

KIDS
HELPLINE

INSIGHTS 2016

STATISTICAL SUMMARY
TASMANIA

Insights into young people in Australia

Introduction

What is Kids Helpline?

Kids Helpline has been operating for 26 years and is Australia's only 24/7 counselling and support service for children and young people aged between 5 and 25 years.

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 8am to midnight (AEST) seven days a week.

The service operates a substantial website with a diverse range of resources for self-directed help-seeking by children, young people and adults. In addition, support from Optus enables Kids Helpline to deliver an early intervention and prevention program in primary schools called *Kids Helpline @ School*.

Kids Helpline is a service of **yourtown** and is 70% funded by the community through **yourtown** Art Union ticket sales, donations and corporate support. The remaining 30% is funded through State and Commonwealth Government grants.

What this report is about and who it is for

This report is an appendix to *Kids Helpline Insights 2016: National Statistical Overview*. It provides summary data on Kids Helpline service demand and client concerns and characteristics for Tasmania in relation to the 2016 calendar year. It will be of value to people working in social policy and research roles, journalists and others in the community who need to understand the current and changing help-seeking needs of children and young people in Australia today.

The *Kids Helpline Insights 2016: National Statistical Overview* and other related reports can be accessed at www.kidshelpline.com.au/reports.

Notes on data collection, analysis and interpretation

Substantial missing data in relation to a number of data collection fields, most notably remoteness and cultural background, undermine the reliability of data presented in a number of tables and figures in this report. This is compounded by the small size of the 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 2016, 8,250 of the 356,595 attempts made to contact Kids Helpline counselling service (or 2%) came from Tasmania.
- Most of these attempts were made by phone (6,602) but also by web chat (1,283) and email (365).
- 4,673 of these attempts were answered by counsellors, corresponding to a response rate of 57%. This compares with a response rate of 51% 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 2016 was 67%.

Trends over time

- From 2014 to 2016 there was an overall increase of 22% in attempted contacts from Tasmania across all media. Phone attempts increased by 32% and web chat by 28%, while email attempts decreased by 51%.
- Across all media, response rates for Tasmania increased from 64% in 2014 to 68% in 2015, but decreased back to 57% in 2016.

Table 1. Tasmanian attempted and answered contacts – by medium and year of contact, with comparison to all states¹

Medium of contact	2014			2015			2016			% change in attempts 2014-2016
	Attempts	Answered	Response rate	Attempts	Answered	Response rate	Attempts	Answered	Response rate	
Phone										
Tasmania	5,017	3,139	63%	5,748	3,812	66%	6,602	3,711	56%	32%
All States	300,200	173,752	58%	290,767	169,802	58%	276,960	135,719	49%	-8%
Web chat										
Tasmania	1,006	440	44%	909	487	53%	1,283	597	47%	28%
All States	49,429	21,082	43%	43,464	24,115	55%	65,954	31,765	48%	33%
Email										
Tasmania	752	752	100%	622	622	100%	365	365	100%	-51%
All States	18,832	18,832 ²	100%	15,886 ³	15,886	100%	13,681 ⁴	13,681	100%	-27%
All media										
Tasmania	6,775	4,331	64%	7,278	4,920	68%	8,250	4,673	57%	22%
All States	368,461	213,666	58%	350,117	209,803	60%	356,595	181,165	51%	-3%

1. The data presented in this table are sourced from KHL phone, web chat and email systems databases.

2. In addition to 18,832 emails received and responded to in 2014, 544 outreach emails were sent.

3. In addition to 15,886 emails received and responded to in 2015, 535 outreach emails were sent.

4. In addition to 13,681 emails received and responded to in 2016, 413 outreach emails were sent.

Who contacted the service

Demographic characteristics

- Kids Helpline counsellors recorded data in relation to 177,591 contacts from children and young people across Australia who were aged 5-25 years. State or territory information was available for 163,323 of these contacts, and of this subset 4,254 (or 3%) were known to be 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 the contact's state or territory was known.
- Consistent with contacts from the rest of Australia, approximately seven out of 10 (71%) Tasmanian contacts were female and just over half (52%) were aged 13-18 years.

- Compared with the rest of Australia, contacts from Tasmania were:
 - less likely to be identified as Aboriginal and/or Torres Strait Islander (ATSI) or from other culturally and linguistically diverse (CALD) backgrounds and more likely to be identified as Caucasian Australian
 - much less likely to be living in Major Cities and much more likely to be living in either Inner Regional or Outer Regional/Remote localities, and
 - more likely to contact the service by phone and less likely to contact by web chat.

Table 2. Characteristics of Kids Helpline contacts 2016 aged 5-25 years – Tasmania and rest of Australia¹

Contact characteristics	Tasmania (N = 4,254)		Rest of Australia (N = 159,069)	
	n	%	n	%
Gender				
Female	1,820	71%	72,951	72%
Male	681	27%	27,452	27%
Intersex, Trans & Gender Diverse	45	2%	1,019	1%
Total	2,546	100%	101,422	100%
Unknown	1,708		57,647	
Age group				
5-12 years	326	15%	11,846	13%
13-18 years	1,148	52%	49,036	55%
19-25 years	726	33%	28,359	32%
Total	2,200	100%	89,241	100%
<26 but age unknown	2,054		69,828	
Cultural background²				
Aboriginal &/or TSI	17	2%	1,599	4%
CALD	194	22%	13,370	35%
Neither ATSI nor CALD	684	76%	23,469	61%
Total	895	100%	38,438	100%
Unknown	3,359		120,631	
Remoteness³				
Major Cities	18	1%	44,023	74%
Inner Regional	1,089	82%	10,837	18%
Outer Regional/Remote	216	16%	4,848	8%
Total	1,323	100%	59,708	100%
Unknown	2,931		99,361	
Medium				
Phone	3,618	85%	126,747	80%
Web chat	504	12%	27,399	17%
Email	132	3%	4,923	3%
Total	4,254	100%	159,069	100%
Type of help-seeking				
Counselling contact	1,184	28%	57,481	36%
Information/Referral/Other contact	3,070	72%	101,588	64%
Total	4,254	100%	159,069	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 2016: National Statistical Overview* for more information.

Types of help-seeking

The Kids Helpline counselling and support service responds to two broad categories of help-seeking: those children and young people seeking counsellor assistance for a particular concern or problem (*counselling contacts*), and those seeking information, referral to other services, or some other form of non-counselling support, like general conversation or playful engagement (*non-counselling contacts*, also called *information, referral and other contacts*).

As shown in Table 2, 28% of contacts from Tasmania in 2016 were seeking counselling support while 72% were seeking information/referral or other forms of support. Tasmanian contacts were more likely to be seeking non-counselling support than contacts from the rest of Australia (72% c.f. 64%).

Demographic trends over time

Table 3 presents the characteristics of Tasmanian contacts over the last three years to consider whether there have been noteworthy variations in the client group over the short term. Key observations from the data in Table 3 include the following:

- There would appear to be moderate variation in the characteristics of Tasmanian contacts over the last three years, including:
 - a decrease in the proportion of female contacts and a corresponding increase in the proportion of male contacts
 - an increase in the proportion of contacts aged 13-18 years and 5-12 years, with a corresponding decrease in the proportion of 19-25 year-olds
 - an increase in the proportion of contacts known to be from culturally and linguistically diverse (CALD) backgrounds and a corresponding decrease in the proportion of Caucasian Australian contacts, and
 - a decrease in the proportion of contacts seeking counselling support and a corresponding increase in the proportion seeking information, referral or other forms of non-counselling support.
- Note that observed differences may not correspond to actual differences. Substantial missing data, Tasmania's small subpopulation and the greater likely influence of repeat contacts on percentage frequencies in this context undermine the reliability of observed differences.

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

Contact characteristics	2014 (N= 3,799)		2015 (N= 4,325)		2016 (N= 4,254)	
	n	n	n	%	%	n
Gender²						
Female	2,206	86%	1,848	72%	1,820	71%
Male	347	14%	718	28%	681	27%
Intersex, Trans & Gender Diverse	-	-	11	0%	45	2%
Total	2,553	100%	2,577	100%	2,546	100%
Unknown	1,246		1,748		1,708	
Age group						
5-12 years	159	7%	226	11%	326	15%
13-18 years	978	45%	1,222	58%	1,148	52%
19-25 years	1,030	48%	669	32%	726	33%
Total	2,167	100%	2,117	100%	2,200	100%
<26 but age unknown	1,632		2,208		2,054	
Cultural background³						
Aboriginal &/or TSI	0	0%	8	1%	17	2%
CALD	24	2%	58	6%	194	22%
Neither ATSI nor CALD	1,205	98%	892	93%	684	76%
Total	1,229	100%	958	100%	895	100%
Unknown	2,570		3,367		3,359	
Remoteness⁴						
Major Cities	9	1%	13	1%	18	1%
Inner Regional	1,287	80%	1,044	71%	1,089	82%

Contact characteristics	2014 (N = 3,799)		2015 (N = 4,325)		2016 (N = 4,254)	
	n	n	n	%	%	n
Outer Regional/Remote	305	19%	415	28%	216	16%
Total	1,601	100%	1,472	100%	1,323	100%
Unknown	2,198		2,853		2,931	
Medium						
Phone	3,109	82%	3,699	86%	3,618	85%
Web chat	357	9%	408	9%	504	12%
Email	333	9%	218	5%	132	3%
Total	3,799	100%	4,325	100%	4,254	100%
Type of help-seeking						
Counselling contact	1,316	35%	1,217	28%	1,184	28%
Information/Referral/Other contact	2,483	65%	3,108	72%	3,070	72%
Total	3,799	100%	4,325	100%	4,254	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 2016: National Statistical Overview* for more information.

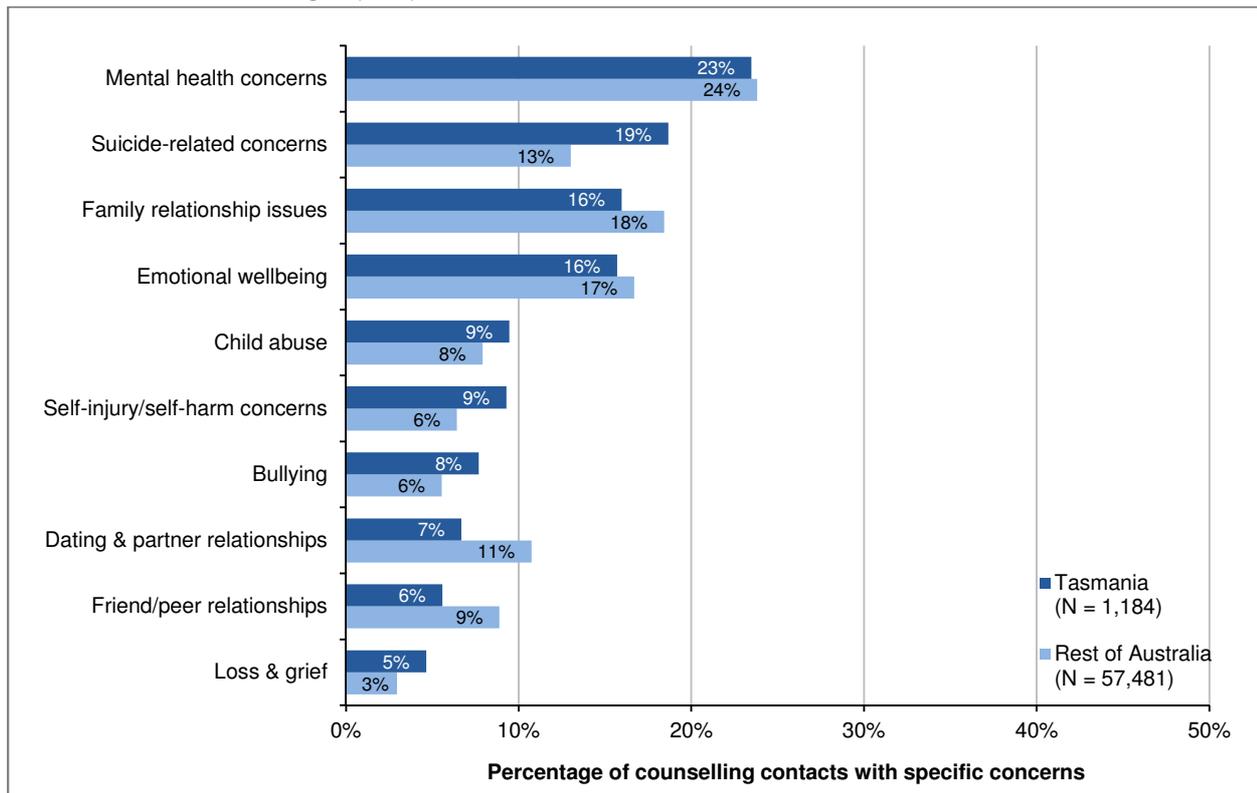
Most common concerns of children and young people who received counselling

During 2016, Kids Helpline counsellors responded to 66,963 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.

Tasmania compared with rest of Australia

- State or territory information was available for 58,665 of these 66,963 counselling contacts and of this subset 1,184 (or 2%) were known to be from Tasmania.
- Figure 1 shows the 10 most common concerns of Tasmanian counselling contacts in 2016 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 Tasmania sought help from Kids Helpline for almost all of these issues is consistent with the frequency with which children and young people elsewhere in Australia sought help for these issues.
- However, contacts from Tasmania, compared with contacts from the rest of Australia, were:
 - more likely to seek help for suicide-related issues (19% c.f. 13), and
 - less likely to seek help in relation to dating and partner relationships (7% c.f. 11%).
- 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 2016 aged 5-25 years – Tasmania compared with the rest of Australia (sorted in descending frequency of Tasmanian concerns)¹



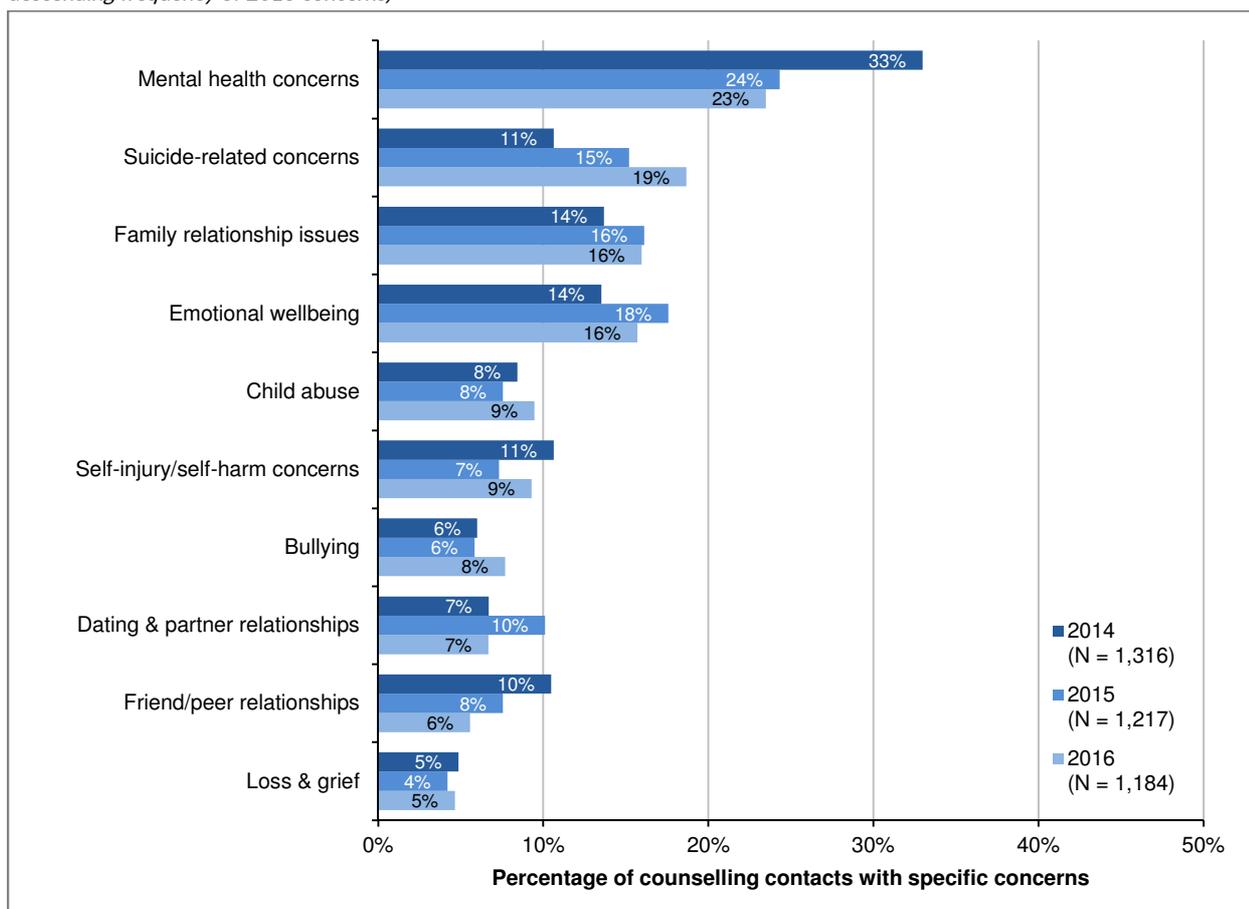
1. Up to four concerns per contact may be recorded. Accordingly, percentages may sum to more than 100%.

Trends over time

Figure 2 shows the 10 most common concerns of Tasmanian counselling contacts in 2016 and compares this with the frequency with which these concerns were raised by Tasmanian contacts in 2014 and 2015.

- There is small to moderate variation in the frequency with which Tasmanian counselling contacts raised a number of these concerns with counsellors over the last three years.
- There would appear to be a decrease in the proportion of Tasmanian contacts seeking help for mental health issues and friend and peer relationships and an increase in the proportion seeking help for 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 2016 concerns)[†]



1. 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

Children and young people contact Kids Helpline about a very wide range of concerns, and focusing on the 10 most common concerns can obscure that diversity and the emergence of trends in other areas of less common client concern.

To address this issue, Table 4 reports the frequency with which *every concern* in the Kids Helpline’s concern classification system was raised by counselling contacts from Tasmania in 2016 and compares this with the frequency with which the concern was raised in 2014 and 2015. Table 4 groups individual concerns under eleven ‘concern classes’ which aggregate frequencies across conceptual clusters of client concern.

- Table 4 reveals slight to moderate variation in the frequency with which a number of concerns were raised for counselling 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.
- There are three systematic trends of a more substantial nature:
 - a decrease in the proportion of counselling contacts with concern about mental health issues, friend and peer relationships and self-concept issues, and
 - an increase in the proportion of contacts with suicide-related concerns.

Table 4. Number and proportion of Kids Helpline counselling contacts 5-25 years with particular concerns and classes of concern – Tasmania by year¹

Concern and concern class	2014 (N = 1,316)		2015 (N = 1,217)		2016 (N = 1,184)	
	n	%	n	%	n	%
Mental health & emotional wellbeing	802	60.9%	711	58.4%	701	59.2%
Mental health concerns	434	33.0%	296	24.3%	278	23.5%
Emotional wellbeing	178	13.5%	214	17.6%	186	15.7%
Suicide-related concerns	140	10.6%	185	15.2%	221	18.7%
Self-injury/self-harm concerns	140	10.6%	89	7.3%	110	9.3%
Loss and grief	64	4.9%	51	4.2%	55	4.6%
Friends, peers, partners & dating	222	16.9%	207	17.0%	143	12.1%
Dating and partner relationships	88	6.7%	123	10.1%	79	6.7%
Friends/peer relationships	138	10.5%	92	7.6%	66	5.6%
Family relationships	180	13.7%	196	16.1%	189	16.0%
Child-parent relationships	116	8.8%	149	12.2%	136	11.5%
Other family relationships	51	3.9%	34	2.8%	36	3.0%
Changing family structures	19	1.4%	24	2.0%	28	2.4%
Parenting own children	3	0.2%	4	0.3%	6	0.5%
Identity & self-concept	145	11.0%	109	9.0%	83	7.0%
Self-concept (global)	79	6.0%	53	4.4%	33	2.8%
Body image	33	2.5%	16	1.3%	14	1.2%
Sexual orientation	13	1.0%	19	1.6%	15	1.3%
Gender/sex identification	20	1.5%	20	1.6%	20	1.7%
Disability-related concerns	8	0.6%	3	0.2%	3	0.3%
Cultural identity	0	0.0%	0	0.0%	1	0.1%
Violence & abuse (non-family)	105	8.0%	101	8.3%	110	9.3%
Bullying - school related	65	4.9%	60	4.9%	76	6.4%
Bullying - other	15	1.1%	12	1.0%	17	1.4%
Sexual assault or abuse (non-family)	13	1.0%	15	1.2%	9	0.8%
Dating and partner violence	7	0.5%	8	0.7%	5	0.4%
Harassment and assault (non-sexual)	7	0.5%	5	0.4%	3	0.3%
Sexual harassment	5	0.4%	5	0.4%	2	0.2%
Child abuse & family violence	111	8.4%	92	7.6%	112	9.5%
Physical abuse	52	4.0%	48	3.9%	66	5.6%
Sexual abuse	38	2.9%	24	2.0%	19	1.6%
Emotional abuse	24	1.8%	25	2.1%	23	1.9%
Neglect of child	3	0.2%	0	0.0%	2	0.2%
Exploitation by family member	0	0.0%	0	0.0%	0	0.0%
Exposure to family violence	4	0.3%	4	0.3%	14	1.2%
Living-in-care issues	2	0.2%	3	0.2%	4	0.3%
School, education & work	63	4.8%	50	4.1%	49	4.1%
Study and education issues	47	3.6%	35	2.9%	30	2.5%
Employment issues	12	0.9%	13	1.1%	18	1.5%
School authority issues	5	0.4%	2	0.2%	3	0.3%
Physical or sexual health & development	56	4.3%	73	6.0%	86	7.3%
Physical health concerns	25	1.9%	38	3.1%	30	2.5%
Pregnancy-related concerns	13	1.0%	23	1.9%	22	1.9%
Sexual activity	19	1.4%	7	0.6%	25	2.1%
Physical/sexual development	1	0.1%	4	0.3%	6	0.5%
Contraception/safe sex	4	0.3%	4	0.3%	6	0.5%
Homelessness & basic needs assistance	21	1.6%	28	2.3%	22	1.9%
Homelessness	16	1.2%	15	1.2%	11	0.9%
Practical/material assistance	4	0.3%	10	0.8%	6	0.5%

Concern and concern class	2014 (N= 1,316)		2015 (N= 1,217)		2016 (N= 1,184)	
	n	%	n	%	n	%
Financial assistance/concerns	2	0.2%	3	0.2%	5	0.4%
Substance use, addictions & risk-taking	26	2.0%	27	2.2%	16	1.4%
Drug use	18	1.4%	21	1.7%	11	0.9%
Alcohol use	8	0.6%	7	0.6%	5	0.4%
Addictive behaviours (not drugs/alcohol)	3	0.2%	0	0.0%	1	0.1%
Physical risk-taking	0	0.0%	1	0.1%	0	0.0%
Gang/cult involvement	0	0.0%	0	0.0%	0	0.0%
Offending, abusive or violent actions	4	0.3%	15	1.2%	12	1.0%
Illegal/offending behaviour	2	0.2%	5	0.4%	4	0.3%
Abusive or violent actions	1	0.1%	10	0.8%	8	0.7%
Sexual violence/offending actions	1	0.1%	0	0.0%	0	0.0%

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.



**24/7 HELP FOR CHILDREN AND
YOUNG PEOPLE AGED 5–25 YEARS**

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This regional report is supported by the **Kids Helpline Insights 2016: National Statistical Overview**, which provides extensive data about the issues affecting children and young people across Australia, and the **Kids Helpline Insights 2016** summary report.

These can be accessed at
kidshelpline.com.au/reports

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