

insights2017



QLD

Kids Helpline Statistical Summary Queensland

Insights into young people in Australia



Introduction

What is Kids Helpline?

Kids Helpline has been operating for 27 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* through their Digital Thumbprint Program.

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 this report is about and who is it for

This report is an appendix to Kids Helpline Insights 2017: National Statistical Overview. It provides summary data on Kids Helpline service demand and client concerns and characteristics for Queensland in relation to the 2017 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 2017: National Statistical Overview* and other related reports can be accessed at www.yourtown.com.au/insights/annual-overviews.

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 2017, 68,521 of the 339,724 attempts made to contact Kids Helpline counselling service (or 20%) came from Queensland (QLD).
- Most of these attempts were made by phone (51,608) but attempts were made also by web chat (14,532) and email (2,380).
- 32,061 of these attempts were answered by counsellors, corresponding to a response rate of 47%. This compares with a response rate of 46% 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 QLD phone contacts in 2017 was 60%.

Trends over time

- From 2015 to 2017 there was an overall increase of 7% in attempted contacts from QLD across all media. Phone attempts decreased by 3% and email by 26%, while web chat attempts increased by 83%.
- Across all media, response rates for QLD have decreased from 60% in 2015 to 47% in 2017.

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

Medium of contact	2015			2016			2017			% change in attempts 2015-2017
	Attempts	Answered	Response rate	Attempts	Answered	Response rate	Attempts	Answered	Response rate	
Phone										
QLD	53,146	30,629	58%	54,824	26,133	48%	51,608	23,066	45%	-3%
All States	290,767	169,802	58%	276,960	135,719	49%	248,008	109,793	44%	-15%
Web chat										
QLD	7,929	4,461	56%	12,045	5,894	49%	14,532	6,615	46%	83%
All States	43,464	24,115	55%	65,954	31,765	48%	79,054	35,201	45%	82%
Email										
QLD	3,230	3,230	100%	2,767	2,767	100%	2,380	2,380	100%	-26%
All States	15,886 ²	15,886	100%	13,681 ³	13,681	100%	12,662 ⁴	12,662	100%	-92%
All media										
QLD	64,305	38,320	60%	69,636	34,794	50%	68,521	32,061	47%	7%
All States	350,117	209,803	60%	356,595	181,165	51%	339,724	157,656	46%	-3%

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

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

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

4. In addition to 12,662 emails received and responded to in 2017, 418 outreach emails were sent.

Who contacted the service

Demographic characteristics

- Kids Helpline counsellors recorded data in relation to 154,868 contacts from children and young people across Australia who were aged 5-25 years. State or territory information was available for 140,007 of these contacts, and of this subset 28,909 (or 21%) were known to be from QLD.
- Table 2 shows the demographic characteristics of these contacts from QLD and compares them with the characteristics of contacts from the rest of Australia where the contact's state or territory was known.
- As with contacts from the rest of Australia, about half (51%) of QLD contacts were aged 13-18 years and four in 11 (36%) were aged 19-25 years. Three in four (76%) were female and one in five (22%) was male.

- Compared with contacts from the rest of Australia, QLD contacts were:
 - less likely to be from culturally and linguistically diverse (CALD) backgrounds and more likely to be from a Caucasian Australian background, and
 - less likely to be living in Major Cities and more likely to be living in Outer Regional/Remote areas.

Table 2. Characteristics of Kids Helpline contacts 2017 aged 5-25 years – QLD and rest of Australia¹

Contact characteristics		QLD (N= 28,909)		Rest of Australia (N= 111,090)	
		n	%	n	%
Gender					
	Female	16,193	76%	56,739	73%
	Male	4,748	22%	19,528	25%
	Intersex, Trans & Gender Diverse	283	1%	1,694	2%
	Total	21,224	100%	77,961	100%
	Unknown	7,685		33,137	
Age group					
	5-12 years	2,422	12%	9,228	13%
	13-18 years	9,963	51%	37,001	52%
	19-25 years	7,108	36%	24,685	35%
	Total	19,493	100%	70,914	100%
	<26 but age unknown	9,416		40,184	
Cultural background²					
	Aboriginal &/or TSI	269	3%	881	3%
	CALD	2,056	25%	11,122	39%
	Neither ATSI nor CALD	5,833	72%	16,448	58%
	Total	8,158	100%	28,451	100%
	Unknown	20,751		82,647	
Remoteness³					
	Major Cities	8,715	64%	35,253	75%
	Inner Regional	3,500	26%	8,134	17%
	Outer Regional/Remote	1,438	11%	3,660	8%
	Total	13,653	100%	47,047	100%
	Unknown	15,256		64,051	
Medium					
	Phone	22,495	78%	83,515	75%
	Web chat	5,544	19%	23,847	21%
	Email	870	3%	3,736	3%
	Total	28,909	100%	111,098	100%
Type of help-seeking					
	Counselling contact	11,901	41%	46,003	41%
	Information/Referral/Other contact	17,008	59%	65,095	59%
	Total	28,909	100%	111,098	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 2017: 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, 41% of contacts from QLD in 2016 were seeking counselling support while 59% were seeking information/referral or other forms of non-counselling support.

Demographic trends over time

Table 3 presents the characteristics of QLD 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:

- a slight decrease in the proportion of male contacts from QLD relative to female contacts
- a slight increase in the proportion of QLD contacts aged 19-25 years and a decrease in contacts aged 13-18 years
- a decrease in the proportion who engaged by phone or email and an increase in the proportion who contacted by web chat, and
- an increase in the proportion seeking counselling support with a corresponding decrease in the proportion seeking non-counselling support.
- a slight increase in relative frequency of CALD along with a decrease in proportion of Aboriginal and Torres Strait Islander contacts
- an increase in relative frequency of inner regional contacts and a commensurate decrease in the proportion of contacts from outer regional/remote locations.

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

Contact characteristics	2015 (N = 35,027)		2016 (N = 31,637)		2017 (N = 28,909)	
	n	n	n	%	%	n
Gender²						
Female	16,945	75%	15,474	75%	16,193	76%
Male	5,541	25%	4,889	24%	4,748	22%
Intersex, Trans & Gender Diverse	59	0%	187	1%	283	1%
Total	22,545	100%	20,550	100%	21,224	100%
Unknown	12,482		11,087		7,685	
Age group						
5-12 years	2,281	12%	2,568	14%	2,422	12%
13-18 years	10,791	56%	10,342	57%	9,963	51%
19-25 years	6,057	32%	5,371	29%	7,108	36%
Total	19,129	100%	18,281	100%	19,493	100%
<26 but age unknown	15,898		13,356		9,416	
Cultural background³						
Aboriginal &/or TSI	471	5%	270	4%	269	3%
CALD	1,903	22%	1,909	26%	2,056	25%
Neither ATSI nor CALD	6,220	72%	5,085	70%	5,833	72%
Total	8,594	100%	7,264	100%	8,158	100%
Unknown	26,433		24,373		20,751	
Remoteness⁴						
Major Cities	8,267	65%	8,396	67%	8,715	64%
Inner Regional	2,193	17%	2,616	21%	3,500	26%
Outer Regional/Remote	2,209	17%	1,582	13%	1,438	11%
Total	12,669	100%	12,594	100%	13,653	100%
Unknown	22,358		19,043		15,256	
Medium						
Phone	29,665	85%	25,438	80%	22,495	78%
Web chat	3,817	11%	5,165	16%	5,544	19%
Email	1,545	4%	1,034	3%	870	3%
Total	35,027	100%	31,637	100%	28,909	100%
Type of help-seeking						
Counselling contact	12,616	36%	12,075	38%	11,901	41%
Information/Referral/Other contact	22,411	64%	19,562	62%	17,008	59%

Contact characteristics	2015 (N= 35,027)		2016 (N= 31,637)		2017 (N= 28,909)	
	<i>n</i>	<i>n</i>	<i>n</i>	%	%	<i>n</i>
Total	35,027	100%	31,637	100%	28,909	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.

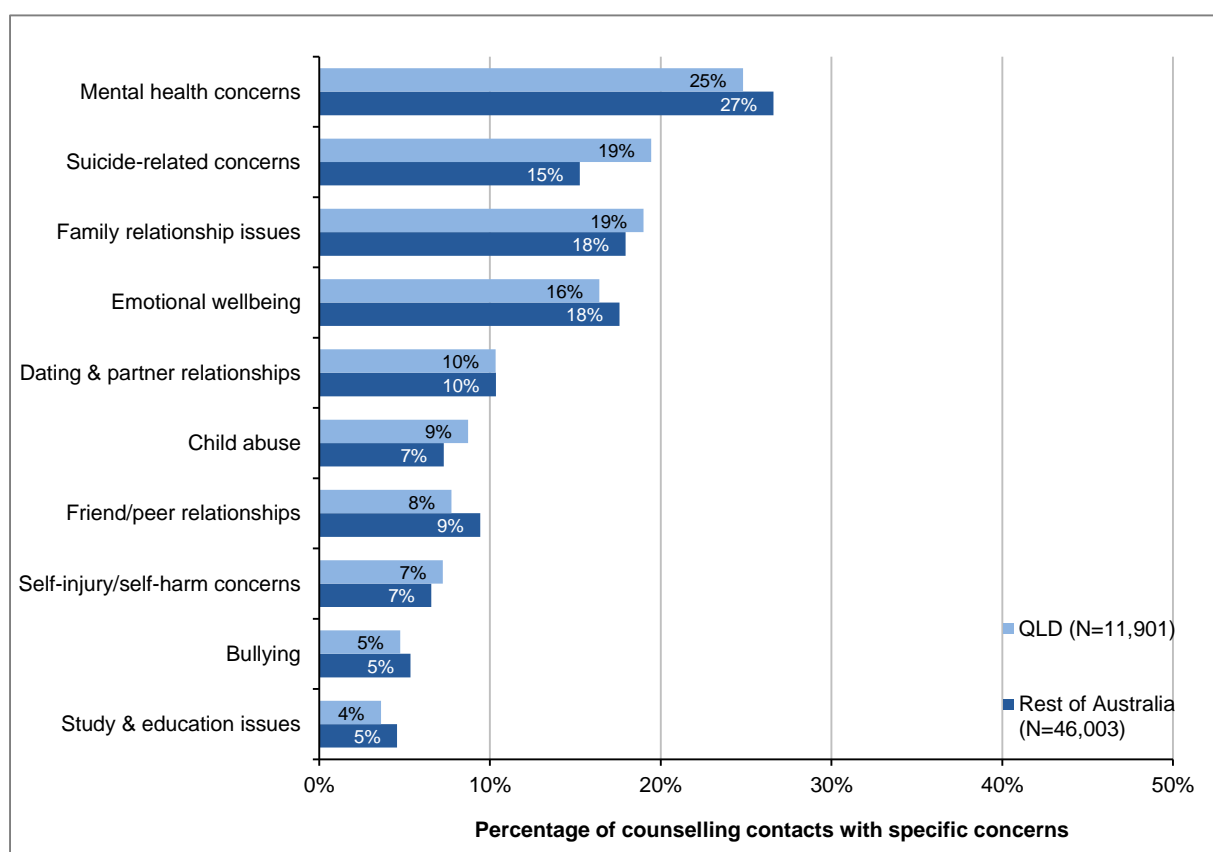
Most common concerns of children and young people who received counselling

During 2017, Kids Helpline counsellors responded to 66,386 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.

QLD compared with rest of Australia

- State or territory information was available for 57,904 of these 66,386 counselling contacts and of this subset 11,901 (or 21%) were known to be from QLD.
- Figure 1 shows the 10 most common concerns of QLD counselling contacts in 2017 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 QLD sought help from Kids Helpline for all of these issues is consistent with the frequency with which children and young people elsewhere in Australia sought help for these issues.
- Of interest in 2017 is that the proportion of contacts from Queensland related to suicide is higher than the proportion across the rest of Australia (19% c.f. 15%).

Figure 1. Most frequently recorded concerns of Kids Helpline counselling contacts 2017 aged 5-25 years – QLD compared with the rest of Australia (sorted in descending frequency of QLD concerns)¹



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

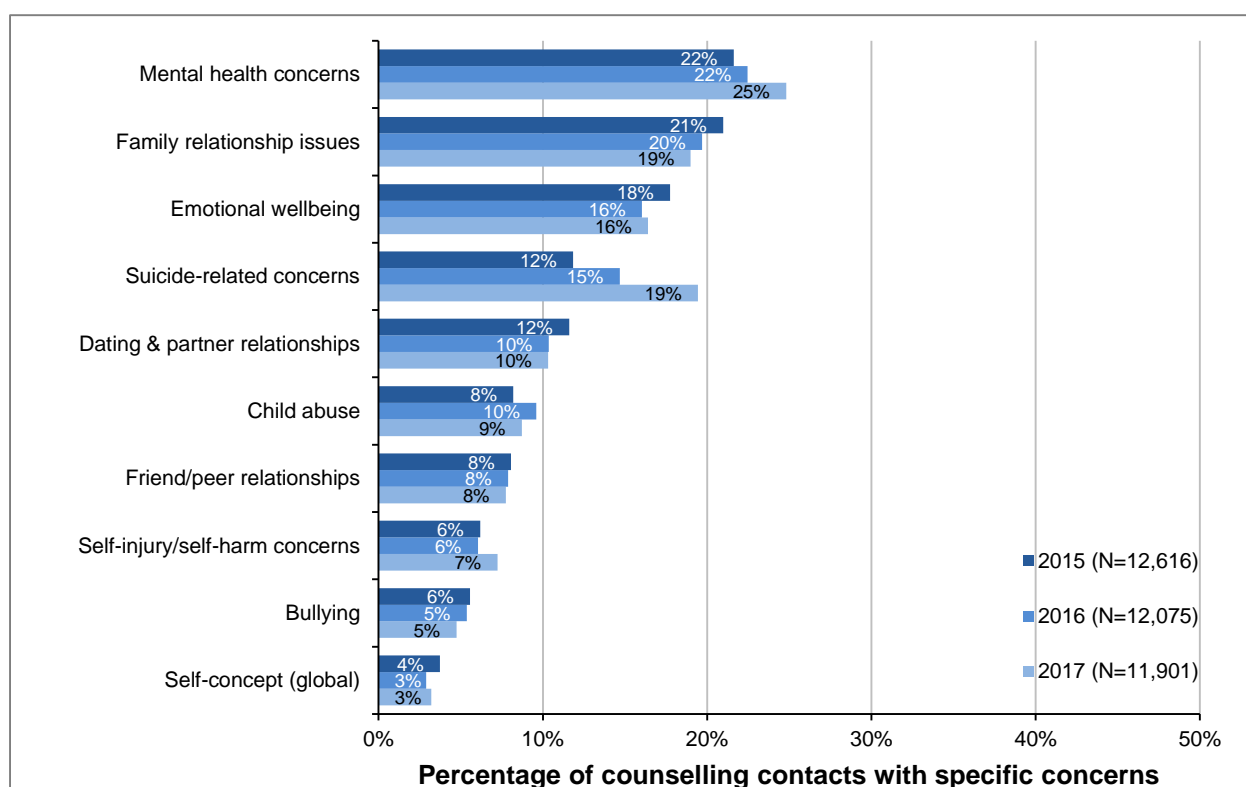
Trends over time

Figure 2 shows the 10 most common concerns of QLD counselling contacts in 2017 and compares this with the frequency with which these concerns were raised by QLD contacts in 2015 and 2016.

The key observations to be noted from the data are:

- the frequency with which children and young people in QLD are contacting Kids Helpline about these concerns has remained consistent over the short-term
- the proportion of suicide-related contacts from Queensland is higher in 2017 (19%) than in 2016 (15%) and 2015 (12%).
- The proportion of mental-health-related contacts from Queensland is higher in 2017 (25%) than in 2016 and 2015 (22%).

Figure 2. Most frequently recorded concerns of QLD Kids Helpline counselling contacts aged 5-25 years – by year (sorted in descending frequency of 2017 concerns)¹



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 QLD in 2017 and compares this with the frequency with which the concern was raised in 2015 and 2016. Table 4 groups individual concerns under eleven 'concern classes' which aggregate frequencies across conceptual clusters of client concern.

- The key observation to be noted from the data in Table 4 is that the frequency with which children and young people in QLD are contacting Kids Helpline about all these different concerns and classes of concern is quite consistent over the short-term.
- The greatest variance (7.6%) in proportions 2015-2017 occurs in the frequency of occurrence of contacts about suicide-related concerns (11.8% in 2015 to 19.4% in 2017).

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

Concern and concern class	2015 (N = 12,616)		2016 (N = 12,075)		2017 (N = 11,901)	
	n	%	n	%	n	%
Mental health & emotional wellbeing	6,528	51.7%	6,400	53.0%	7,000	58.8%
Mental health concerns	2,729	21.6%	2,713	22.5%	2,953	24.8%
Emotional wellbeing	2,239	17.7%	1,937	16.0%	1,953	16.4%
Suicide-related concerns	1,494	11.8%	1,773	14.7%	2,314	19.4%
Self-injury/self-harm concerns	780	6.2%	730	6.0%	862	7.2%
Loss and grief	444	3.5%	377	3.1%	404	3.4%
Friends, peers, partners & dating	2,410	19.1%	2,149	17.8%	2,082	17.5%
Dating and partner relationships	1,464	11.6%	1,252	10.4%	1,229	10.3%
Friends/peer relationships	1,017	8.1%	952	7.9%	922	7.7%
Family relationships	2,646	21.0%	2,379	19.7%	2,261	19.0%
Child-parent relationships	1,891	15.0%	1,702	14.1%	1,578	13.3%
Other family relationships	506	4.0%	470	3.9%	462	3.9%
Changing family structures	386	3.1%	338	2.8%	318	2.7%
Parenting own children	46	0.4%	41	0.3%	54	0.5%
Identity & self-concept	831	6.6%	728	6.0%	700	5.9%
Self-concept (global)	471	3.7%	349	2.9%	382	3.2%
Body image	141	1.1%	135	1.1%	110	0.9%
Sexual orientation	136	1.1%	134	1.1%	113	0.9%
Gender/sex identification	63	0.5%	91	0.8%	77	0.6%
Disability-related concerns	36	0.3%	30	0.2%	26	0.2%
Cultural identity	14	0.1%	15	0.1%	14	0.1%
Violence & abuse (non-family)	1,057	8.4%	1,023	8.5%	936	7.9%
Bullying - school related	559	4.4%	547	4.5%	470	3.9%
Bullying - other	151	1.2%	114	0.9%	99	0.8%
Sexual assault or abuse (non-family)	149	1.2%	201	1.7%	212	1.8%
Dating and partner violence	106	0.8%	86	0.7%	84	0.7%
Harassment and assault (non-sexual)	68	0.5%	60	0.5%	55	0.5%
Sexual harassment	46	0.4%	38	0.3%	47	0.4%
Child abuse & family violence	1,035	8.2%	1,160	9.6%	1,038	8.7%
Physical abuse	508	4.0%	577	4.8%	508	4.3%
Sexual abuse	218	1.7%	232	1.9%	215	1.8%
Emotional abuse	253	2.0%	304	2.5%	289	2.4%
Neglect of child	55	0.4%	58	0.5%	61	0.5%
Exploitation by family member	1	0.0%	1	0.0%	1	0.0%
Exposure to family violence	99	0.8%	115	1.0%	143	1.2%
Living-in-care issues	57	0.5%	57	0.5%	38	0.3%
School, education & work	733	5.8%	631	5.2%	656	5.5%
Study and education issues	524	4.2%	443	3.7%	431	3.6%
Employment issues	167	1.3%	140	1.2%	175	1.5%
School authority issues	55	0.4%	54	0.4%	62	0.5%
Physical or sexual health & development	641	5.1%	580	4.8%	586	4.9%
Physical health concerns	322	2.6%	300	2.5%	308	2.6%
Pregnancy-related concerns	147	1.2%	133	1.1%	130	1.1%
Sexual activity	139	1.1%	123	1.0%	122	1.0%
Physical/sexual development	20	0.2%	19	0.2%	20	0.2%
Contraception/safe sex	22	0.2%	22	0.2%	10	0.1%
Homelessness & basic needs assistance	491	3.9%	516	4.3%	417	3.5%
Homelessness	303	2.4%	323	2.7%	257	2.2%
Practical/material assistance	160	1.3%	153	1.3%	112	0.9%

Concern and concern class	2015 (N= 12,616)		2016 (N= 12,075)		2017 (N= 11,901)	
	n	%	n	%	n	%
Financial assistance/concerns	45	0.4%	57	0.5%	58	0.5%
Substance use, addictions & risk-taking	285	2.3%	278	2.3%	256	2.2%
Drug use	175	1.4%	169	1.4%	142	1.2%
Alcohol use	87	0.7%	87	0.7%	88	0.7%
Addictive behaviours (not drugs/alcohol)	18	0.1%	24	0.2%	22	0.2%
Physical risk-taking	9	0.1%	6	0.0%	8	0.1%
Gang/cult involvement	6	0.0%	4	0.0%	6	0.1%
Offending, abusive or violent actions	135	1.1%	140	1.2%	126	1.1%
Illegal/offending behaviour	80	0.6%	57	0.5%	74	0.6%
Abusive or violent actions	48	0.4%	77	0.6%	51	0.4%
Sexual violence/offending actions	9	0.1%	6	0.0%	3	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.

Online harassment



Starting work



Respect in relationships



Dealing with peer pressure



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Kids Helpline is a service of **yourtown** for 5-25 year olds

