

Kids Helpline Insights 2015

**STATISTICAL
SUMMARY
VICTORIA**



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 Victoria 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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ATTEMPTED AND ANSWERED CONTACTS

- In 2015, 84,591 of the 350,117 attempts made to contact Kids Helpline Counselling Service (or 24%) came from Victoria.
- Most of these attempts were made by phone (67,894) but also by web chat (12,472) and email (4,225).
- 51,320 of these attempts were answered by counsellors, corresponding to a response rate of 61%. 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 Victorian phone contacts in 2015 was 75%.

TRENDS OVER TIME

- From 2013 to 2015, there was an overall decrease of 13% in attempted contacts from Victoria across all media. Phone attempts from Victoria decreased by 13%, web chat attempts decreased by 4% and email attempts decreased by 34%.
- 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 Victoria have remained the same (from 61% in 2013 to 61% in 2015). There has been an increase in web chat response rates, however (from 43% in 2013 to 55% in 2015).

Table 1. Victorian 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										
Victoria	78,199	47,258	60%	74,657	43,812	59%	67,894	40,247	59%	-13%
All States	318,633	189,394	59%	300,200	173,752	58%	290,767	169,802	58%	-9%
WEB CHAT										
Victoria	12,945	5,520	43%	14,009	5,873	42%	12,472	6,848	55%	-4%
All States	47,335	18,678	39%	49,429	21,082	43%	43,464	24,115	55%	-8%
EMAIL										
Victoria	6,368	6,368	100%	4,998	4,998	100%	4,225	4,225	100%	-34%
All States	24,000	24,000	100%	18,832	18,832	100%	15,886	15,886	100%	-34%
ALL MEDIA										
Victoria	97,512	59,146	61%	93,664	54,683	58%	84,591	51,320	61%	-13%
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 46,711 (or 25%) were received from Victoria.
- Table 2 shows the demographic characteristics of these contacts from Victoria 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 (73%) Victorian contacts were female and two out of five (41%) were aged over 18 years. Where cultural background was known, two out of

five (39%) were from culturally and linguistically diverse (CALD) backgrounds. Three out of four (74%) were living in Major Cities.

TYPES OF HELP-SEEKING

As shown in Table 2, more than one in three (36%) contacts from Victoria in 2015 were seeking counselling support, while the remainder (64%) were seeking information/referral or other forms of support.

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

Contact characteristics	VIC (N = 46,711)		Rest of Australia (N = 144,211)	
	n	%	n	%
GENDER				
Female	22,289	73%	59,291	70%
Male	8,102	26%	25,706	30%
Intersex, Trans & Gender Diverse	253	1%	297	0%
Total	30,644	100%	85,294	100%
Unknown	16,067		58,917	
AGE GROUP				
5-12 years	2,386	9%	9,192	13%
13-18 years	13,233	50%	38,764	55%
19-25 years	10,778	41%	22,555	32%
Total	26,397	100%	70,511	100%
<26 but age unknown	20,314		73,700	
CULTURAL BACKGROUND²				
Aboriginal &/or TSI	365	3%	1,256	4%
CALD	5,063	39%	10,234	32%
Neither ATSI nor CALD	7,608	58%	20,988	65%
Total	13,036	100%	32,478	100%
Unknown	33,675		111,733	
REMOTENESS³				
Major Cities	12,528	74%	29,011	66%
Inner Regional	3,798	22%	8,930	20%
Outer Regional/Remote	607	4%	5,736	13%
Total	16,933	100%	43,677	100%
Unknown	29,778		100,534	
MEDIUM				
Phone	38,846	83%	123,901	86%
Web chat	6,029	13%	15,048	10%
Email	1,836	4%	5,262	4%
Total	46,711	100%	144,211	100%
TYPE OF HELP-SEEKING				
Counselling contact	16,979	36%	45,052	31%
Information/Referral/Other contact	29,732	64%	99,159	69%
Total	46,711	100%	144,211	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:

- an increase in the proportion of male contacts from Victoria and a decrease in the proportion of female contacts
- an increase in the proportion of Victorian contacts who were known to be from CALD backgrounds and a corresponding decrease in the proportion known to be neither from CALD backgrounds nor Aboriginal and/or Torres Strait Islanders
- a slight decrease in the proportion of Victorian contacts who engaged by phone and email and a corresponding increase in the proportion who engaged by web chat, and
- a slight increase in the proportion of Victorian contacts seeking counselling support and a corresponding decrease in those seeking information, referral or other forms of support.

Table 3. Characteristics of Victorian Kids Helpline contacts 2015 aged 5-25 years – by year¹

Contact characteristics	2013 (N = 52,689)		2014 (N = 48,950)		2015 (N = 46,711)	
	n	%	n	%	n	%
GENDER²						
Female	26,541	79%	24,434	75%	22,289	73%
Male	7,191	21%	8,207	25%	8,102	26%
Intersex, Trans & Gender Diverse	-	-	-	-	253	1%
Total	33,732	100%	32,641	100%	30,644	100%
Unknown	18,957		16,309		16,067	
AGE GROUP						
5-12 years	1,873	7%	2,197	8%	2,386	9%
13-18 years	14,725	54%	14,929	54%	13,233	50%
19-25 years	10,610	39%	10,666	38%	10,778	41%
Total	27,208	100%	27,792	100%	26,397	100%
<26 but age unknown	25,481		21,158		20,314	
CULTURAL BACKGROUND³						
Aboriginal &/or TSI	510	3%	510	3%	365	3%
CALD	5,076	33%	6,210	41%	5,063	39%
Neither ATSI nor CALD	9,912	64%	8,342	55%	7,608	58%
Total	15,498	100%	15,062	100%	13,036	100%
Unknown	37,191		33,888		33,675	
REMOTENESS⁴						
Major Cities	13,398	74%	13,479	75%	12,528	74%
Inner Regional	3,604	20%	3,723	21%	3,798	22%
Outer Regional/Remote	1,114	6%	714	4%	607	4%
Total	18,116	100%	17,916	100%	16,933	100%
Unknown	34,573		31,034		29,778	
MEDIUM						
Phone	45,058	86%	41,696	85%	38,846	83%
Web chat	4,577	9%	5,008	10%	6,029	13%
Email	3,054	6%	2,246	5%	1,836	4%
Total	52,689	100%	48,950	100%	46,711	100%
TYPE OF HELP-SEEKING						
Counselling contact	16,296	31%	16,817	34%	16,979	36%
Information/Referral/Other contact	36,393	69%	32,133	66%	29,732	64%
Total	52,689	100%	48,950	100%	46,711	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.

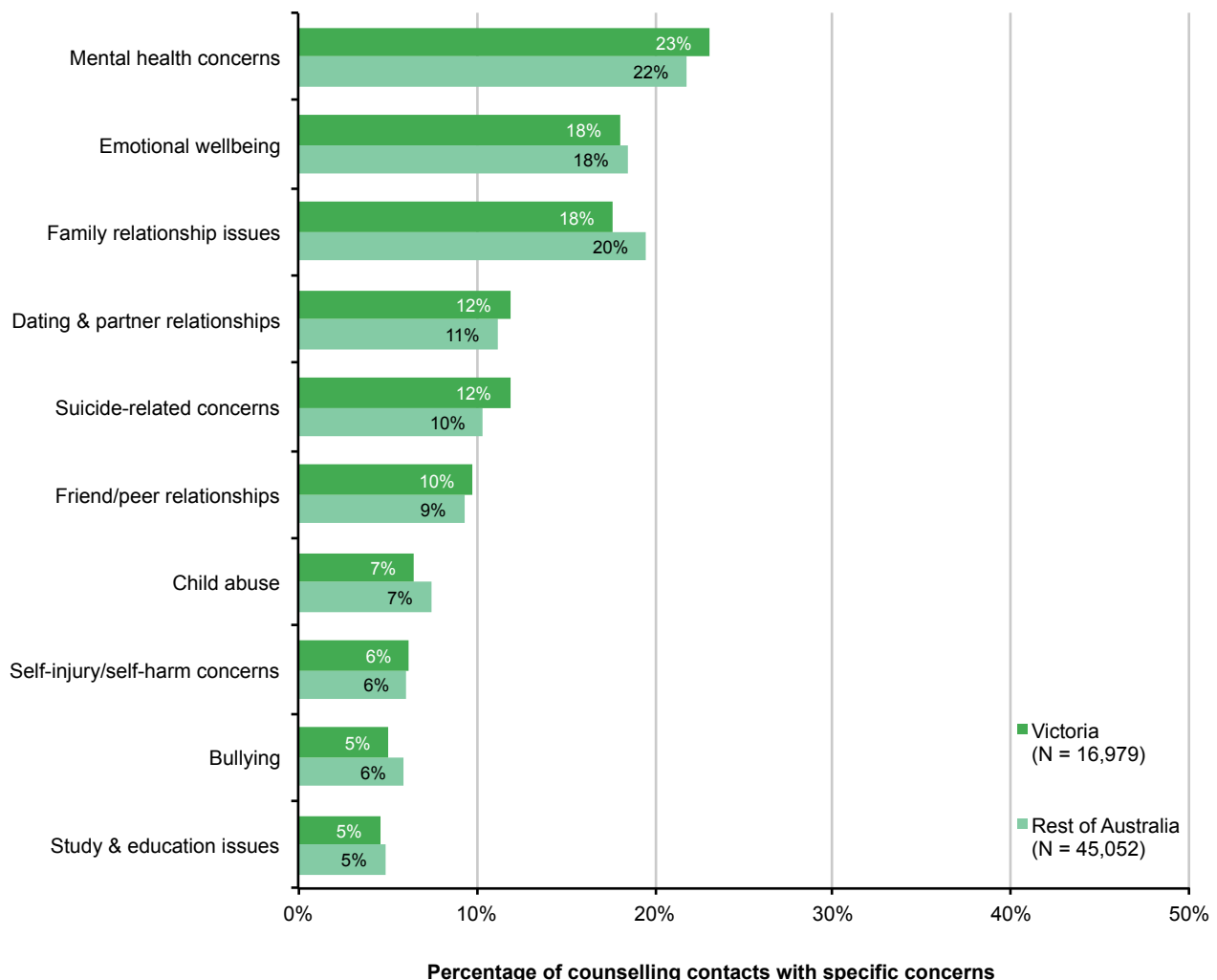
Top Concerns Of Children And Young People Who Received Counselling

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 help-seeking needs of young Australians today.

VICTORIA COMPARED WITH REST OF AUSTRALIA

- State or territory information was available for 62,031 of these 70,210 counselling contacts and of this subset 16,979 (or 27%) were known to be from Victoria.
- Figure 1 shows the 10 most common concerns of Victorian 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.
- As shown, the frequency with which children and young people in Victoria are contacting Kids Helpline about these issues is consistent with the frequency with which these issues are raised by 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 – Victoria compared with the rest of Australia (sorted in descending frequency of Victorian concerns)



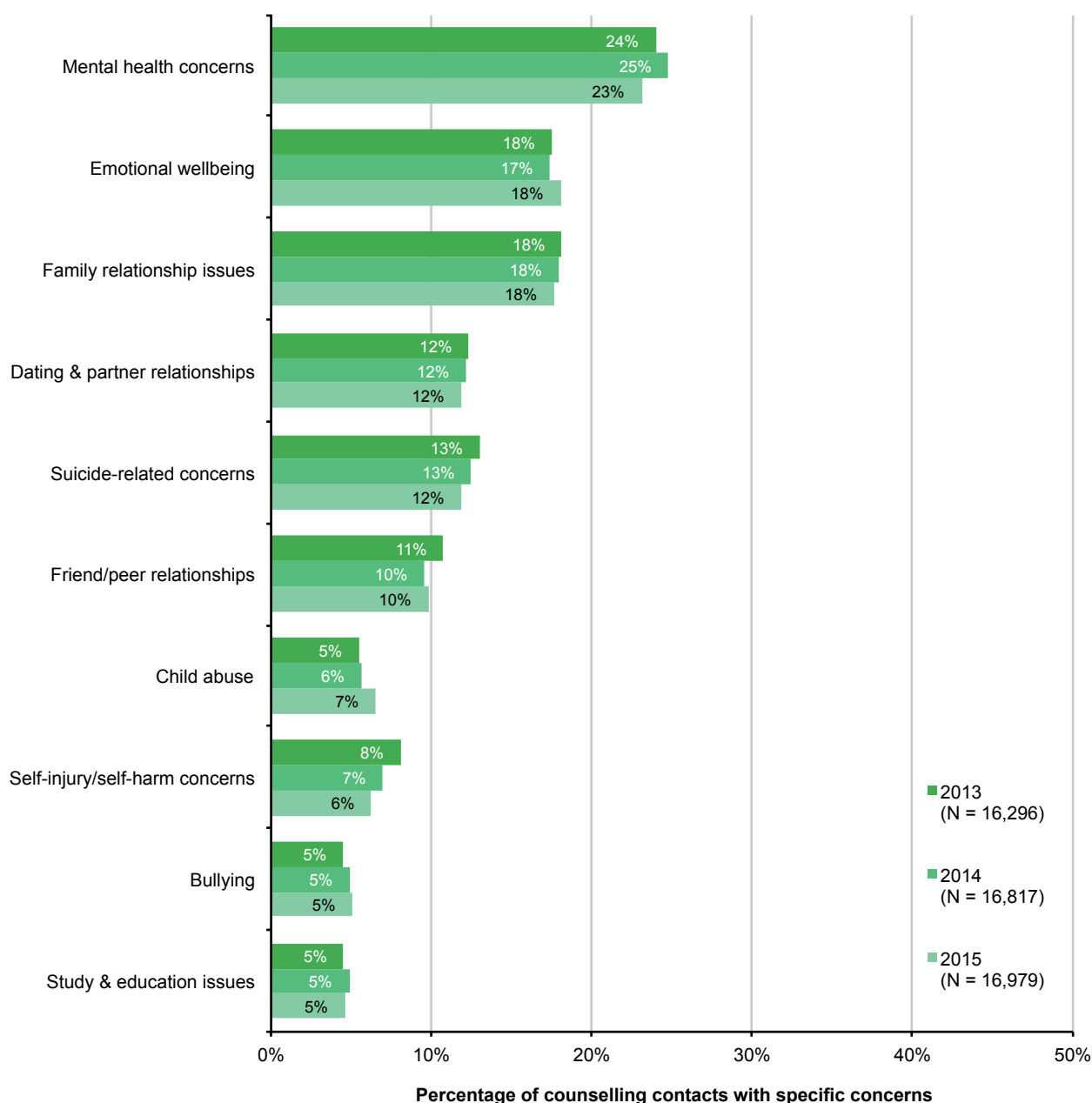
* Up to four concerns per contact may be recorded. Accordingly, percentages may sum to more than 100%.

Top Concerns Of Children And Young People Who Received Counselling continued

TRENDS OVER TIME

- Figure 2 shows the 10 most common concerns of Victorian counselling contacts in 2015 and compares this with the frequency with which these concerns were raised by Victorian contacts in 2012 and 2013.
- It is apparent from Figure 2 that the frequency with which children and young people in Victoria are contacting Kids Helpline about these various issues has remained the same over the short-term.

Figure 2. Most frequently recorded concerns of Victorian 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 data in Table 4 indicate that the frequency with which children and young people in Victoria are contacting Kids Helpline about all these different concerns and classes of concern is remarkably consistent over the short-term.

- the frequency with which children and young people in Victoria 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 Victorian 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 – Victoria by year

Concern and concern class	2013 (N = 16,296)		2014 (N = 16,817)		2015 (N = 16,979)	
	n	%	n	%	n	%
MENTAL HEALTH & EMOTIONAL WELLBEING	8,884	54.5%	9,145	54.4%	9,048	53.3%
Mental health concerns	3,905	24.0%	4,167	24.8%	3,920	23.1%
Emotional wellbeing	2,855	17.5%	2,924	17.4%	3,061	18.0%
Suicide-related concerns	2,120	13.0%	2,103	12.5%	2,012	11.8%
Self-injury/self-harm concerns	1,314	8.1%	1,170	7.0%	1,062	6.3%
Loss and grief	571	3.5%	497	3.0%	482	2.8%
FRIENDS, PEERS, PARTNERS & DATING	3,642	22.3%	3,552	21.1%	3,601	21.2%
Dating and partner relationships	2,010	12.3%	2,045	12.2%	2,013	11.9%
Friends/peer relationships	1,750	10.7%	1,606	9.5%	1,663	9.8%
FAMILY RELATIONSHIPS	3,642	22.3%	3,552	21.1%	3,601	21.2%
Child-parent relationships	2,034	12.5%	2,111	12.6%	2,140	12.6%
Other family relationships	677	4.2%	652	3.9%	650	3.8%
Changing family structures	306	1.9%	343	2.0%	358	2.1%
Parenting own children	109	0.7%	85	0.5%	38	0.2%
IDENTITY & SELF-CONCEPT	1,478	9.1%	1,465	8.7%	1,367	8.1%
Self-concept (global)	973	6.0%	848	5.0%	776	4.6%
Body image	280	1.7%	246	1.5%	192	1.1%
Sexual orientation	166	1.0%	186	1.1%	235	1.4%
Gender/sex identification	42	0.3%	139	0.8%	104	0.6%
Disability-related concerns	41	0.3%	53	0.3%	77	0.5%
Cultural identity	48	0.3%	60	0.4%	41	0.2%

* 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 – Victoria by year

Concern and concern class	2013 (N = 16,296)		2014 (N = 16,817)		2015 (N = 16,979)	
	n	%	n	%	n	%
VIOLENCE & ABUSE (NON-FAMILY)	1,243	7.6%	1,273	7.6%	1,342	7.9%
Bullying - school related	618	3.8%	723	4.3%	712	4.2%
Bullying - other	123	0.8%	105	0.6%	159	0.9%
Sexual assault or abuse (non-family)	291	1.8%	249	1.5%	261	1.5%
Dating and partner violence	109	0.7%	94	0.6%	122	0.7%
Harassment and assault (non-sexual)	82	0.5%	75	0.4%	71	0.4%
Sexual harassment	51	0.3%	52	0.3%	40	0.2%
CHILD ABUSE & FAMILY VIOLENCE	894	5.5%	946	5.6%	1,105	6.5%
Physical abuse	392	2.4%	441	2.6%	538	3.2%
Sexual abuse	237	1.5%	238	1.4%	241	1.4%
Emotional abuse	201	1.2%	225	1.3%	291	1.7%
Neglect of child	44	0.3%	42	0.2%	36	0.2%
Exploitation by family member	3	0.0%	2	0.0%	0	0.0%
Exposure to family violence	90	0.6%	98	0.6%	108	0.6%
Living-in-care issues	34	0.2%	39	0.2%	49	0.3%
SCHOOL, EDUCATION & WORK	987	6.1%	1,070	6.4%	1,023	6.0%
Study and education issues	740	4.5%	815	4.8%	779	4.6%
Employment issues	196	1.2%	175	1.0%	171	1.0%
School authority issues	62	0.4%	96	0.6%	84	0.5%
PHYSICAL OR SEXUAL HEALTH & DEVELOPMENT	1,016	6.2%	908	5.4%	971	5.7%
Physical health concerns	580	3.6%	507	3.0%	482	2.8%
Pregnancy-related concerns	202	1.2%	196	1.2%	214	1.3%
Sexual activity	205	1.3%	160	1.0%	228	1.3%
Physical/sexual development	20	0.1%	32	0.2%	37	0.2%
Contraception/safe sex	23	0.1%	34	0.2%	29	0.2%
HOMELESSNESS & BASIC NEEDS ASSISTANCE	340	2.1%	390	2.3%	391	2.3%
Homelessness	175	1.1%	205	1.2%	201	1.2%
Practical/material assistance	110	0.7%	136	0.8%	142	0.8%
Financial assistance/concerns	65	0.4%	56	0.3%	57	0.3%
SUBSTANCE USE, ADDICTIONS & RISK-TAKING	363	2.2%	338	2.0%	386	2.3%
Drug use	217	1.3%	215	1.3%	249	1.5%
Alcohol use	115	0.7%	99	0.6%	111	0.7%
Addictive behaviours (not drugs/alcohol)	30	0.2%	24	0.1%	28	0.2%
Physical risk-taking	10	0.1%	6	0.0%	11	0.1%
Gang/cult involvement	3	0.0%	2	0.0%	0	0.0%
OFFENDING, ABUSIVE OR VIOLENT ACTIONS	143	0.9%	125	0.7%	151	0.9%
Illegal/offending behaviour	81	0.5%	70	0.4%	89	0.5%
Abusive or violent actions	47	0.3%	44	0.3%	51	0.3%
Sexual violence/offending actions	16	0.1%	12	0.1%	11	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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