            |                   |             |                   |             |                   |             |
| Counselling contact                    | 13,356            | 29%         | 12,815            | 34%         | 12,616            | 36%         |
| Information/Referral/Other contact     | 32,643            | 71%         | 25,158            | 66%         | 22,411            | 64%         |
| <b>Total</b>                           | <b>45,999</b>     | <b>100%</b> | <b>37,973</b>     | <b>100%</b> | <b>35,027</b>     | <b>100%</b> |

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.

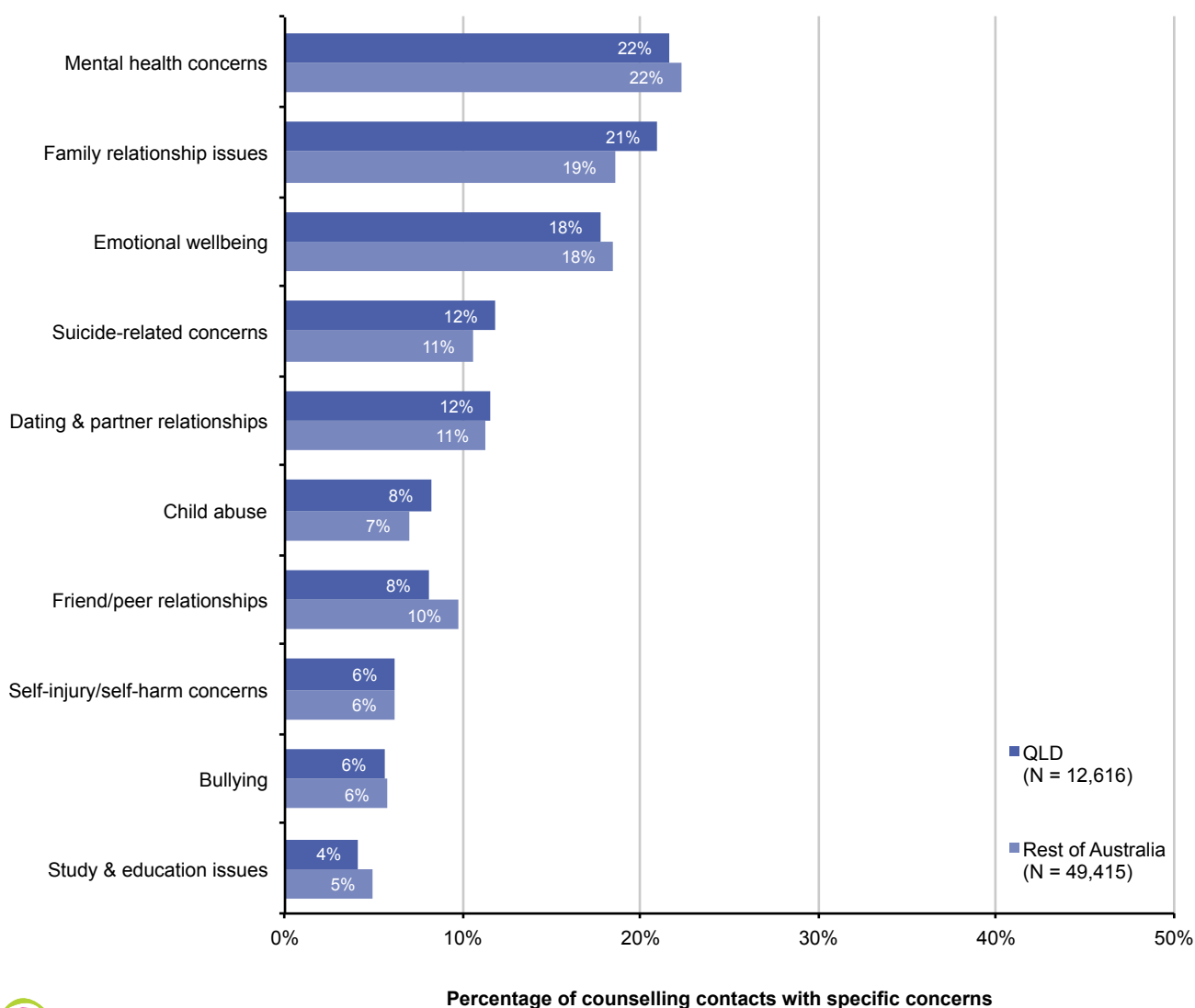
# Top Concerns Of Children And Young People Who Received Counselling

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.

## QUEENSLAND COMPARED WITH REST OF AUSTRALIA

- State or territory information was available for 62,031 of these 70,210 counselling contacts and of this subset 12,616 (or 20%) were known to be from Queensland.
- Figure 1 shows the 10 most common concerns of Queensland 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.
- This figure shows that the frequency with which children and young people in Queensland 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 – Queensland compared with the rest of Australia compared with the rest of Australia (sorted in descending frequency of Queensland concerns)



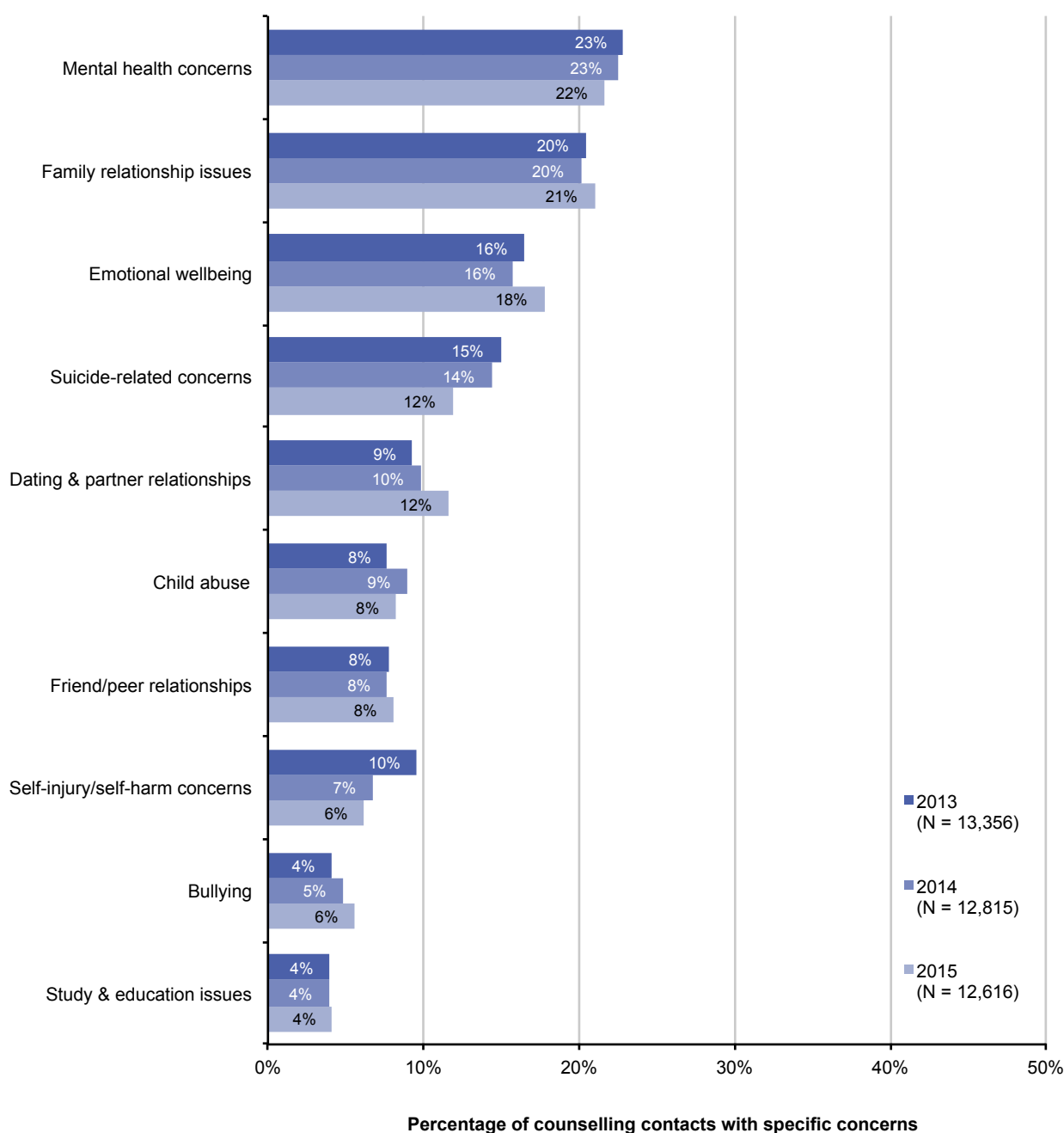
\* Up to four concerns per contact may be recorded. Accordingly, percentages may sum to more than 100%.

# Top Concerns Of Children And Young People Who Received Counselling continued

## TRENDS OVER TIME

- Figure 2 shows the 10 most common concerns of Queensland counselling contacts in 2015 and compares this with the frequency with which these concerns were raised by Queensland contacts in 2013 and 2014.
- The frequency with which children and young people in Queensland are contacting Kids Helpline about these concerns has remained largely consistent over the short-term, although there would appear to be a slight decrease in the frequency with which self-injury concerns are being raised with counsellors.

**Figure 2.** Most frequently recorded concerns of Queensland 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 children and young people in Queensland 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 Queensland 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:

- the frequency with which children and young people in Queensland are contacting Kids Helpline about all these different concerns and classes of concern is largely consistent over the short-term
- there would appear, however, to be a decrease in the frequency with which concerns about mental and emotional health issues are raised with counsellors, and in particular concerns with self-injury.

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

| Concern and concern class                      | 2013 (N = 13,356) |              | 2014 (N = 12,815) |              | 2015 (N = 12,616) |              |
|------------------------------------------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
|                                                | n                 | %            | n                 | %            | n                 | %            |
| <b>MENTAL HEALTH &amp; EMOTIONAL WELLBEING</b> | <b>7,454</b>      | <b>55.8%</b> | <b>6,798</b>      | <b>53.0%</b> | <b>6,528</b>      | <b>51.7%</b> |
| Mental health concerns                         | 3,055             | 22.9%        | 2,891             | 22.6%        | 2,729             | 21.6%        |
| Emotional wellbeing                            | 2,199             | 16.5%        | 2,014             | 15.7%        | 2,239             | 17.7%        |
| Suicide-related concerns                       | 1,994             | 14.9%        | 1,839             | 14.4%        | 1,494             | 11.8%        |
| Self-injury/self-harm concerns                 | 1,281             | 9.6%         | 862               | 6.7%         | 780               | 6.2%         |
| Loss and grief                                 | 538               | 4.0%         | 524               | 4.1%         | 444               | 3.5%         |
| <b>FRIENDS, PEERS, PARTNERS &amp; DATING</b>   | <b>2,227</b>      | <b>16.7%</b> | <b>2,173</b>      | <b>17.0%</b> | <b>2,410</b>      | <b>19.1%</b> |
| Dating and partner relationships               | 1,244             | 9.3%         | 1,257             | 9.8%         | 1,464             | 11.6%        |
| Friends/peer relationships                     | 1,033             | 7.7%         | 981               | 7.7%         | 1,017             | 8.1%         |
| <b>FAMILY RELATIONSHIPS</b>                    | <b>2,727</b>      | <b>20.4%</b> | <b>2,576</b>      | <b>20.1%</b> | <b>2,646</b>      | <b>21.0%</b> |
| Child-parent relationships                     | 1,927             | 14.4%        | 1,816             | 14.2%        | 1,891             | 15.0%        |
| Other family relationships                     | 588               | 4.4%         | 516               | 4.0%         | 506               | 4.0%         |
| Changing family structures                     | 353               | 2.6%         | 365               | 2.8%         | 386               | 3.1%         |
| Parenting own children                         | 44                | 0.3%         | 40                | 0.3%         | 46                | 0.4%         |
| <b>IDENTITY &amp; SELF-CONCEPT</b>             | <b>1,122</b>      | <b>8.4%</b>  | <b>865</b>        | <b>6.7%</b>  | <b>831</b>        | <b>6.6%</b>  |
| Self-concept (global)                          | 703               | 5.3%         | 524               | 4.1%         | 471               | 3.7%         |
| Body image                                     | 221               | 1.7%         | 142               | 1.1%         | 141               | 1.1%         |
| Sexual orientation                             | 156               | 1.2%         | 123               | 1.0%         | 136               | 1.1%         |
| Gender/sex identification                      | 24                | 0.2%         | 51                | 0.4%         | 63                | 0.5%         |
| Disability-related concerns                    | 41                | 0.3%         | 34                | 0.3%         | 36                | 0.3%         |
| Cultural identity                              | 21                | 0.2%         | 13                | 0.1%         | 14                | 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.



# 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 – Queensland by year

| Concern and concern class                          | 2013 (N = 13,356) |             | 2014 (N = 12,815) |             | 2015 (N = 12,616) |             |
|----------------------------------------------------|-------------------|-------------|-------------------|-------------|-------------------|-------------|
|                                                    | n                 | %           | n                 | %           | n                 | %           |
| <b>VIOLENCE &amp; ABUSE (NON-FAMILY)</b>           | <b>956</b>        | <b>7.2%</b> | <b>1,056</b>      | <b>8.2%</b> | <b>1,057</b>      | <b>8.4%</b> |
| Bullying - school related                          | 477               | 3.6%        | 520               | 4.1%        | 559               | 4.4%        |
| Bullying - other                                   | 78                | 0.6%        | 109               | 0.9%        | 151               | 1.2%        |
| Sexual assault or abuse (non-family)               | 227               | 1.7%        | 261               | 2.0%        | 149               | 1.2%        |
| Dating and partner violence                        | 87                | 0.7%        | 100               | 0.8%        | 106               | 0.8%        |
| Harassment and assault (non-sexual)                | 76                | 0.6%        | 64                | 0.5%        | 68                | 0.5%        |
| Sexual harassment                                  | 34                | 0.3%        | 33                | 0.3%        | 46                | 0.4%        |
| <b>CHILD ABUSE &amp; FAMILY VIOLENCE</b>           | <b>1,028</b>      | <b>7.7%</b> | <b>1,146</b>      | <b>8.9%</b> | <b>1,035</b>      | <b>8.2%</b> |
| Physical abuse                                     | 484               | 3.6%        | 546               | 4.3%        | 508               | 4.0%        |
| Sexual abuse                                       | 270               | 2.0%        | 319               | 2.5%        | 218               | 1.7%        |
| Emotional abuse                                    | 172               | 1.3%        | 245               | 1.9%        | 253               | 2.0%        |
| Neglect of child                                   | 45                | 0.3%        | 54                | 0.4%        | 55                | 0.4%        |
| Exploitation by family member                      | 1                 | 0.0%        | 4                 | 0.0%        | 1                 | 0.0%        |
| Exposure to family violence                        | 73                | 0.5%        | 95                | 0.7%        | 99                | 0.8%        |
| Living-in-care issues                              | 83                | 0.6%        | 49                | 0.4%        | 57                | 0.5%        |
| <b>SCHOOL, EDUCATION &amp; WORK</b>                | <b>715</b>        | <b>5.4%</b> | <b>707</b>        | <b>5.5%</b> | <b>733</b>        | <b>5.8%</b> |
| Study and education issues                         | 530               | 4.0%        | 501               | 3.9%        | 524               | 4.2%        |
| Employment issues                                  | 148               | 1.1%        | 138               | 1.1%        | 167               | 1.3%        |
| School authority issues                            | 53                | 0.4%        | 74                | 0.6%        | 55                | 0.4%        |
| <b>PHYSICAL OR SEXUAL HEALTH &amp; DEVELOPMENT</b> | <b>793</b>        | <b>5.9%</b> | <b>718</b>        | <b>5.6%</b> | <b>641</b>        | <b>5.1%</b> |
| Physical health concerns                           | 447               | 3.3%        | 394               | 3.1%        | 322               | 2.6%        |
| Pregnancy-related concerns                         | 143               | 1.1%        | 147               | 1.1%        | 147               | 1.2%        |
| Sexual activity                                    | 184               | 1.4%        | 132               | 1.0%        | 139               | 1.1%        |
| Physical/sexual development                        | 17                | 0.1%        | 29                | 0.2%        | 20                | 0.2%        |
| Contraception/safe sex                             | 21                | 0.2%        | 32                | 0.2%        | 22                | 0.2%        |
| <b>HOMELESSNESS &amp; BASIC NEEDS ASSISTANCE</b>   | <b>560</b>        | <b>4.2%</b> | <b>500</b>        | <b>3.9%</b> | <b>491</b>        | <b>3.9%</b> |
| Homelessness                                       | 368               | 2.8%        | 330               | 2.6%        | 303               | 2.4%        |
| Practical/material assistance                      | 155               | 1.2%        | 129               | 1.0%        | 160               | 1.3%        |
| Financial assistance/concerns                      | 50                | 0.4%        | 47                | 0.4%        | 45                | 0.4%        |
| <b>SUBSTANCE USE, ADDICTIONS &amp; RISK-TAKING</b> | <b>331</b>        | <b>2.5%</b> | <b>308</b>        | <b>2.4%</b> | <b>285</b>        | <b>2.3%</b> |
| Drug use                                           | 219               | 1.6%        | 203               | 1.6%        | 175               | 1.4%        |
| Alcohol use                                        | 79                | 0.6%        | 83                | 0.6%        | 87                | 0.7%        |
| Addictive behaviours (not drugs/alcohol)           | 39                | 0.3%        | 21                | 0.2%        | 18                | 0.1%        |
| Physical risk-taking                               | 5                 | 0.0%        | 15                | 0.1%        | 9                 | 0.1%        |
| Gang/cult involvement                              | 2                 | 0.0%        | 5                 | 0.0%        | 6                 | 0.0%        |
| <b>OFFENDING, ABUSIVE OR VIOLENT ACTIONS</b>       | <b>161</b>        | <b>1.2%</b> | <b>153</b>        | <b>1.2%</b> | <b>135</b>        | <b>1.1%</b> |
| Illegal/offending behaviour                        | 108               | 0.8%        | 85                | 0.7%        | 80                | 0.6%        |
| Abusive or violent actions                         | 44                | 0.3%        | 58                | 0.5%        | 48                | 0.4%        |
| Sexual violence/offending actions                  | 12                | 0.1%        | 13                | 0.1%        | 9                 | 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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**[www.kidshelpline.com.au](http://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](http://www.kidshelpline.com.au/reports)**.

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