

Kids Helpline Insights 2015

**STATISTICAL
SUMMARY
WESTERN
AUSTRALIA**



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 Western Australia 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

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

© **yourtown**, 2016

Service Demand

ATTEMPTED AND ANSWERED CONTACTS

- In 2015, 28,956 of the 350,117 attempts made to contact Kids Helpline Counselling Service (or 8%) came from WA.
- Most of these attempts were made by phone (24,335) but also by web chat (3,215) and email (1,406).
- 17,026 of these attempts were answered by counsellors, corresponding to a response rate of 59%. This compares with a response rate of 60% across Australia.
- Note that when phone attempts are adjusted to exclude callers who dropped out before the 21 second mandatory wait message, the response rate for WA phone contacts in 2015 was 71%.

TRENDS OVER TIME

- From 2013 to 2015, there was an overall increase of 6% in attempted contacts from WA across all media. This increase is due to increased phone attempts (10%), with web chat and email attempts actually decreasing over the period (by 4% and 27% 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 WA have remained fairly consistent. There has been a notable increase, however, in web chat response rates (from 37% in 2013 to 55% in 2015).

Table 1. WA 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										
WA	22,029	13,158	60%	23,577	13,294	56%	24,335	13,863	57%	10%
All States	318,633	189,394	59%	300,200	173,752	58%	290,767	169,802	58%	-9%
WEB CHAT										
WA	3,363	1,242	37%	3,229	1,293	40%	3,215	1,757	55%	-4%
All States	47,335	18,678	39%	49,429	21,082	43%	43,464	24,115	55%	-8%
EMAIL										
WA	1,918	1,918	100%	1,664	1,664	100%	1,406	1,406	100%	-27%
All States	24,000	24,000	100%	18,832	18,832	100%	15,886	15,886	100%	-34%
ALL MEDIA										
WA	27,310	16,318	60%	28,470	16,251	57%	28,956	17,026	59%	6%
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 15,628 (or 8%) were received from WA.
- Table 2 shows the demographic characteristics of these contacts from WA and compares them with the characteristics of contacts from the rest of Australia where state or territory was known.
- Consistent with contacts from the rest of Australia, approximately seven out of ten (71%) WA contacts were female, and one in three (32%) were aged 19-25 years.

- In comparison with the rest of Australia, contacts from WA were more likely to be aged 5-12 years (18% c.f. 11%) and to be living in Major Cities (79% c.f. 68%). They were less likely, however, to be from culturally and linguistically diverse (CALD) backgrounds (25% c.f. 34%).

TYPES OF HELP-SEEKING

As shown in Table 2, one in three (32%) contacts from WA in 2015 were seeking counselling support while two out of three (68%) were seeking information/referral or other forms of support.

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

Contact characteristics	WA (N = 15,628)		Rest of Australia (N = 175,294)	
	n	%	n	%
GENDER				
Female	6,372	71%	75,208	70%
Male	2,528	28%	31,280	29%
Intersex, Trans & Gender Diverse	33	0%	517	0%
Total	8,933	100%	107,005	100%
Unknown	6,695		68,289	
AGE GROUP				
5-12 years	1,325	18%	10,253	11%
13-18 years	3,762	50%	48,235	54%
19-25 years	2,402	32%	30,931	35%
Total	7,489	100%	89,419	100%
<26 but age unknown	8,139		85,875	
CULTURAL BACKGROUND²				
Aboriginal &/or TSI	111	3%	1,510	4%
CALD	822	25%	14,475	34%
Neither ATSI nor CALD	2,345	72%	26,251	62%
Total	3,278	100%	42,236	100%
Unknown	12,350		133,058	
REMOTENESS³				
Major Cities	3,759	79%	37,780	68%
Inner Regional	476	10%	12,252	22%
Outer Regional/Remote	526	11%	5,817	10%
Total	4,761	100%	55,849	100%
Unknown	10,867		119,445	
MEDIUM				
Phone	13,435	86%	149,312	85%
Web chat	1,493	10%	19,584	11%
Email	700	4%	6,398	4%
Total	15,628	100%	175,294	100%
TYPE OF HELP-SEEKING				
Counselling contact	5,011	32%	57,020	33%
Information/Referral/Other contact	10,617	68%	118,274	67%
Total	15,628	100%	175,294	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 WA contacts and a decrease in the proportion of female contacts
- an increase in the proportion of WA contacts aged 5-12 years and a corresponding decrease in the proportion of contacts aged 13 years or older
- an increase in the proportion of WA contacts known to be from CALD backgrounds with a corresponding decrease in the proportion known to be neither Aboriginal and/or Torres Strait Islander nor CALD
- a decrease in the proportion WA contacts known to be living in Outer Regional or Remote localities.

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

Contact characteristics	2013 (N = 14,624)		2014 (N = 14,627)		2015 (N = 15,628)	
	n	%	n	%	n	%
GENDER²						
Female	6,855	79%	6,353	73%	6,372	71%
Male	1,822	21%	2,378	27%	2,528	28%
Intersex, Trans & Gender Diverse	-	-	-	-	33	0%
Total	8,677	100%	8,731	100%	8,933	100%
Unknown	5,947		5,896		6,695	
AGE GROUP						
5-12 years	722	11%	873	12%	1,325	18%
13-18 years	3,651	53%	3,740	53%	3,762	50%
19-25 years	2,487	36%	2,491	35%	2,402	32%
Total	6,860	100%	7,104	100%	7,489	100%
<26 but age unknown	7,764		7,523		8,139	
CULTURAL BACKGROUND³						
Aboriginal &/or TSI	88	2%	45	1%	111	3%
CALD	596	17%	535	18%	822	25%
Neither ATSI nor CALD	2,899	81%	2,466	81%	2,345	72%
Total	3,583	100%	3,046	100%	3,278	100%
Unknown	11,041		11,581		12,350	
REMOTENESS⁴						
Major Cities	2,916	78%	3,083	77%	3,759	79%
Inner Regional	144	4%	249	6%	476	10%
Outer Regional/Remote	658	18%	648	16%	526	11%
Total	3,718	100%	3,980	100%	4,761	100%
Unknown	10,906		10,647		10,867	
MEDIUM						
Phone	12,712	87%	12,796	87%	13,435	86%
Web chat	994	7%	1,082	7%	1,493	10%
Email	918	6%	749	5%	700	4%
Total	14,624	100%	14,627	100%	15,628	100%
TYPE OF HELP-SEEKING						
Counselling contact	4,617	32%	4,678	32%	5,011	32%
Information/Referral/Other contact	10,007	68%	9,949	68%	10,617	68%
Total	14,624	100%	14,627	100%	15,628	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.

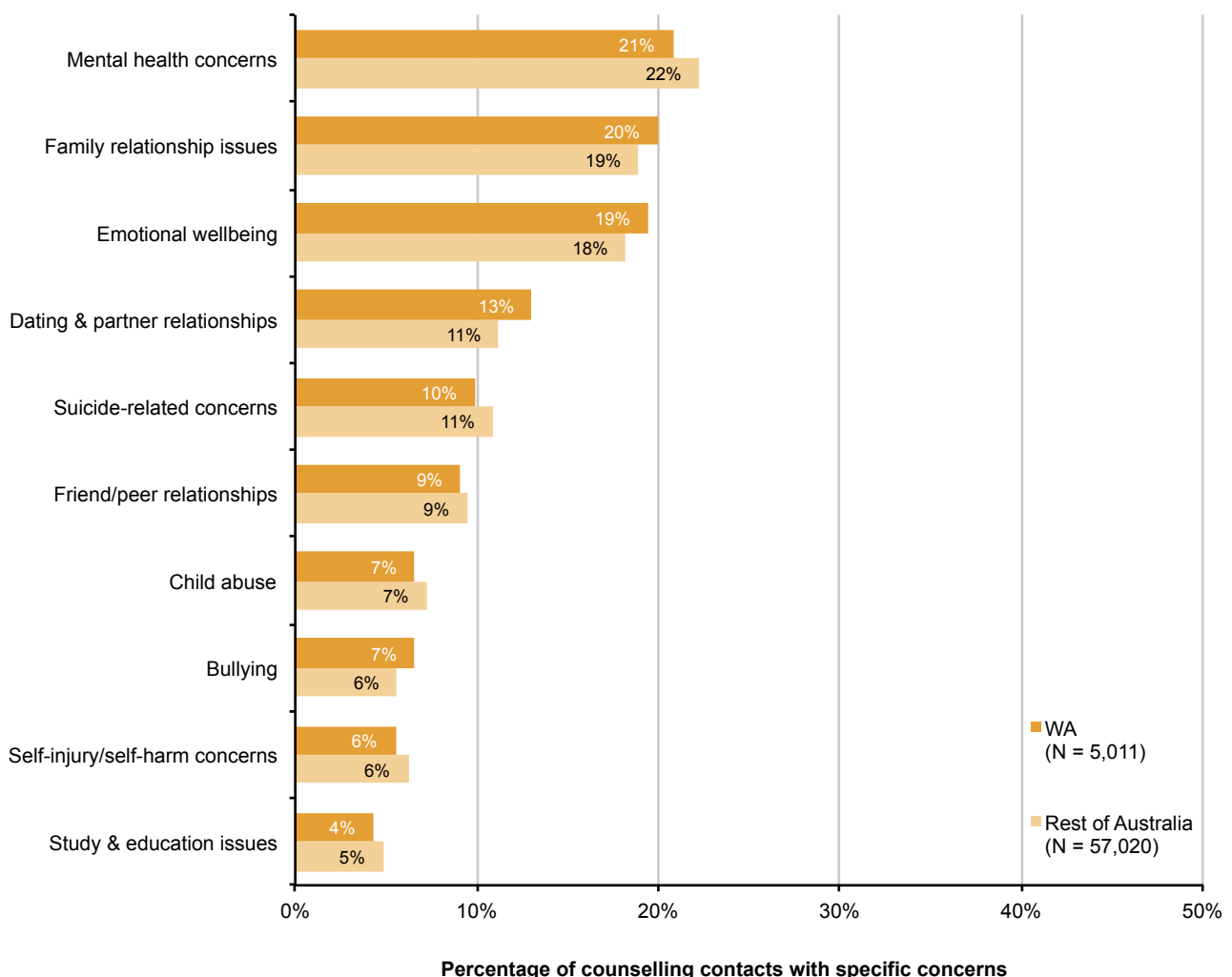
Top Concerns Of Children And Young People Who Received Counselling

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 concerns of young Australians today.

WA COMPARED WITH REST OF AUSTRALIA

- State or territory information was available for 62,031 of these 70,210 counselling contacts and of this subset 5,011 (or 8%) were known to be from WA.
- Figure 1 shows the 10 most common concerns of WA 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 key observation to be noted from the data is that the frequency with which children and young people in WA are contacting Kids Helpline about these issues matches the frequency with which these issues are being raised by children and young people from the rest of Australia.

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



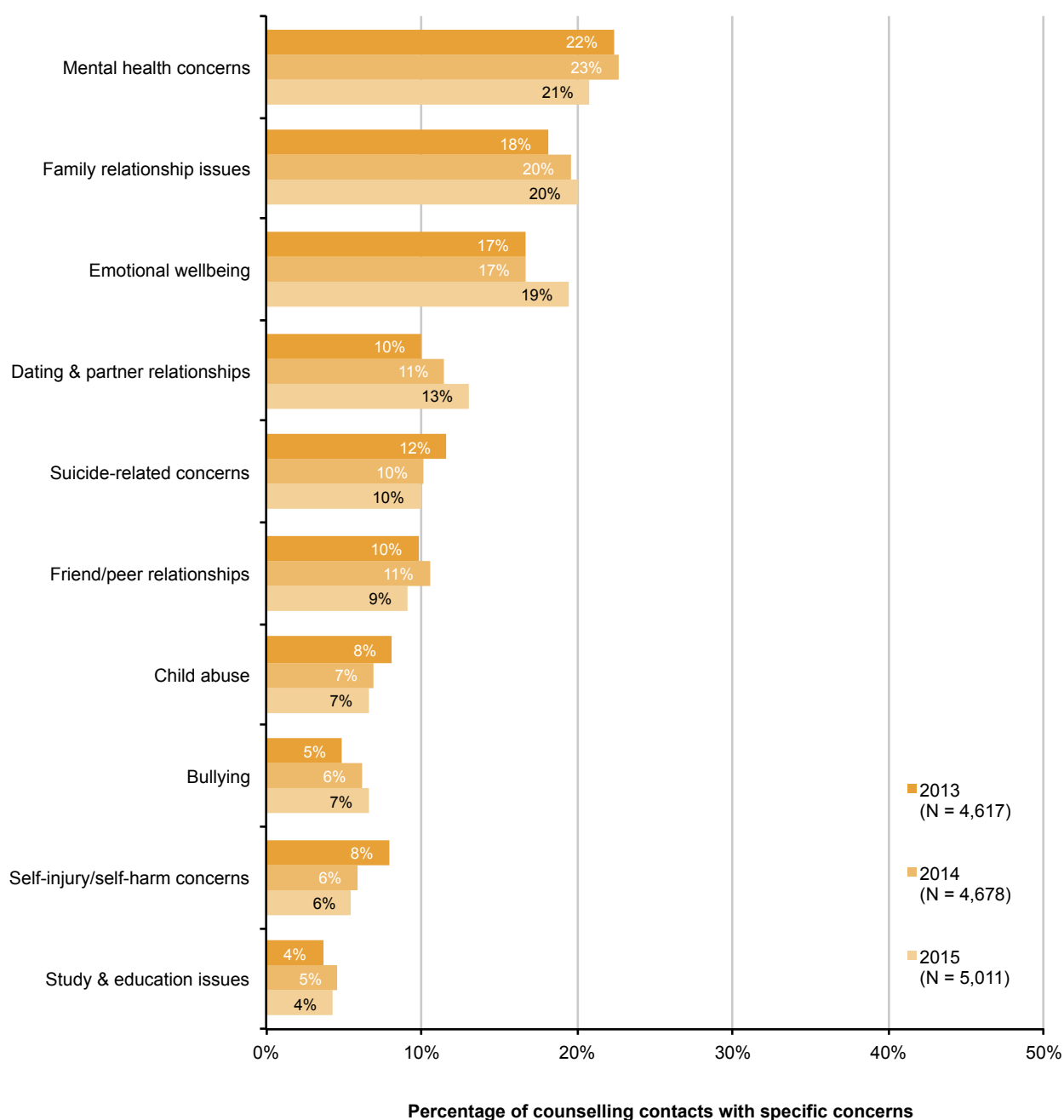
* Up to four concerns per contact may be recorded. Accordingly, percentages may sum to more than 100%.

Top Concerns Of Children And Young People Who Received Counselling continued

TRENDS OVER TIME

- Figure 2 shows the 10 most common concerns of WA counselling contacts in 2015 and compares this with the frequency with which these concerns were raised by WA contacts in 2013 and 2014.
- As shown, the frequency with which WA counselling contacts have raised these concerns has remained unchanged over the short-term.

Figure 2. Most frequently recorded concerns of WA 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 WA counselling contact 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 WA 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 observation to be noted from the data in Table 4 is that the frequency with which children and young people in WA are contacting Kids Helpline about all these different concerns and classes of concern has remained substantially the same over the short-term.

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

Concern and concern class	2013 (N = 4,617)		2014 (N = 4,678)		2015 (N = 5,011)	
	n	%	n	%	n	%
MENTAL HEALTH & EMOTIONAL WELLBEING	2,393	51.8%	2,354	50.3%	2,521	50.3%
Mental health concerns	1,032	22.4%	1,059	22.6%	1,042	20.8%
Emotional wellbeing	768	16.6%	781	16.7%	975	19.5%
Suicide-related concerns	537	11.6%	475	10.2%	496	9.9%
Self-injury/self-harm concerns	366	7.9%	275	5.9%	276	5.5%
Loss and grief	186	4.0%	159	3.4%	122	2.4%
FRIENDS, PEERS, PARTNERS & DATING	887	19.2%	1,010	21.6%	1,090	21.8%
Dating and partner relationships	461	10.0%	537	11.5%	654	13.1%
Friends/peer relationships	452	9.8%	492	10.5%	456	9.1%
FAMILY RELATIONSHIPS	835	18.1%	915	19.6%	1,001	20.0%
Child-parent relationships	572	12.4%	663	14.2%	679	13.6%
Other family relationships	208	4.5%	187	4.0%	237	4.7%
Changing family structures	107	2.3%	123	2.6%	154	3.1%
Parenting own children	17	0.4%	9	0.2%	10	0.2%
IDENTITY & SELF-CONCEPT	452	9.8%	378	8.1%	385	7.7%
Self-concept (global)	281	6.1%	239	5.1%	211	4.2%
Body image	68	1.5%	64	1.4%	44	0.9%
Sexual orientation	61	1.3%	51	1.1%	70	1.4%
Gender/sex identification	19	0.4%	12	0.3%	36	0.7%
Disability-related concerns	31	0.7%	21	0.4%	27	0.5%
Cultural identity	8	0.2%	3	0.1%	10	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 – WA by year

Concern and concern class	2013 (N = 4,617)		2014 (N = 4,678)		2015 (N = 5,011)	
	n	%	n	%	n	%
VIOLENCE & ABUSE (NON-FAMILY)	369	8.0%	431	9.2%	500	10.0%
Bullying - school related	193	4.2%	242	5.2%	287	5.7%
Bullying - other	36	0.8%	50	1.1%	45	0.9%
Sexual assault or abuse (non-family)	93	2.0%	71	1.5%	54	1.1%
Dating and partner violence	32	0.7%	31	0.7%	62	1.2%
Harassment and assault (non-sexual)	19	0.4%	32	0.7%	31	0.6%
Sexual harassment	6	0.1%	11	0.2%	27	0.5%
CHILD ABUSE & FAMILY VIOLENCE	375	8.1%	324	6.9%	330	6.6%
Physical abuse	151	3.3%	176	3.8%	169	3.4%
Sexual abuse	159	3.4%	54	1.2%	50	1.0%
Emotional abuse	56	1.2%	75	1.6%	98	2.0%
Neglect of child	15	0.3%	13	0.3%	19	0.4%
Exploitation by family member	1	0.0%	0	0.0%	0	0.0%
Exposure to family violence	30	0.6%	37	0.8%	37	0.7%
Living-in-care issues	5	0.1%	16	0.3%	10	0.2%
SCHOOL, EDUCATION & WORK	249	5.4%	296	6.3%	321	6.4%
Study and education issues	167	3.6%	216	4.6%	215	4.3%
Employment issues	63	1.4%	63	1.3%	72	1.4%
School authority issues	23	0.5%	20	0.4%	39	0.8%
PHYSICAL OR SEXUAL HEALTH & DEVELOPMENT	317	6.9%	219	4.7%	246	4.9%
Physical health concerns	153	3.3%	99	2.1%	113	2.3%
Pregnancy-related concerns	82	1.8%	58	1.2%	57	1.1%
Sexual activity	70	1.5%	54	1.2%	61	1.2%
Physical/sexual development	8	0.2%	5	0.1%	11	0.2%
Contraception/safe sex	7	0.2%	7	0.1%	4	0.1%
HOMELESSNESS & BASIC NEEDS ASSISTANCE	118	2.6%	152	3.2%	142	2.8%
Homelessness	76	1.6%	89	1.9%	67	1.3%
Practical/material assistance	31	0.7%	48	1.0%	54	1.1%
Financial assistance/concerns	14	0.3%	18	0.4%	24	0.5%
SUBSTANCE USE, ADDICTIONS & RISK-TAKING	92	2.0%	111	2.4%	110	2.2%
Drug use	71	1.5%	82	1.8%	78	1.6%
Alcohol use	21	0.5%	28	0.6%	31	0.6%
Addictive behaviours (not drugs/alcohol)	4	0.1%	8	0.2%	3	0.1%
Physical risk-taking	0	0.0%	2	0.0%	2	0.0%
Gang/cult involvement	0	0.0%	1	0.0%	2	0.0%
OFFENDING, ABUSIVE OR VIOLENT ACTIONS	59	1.3%	53	1.1%	41	0.8%
Illegal/offending behaviour	41	0.9%	28	0.6%	20	0.4%
Abusive or violent actions	12	0.3%	23	0.5%	18	0.4%
Sexual violence/offending actions	6	0.1%	3	0.1%	3	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
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

Help us:
facebook.com/yourtownprizehomes
kidshelpline.com.au/support
corporaterelations@yourtown.com.au