

# Kids Helpline Insights 2015

**STATISTICAL  
SUMMARY  
TASMANIA**



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 Tasmania 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. This is compounded by the small size of the Tasmanian 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

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# Service Demand

## ATTEMPTED AND ANSWERED CONTACTS

- In 2015, 7,278 of the 350,117 attempts made to contact Kids Helpline Counselling Service (or 2%) came from Tasmania.
- Most of these attempts were made by phone (5,748) but also by web chat (909) and email (622).
- 4,920 of these attempts were answered by counsellors, corresponding to a response rate of 68%. 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 Tasmanian phone contacts in 2015 was 78%.

## TRENDS OVER TIME

- From 2012 to 2015, there was an overall decrease of 22% in attempted contacts from Tasmania across all media. Phone attempts from Tasmania decreased by 20%, web chat attempts decreased by 11% and email attempts decreased by 43%.
- 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 Tasmania have increased (from 64% in 2013 to 68% in 2015). There has been a particularly notable increase in web chat response rates, however (from 46% in 2013 to 53% in 2015).

**Table 1.** Tasmanian 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										
TAS	7,165	4,351	61%	5,017	3,139	63%	5,748	3,812	66%	-20%
All States	318,633	189,394	59%	300,200	173,752	58%	290,767	169,802	58%	-9%
WEB CHAT										
TAS	1,020	471	46%	1,006	440	44%	909	487	53%	-11%
All States	47,335	18,678	39%	49,429	21,082	43%	43,464	24,115	55%	-8%
EMAIL										
TAS	1,092	1,092	100%	752	752	100%	622	622	100%	-43%
All States	24,000	24,000	100%	18,832	18,832	100%	15,886	15,886	100%	-34%
ALL MEDIA										
TAS	9,277	5,914	64%	6,775	4,331	64%	7,278	4,920	68%	-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 4,325 (or 2%) were received from Tasmania.
- Table 2 shows the demographic characteristics of these contacts from Tasmania and compares them with the characteristics of contacts from the rest of Australia where state or territory was known.
- As shown, seven out ten (72%) Tasmanian contacts were female and three out of five (58%) were aged 13-18 years.

- The characteristics of Tasmanian 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 (6% c.f. 34%) while they are more likely than other counselling contacts to be living outside Major Cities (99% c.f. 30%).

## TYPES OF HELP-SEEKING

As shown in Table 2, 28% of contacts from Tasmania were seeking counselling support while 72% were seeking information/referral or other forms of support.

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

Contact characteristics	TAS (N = 4,325)		Rest of Australia (N = 186,597)	
	n	%	n	%
<b>GENDER</b>				
Female	1,848	72%	79,732	70%
Male	718	28%	33,090	29%
Intersex, Trans & Gender Diverse	11	0%	539	0%
<b>Total</b>	<b>2,577</b>	<b>100%</b>	<b>113,361</b>	<b>100%</b>
Unknown	1,748		73,236	
<b>AGE GROUP</b>				
5-12 years	226	11%	11,352	12%
13-18 years	1,222	58%	50,775	54%
19-25 years	669	32%	32,664	34%
<b>Total</b>	<b>2,117</b>	<b>100%</b>	<b>94,791</b>	<b>100%</b>
<26 but age unknown	2,208		91,806	
<b>CULTURAL BACKGROUND<sup>2</sup></b>				
Aboriginal &/or TSI	8	1%	1,613	4%
CALD	58	6%	15,239	34%
Neither ATSI nor CALD	892	93%	27,704	62%
<b>Total</b>	<b>958</b>	<b>100%</b>	<b>44,556</b>	<b>100%</b>
Unknown	3,367		142,041	
<b>REMOTENESS<sup>3</sup></b>				
Major Cities	13	1%	41,526	70%
Inner Regional	1,044	71%	11,684	20%
Outer Regional/Remote	415	28%	5,928	10%
<b>Total</b>	<b>1,472</b>	<b>100%</b>	<b>59,138</b>	<b>100%</b>
Unknown	2,853		127,459	
<b>MEDIUM</b>				
Phone	3,699	86%	159,048	85%
Web chat	408	9%	20,669	11%
Email	218	5%	6,880	4%
<b>Total</b>	<b>4,325</b>	<b>100%</b>	<b>186,597</b>	<b>100%</b>
<b>TYPE OF HELP-SEEKING</b>				
Counselling contact	1,217	28%	60,814	33%
Information/Referral/Other contact	3,108	72%	125,783	67%
<b>Total</b>	<b>4,325</b>	<b>100%</b>	<b>186,597</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

- Table 3 presents the characteristics of Tasmanian 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 unsystematic variation in many of the characteristics of the Tasmanian subpopulation over the three years.
  - Substantial missing data, a 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 Tasmania contacting Kids Helpline over this period.

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

Contact characteristics	2013 (N = 4,997)		2014 (N = 3,799)		2015 (N = 4,325)	
	n	%	n	%	n	%
<b>GENDER<sup>2</sup></b>						
Female	2,577	81%	2,206	86%	1,848	72%
Male	598	19%	347	14%	718	28%
Intersex, Trans & Gender Diverse	-	-	-	-	11	0%
<b>Total</b>	<b>3,175</b>	<b>100%</b>	<b>2,553</b>	<b>100%</b>	<b>2,577</b>	<b>100%</b>
Unknown	1,822		1,246		1,748	
<b>AGE GROUP</b>						
5-12 years	177	7%	159	7%	226	11%
13-18 years	1,131	45%	978	45%	1,222	58%
19-25 years	1,188	48%	1,030	48%	669	32%
<b>Total</b>	<b>2,496</b>	<b>100%</b>	<b>2,167</b>	<b>100%</b>	<b>2,117</b>	<b>100%</b>
<26 but age unknown	2,501		1,632		2,208	
<b>CULTURAL BACKGROUND<sup>3</sup></b>						
Aboriginal &/or TSI	4	0%	0	0%	8	1%
CALD	24	2%	24	2%	58	6%
Neither ATSI nor CALD	1,408	98%	1,205	98%	892	93%
<b>Total</b>	<b>1,436</b>	<b>100%</b>	<b>1,229</b>	<b>100%</b>	<b>958</b>	<b>100%</b>
Unknown	3,561		2,570		3,367	
<b>REMOTENESS<sup>4</sup></b>						
Major Cities	16	1%	9	1%	13	1%
Inner Regional	1,276	82%	1,287	80%	1,044	71%
Outer Regional/Remote	258	17%	305	19%	415	28%
<b>Total</b>	<b>1,550</b>	<b>100%</b>	<b>1,601</b>	<b>100%</b>	<b>1,472</b>	<b>100%</b>
Unknown	3,447		2,198		2,853	
<b>MEDIUM</b>						
Phone	4,070	81%	3,109	82%	3,699	86%
Web chat	403	8%	357	9%	408	9%
Email	524	10%	333	9%	218	5%
<b>Total</b>	<b>4,997</b>	<b>100%</b>	<b>3,799</b>	<b>100%</b>	<b>4,325</b>	<b>100%</b>
<b>TYPE OF HELP-SEEKING</b>						
Counselling contact	1,345	27%	1,316	35%	1,217	28%
Information/Referral/Other contact	3,652	73%	2,483	65%	3,108	72%
<b>Total</b>	<b>4,997</b>	<b>100%</b>	<b>3,799</b>	<b>100%</b>	<b>4,325</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.

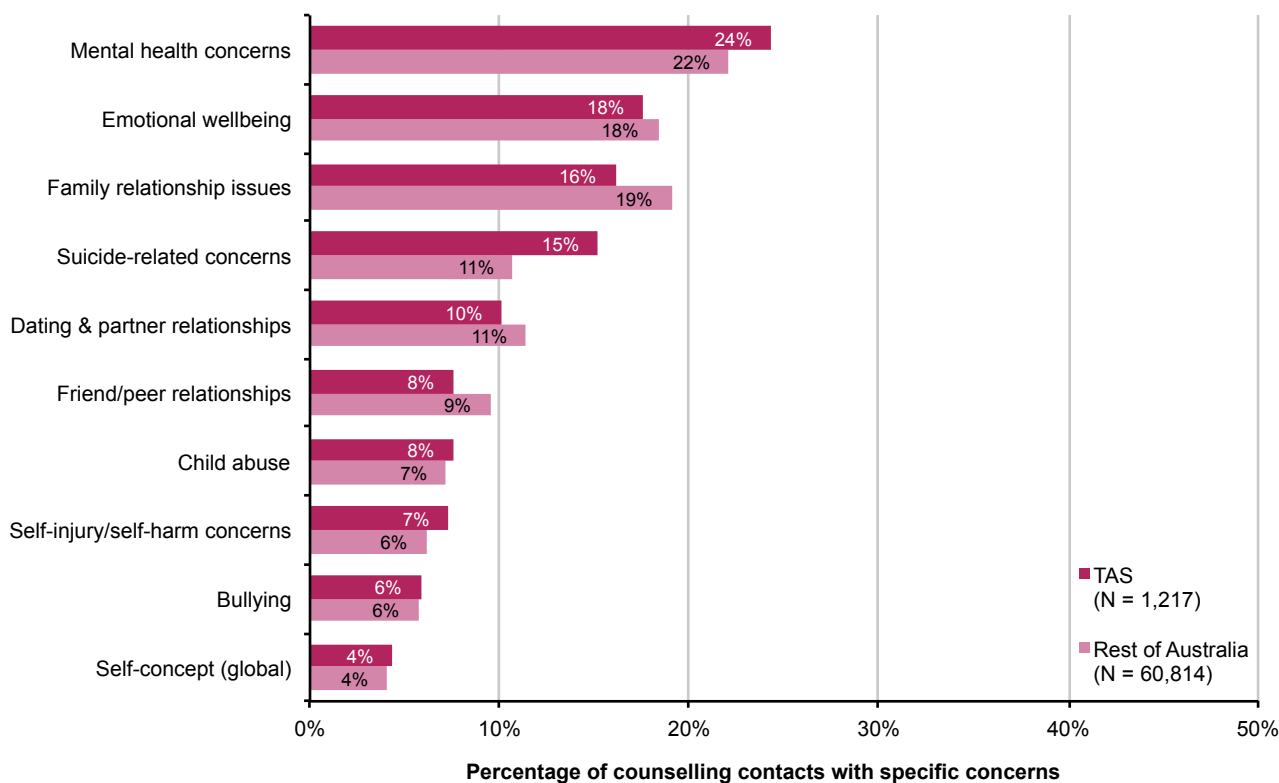
# Top Concerns Of Children And Young People Who Received Counselling

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 provides a valuable insight into the help-seeking needs of young Australians today.

## TASMANIA COMPARED WITH REST OF AUSTRALIA

- State or territory information was available for 62,031 of these 70,210 counselling contacts and of this subset 1,217 (or 2%) were known to be from Tasmania.
- Figure 1 shows the 10 most common concerns of Tasmanian 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 Tasmania are contacting Kids Helpline about these issues is consistent with that of children and young people in the rest of Australia. The one exception is that contacts from Tasmania were slightly more likely to raise concerns about suicide than contacts from the rest of Australia.
- Note that observed differences may not correspond to actual differences. Tasmania's small subpopulation and the greater likely influence of repeat contacts on percentage frequencies in this context undermine the reliability of observed differences

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



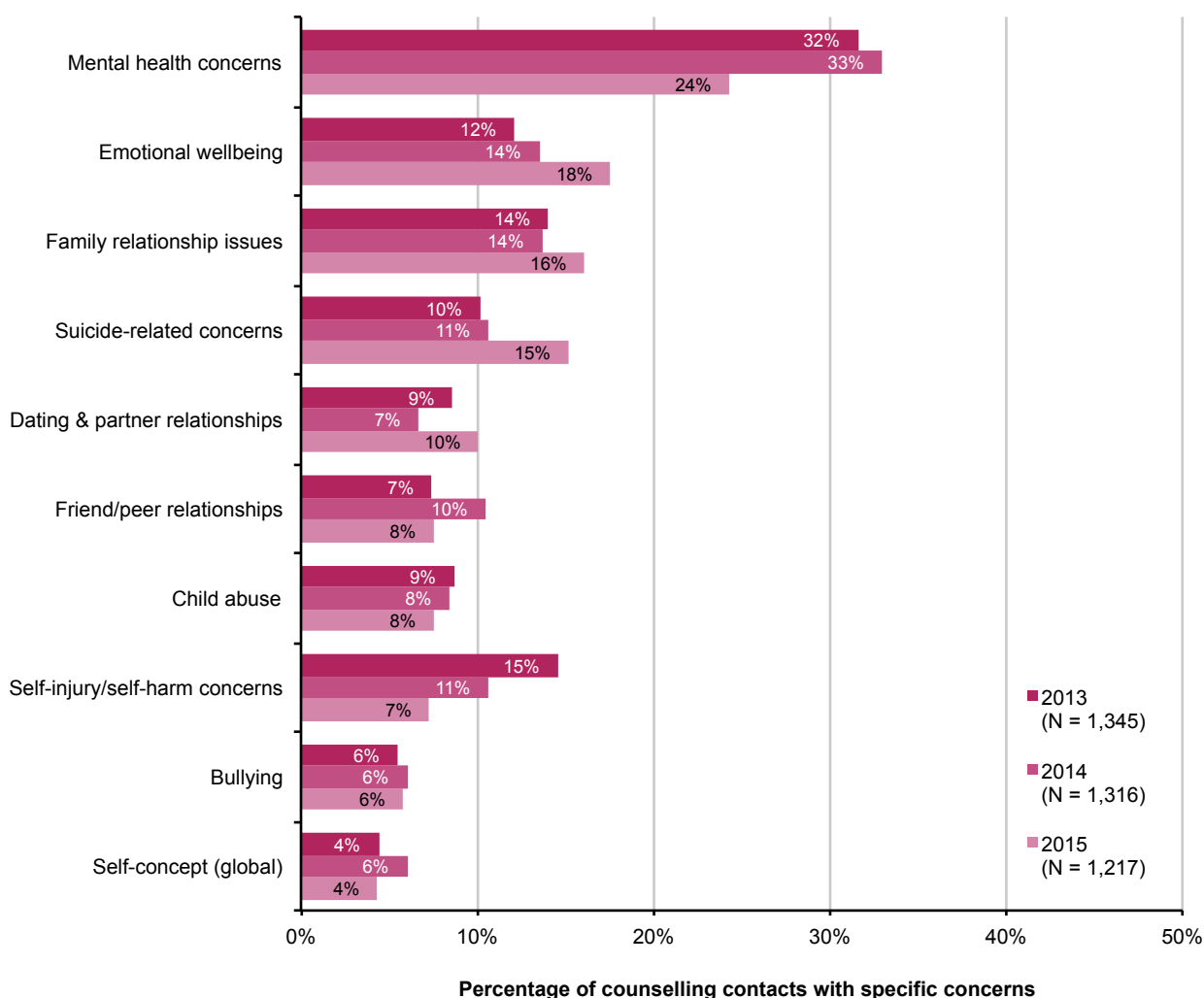
\* Up to four concerns per contact may be recorded. Accordingly, percentages may sum to more than 100%.

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

## TRENDS OVER TIME

- Figure 2 shows the 10 most common concerns of Tasmanian counselling contacts in 2015 and compares this with the frequency with which these concerns were raised by Tasmanian contacts in 2013 and 2014.
- Key observations from the data include the following:
  - There is small to moderate variation in the frequency with which Tasmanian counselling contacts raised a number of these 10 concerns with counsellors over the last three years.
  - There would appear to be a decrease in the proportion of Tasmanian contacts raising concerns about mental health and self-injury concerns and an increase in the proportion raising concerns about emotional wellbeing and suicide-related concerns.
  - The small size of the Tasmanian subpopulation and the greater likely influence of repeat contacts on percentage frequencies in this context may 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 Tasmanian 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 Tasmanian counselling 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 Tasmanian 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 reveals slight to moderate variation in the frequency with which a number of concerns were raised over the last three years. Much of this variation is non-systematic, which may in part be attributable to the small size of the Tasmanian subpopulation and the greater likely influence of repeat contacts on percentage frequencies in this context.

- At the level of concern classes, there are no systematic trends of a substantial nature. Systematic trends at the level of individual concerns include:
  - a decrease in concern about mental health issues and an increase in concern about emotional wellbeing issues
  - an increase in concern about suicide-related issues and a decrease in concern about self-injury issues.

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

Concern and concern class	2013 (N = 1,345)		2014 (N = 1,316)		2015 (N = 1,217)	
	n	%	n	%	n	%
<b>MENTAL HEALTH &amp; EMOTIONAL WELLBEING</b>	<b>822</b>	<b>61.1%</b>	<b>802</b>	<b>60.9%</b>	<b>711</b>	<b>58.4%</b>
Mental health concerns	425	31.6%	434	33.0%	296	24.3%
Emotional wellbeing	163	12.1%	178	13.5%	214	17.6%
Suicide-related concerns	137	10.2%	140	10.6%	185	15.2%
Self-injury/self-harm concerns	196	14.6%	140	10.6%	89	7.3%
Loss and grief	57	4.2%	64	4.9%	51	4.2%
<b>FRIENDS, PEERS, PARTNERS &amp; DATING</b>	<b>208</b>	<b>15.5%</b>	<b>222</b>	<b>16.9%</b>	<b>207</b>	<b>17.0%</b>
Dating and partner relationships	116	8.6%	88	6.7%	123	10.1%
Friends/peer relationships	100	7.4%	138	10.5%	92	7.6%
<b>FAMILY RELATIONSHIPS</b>	<b>189</b>	<b>14.1%</b>	<b>180</b>	<b>13.7%</b>	<b>196</b>	<b>16.1%</b>
Child-parent relationships	107	8.0%	116	8.8%	149	12.2%
Other family relationships	61	4.5%	51	3.9%	34	2.8%
Changing family structures	30	2.2%	19	1.4%	24	2.0%
Parenting own children	2	0.1%	3	0.2%	4	0.3%
<b>IDENTITY &amp; SELF-CONCEPT</b>	<b>97</b>	<b>7.2%</b>	<b>145</b>	<b>11.0%</b>	<b>109</b>	<b>9.0%</b>
Self-concept (global)	59	4.4%	79	6.0%	53	4.4%
Body image	24	1.8%	33	2.5%	16	1.3%
Sexual orientation	12	0.9%	13	1.0%	19	1.6%
Gender/sex identification	3	0.2%	20	1.5%	20	1.6%
Disability-related concerns	2	0.1%	8	0.6%	3	0.2%
Cultural identity	1	0.1%	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.



# 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 – Tasmania by year

Concern and concern class	2013 (N = 1,345)		2014 (N = 1,316)		2015 (N = 1,217)	
	n	%	n	%	n	%
<b>VIOLENCE &amp; ABUSE (NON-FAMILY)</b>	<b>113</b>	<b>8.4%</b>	<b>105</b>	<b>8.0%</b>	<b>101</b>	<b>8.3%</b>
Bullying - school related	69	5.1%	65	4.9%	60	4.9%
Bullying - other	6	0.4%	15	1.1%	12	1.0%
Sexual assault or abuse (non-family)	34	2.5%	13	1.0%	15	1.2%
Dating and partner violence	2	0.1%	7	0.5%	8	0.7%
Harassment and assault (non-sexual)	5	0.4%	7	0.5%	5	0.4%
Sexual harassment	2	0.1%	5	0.4%	5	0.4%
<b>CHILD ABUSE &amp; FAMILY VIOLENCE</b>	<b>117</b>	<b>8.7%</b>	<b>111</b>	<b>8.4%</b>	<b>92</b>	<b>7.6%</b>
Physical abuse	33	2.5%	52	4.0%	48	3.9%
Sexual abuse	72	5.4%	38	2.9%	24	2.0%
Emotional abuse	10	0.7%	24	1.8%	25	2.1%
Neglect of child	3	0.2%	3	0.2%	0	0.0%
Exploitation by family member	0	0.0%	0	0.0%	0	0.0%
Exposure to family violence	5	0.4%	4	0.3%	4	0.3%
Living-in-care issues	0	0.0%	2	0.2%	3	0.2%
<b>SCHOOL, EDUCATION &amp; WORK</b>	<b>49</b>	<b>3.6%</b>	<b>63</b>	<b>4.8%</b>	<b>50</b>	<b>4.1%</b>
Study and education issues	36	2.7%	47	3.6%	35	2.9%
Employment issues	12	0.9%	12	0.9%	13	1.1%
School authority issues	1	0.1%	5	0.4%	2	0.2%
<b>PHYSICAL OR SEXUAL HEALTH &amp; DEVELOPMENT</b>	<b>72</b>	<b>5.4%</b>	<b>56</b>	<b>4.3%</b>	<b>73</b>	<b>6.0%</b>
Physical health concerns	38	2.8%	25	1.9%	38	3.1%
Pregnancy-related concerns	13	1.0%	13	1.0%	23	1.9%
Sexual activity	14	1.0%	19	1.4%	7	0.6%
Physical/sexual development	6	0.4%	1	0.1%	4	0.3%
Contraception/safe sex	3	0.2%	4	0.3%	4	0.3%
<b>HOMELESSNESS &amp; BASIC NEEDS ASSISTANCE</b>	<b>18</b>	<b>1.3%</b>	<b>21</b>	<b>1.6%</b>	<b>28</b>	<b>2.3%</b>
Homelessness	12	0.9%	16	1.2%	15	1.2%
Practical/material assistance	6	0.4%	4	0.3%	10	0.8%
Financial assistance/concerns	0	0.0%	2	0.2%	3	0.2%
<b>SUBSTANCE USE, ADDICTIONS &amp; RISK-TAKING</b>	<b>14</b>	<b>1.0%</b>	<b>26</b>	<b>2.0%</b>	<b>27</b>	<b>2.2%</b>
Drug use	7	0.5%	18	1.4%	21	1.7%
Alcohol use	6	0.4%	8	0.6%	7	0.6%
Addictive behaviours (not drugs/alcohol)	1	0.1%	3	0.2%	0	0.0%
Physical risk-taking	0	0.0%	0	0.0%	1	0.1%
Gang/cult involvement	0	0.0%	0	0.0%	0	0.0%
<b>OFFENDING, ABUSIVE OR VIOLENT ACTIONS</b>	<b>10</b>	<b>0.7%</b>	<b>4</b>	<b>0.3%</b>	<b>15</b>	<b>1.2%</b>
Illegal/offending behaviour	9	0.7%	2	0.2%	5	0.4%
Abusive or violent actions	1	0.1%	1	0.1%	10	0.8%
Sexual violence/offending actions	0	0.0%	1	0.1%	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**  
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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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