

insights2017



kidshelpline
Anytime Any Reason



TAS

Kids Helpline Statistical Summary Tasmania

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 Tasmania 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. 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 2017, 8,039 of the 339,724 attempts made to contact Kids Helpline counselling service (or 2%) came from Tasmania.
- Most of these attempts were made by phone (5,784) but also by web chat (1,815) and email (440).
- 4,397 of these attempts were answered by counsellors, corresponding to a response rate of 55%. 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 Tasmanian phone contacts in 2017 was 65%.

Trends over time

- From 2015 to 2017 there was an overall increase of 10% in attempted contacts from Tasmania across all media. Phone attempts increased by 1% and web chat by 100%, while email attempts decreased by 29%.
- Across all media, response rates for Tasmania decreased from 68% in 2015 to 55% in 2017.

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

Medium of contact	2015			2016			2017			% change in attempts 2012-2017
	Attempts	Answered	Response rate	Attempts	Answered	Response rate	Attempts	Answered	Response rate	
Phone										
TAS	5,748	3,812	66%	6,602	3,711	56%	5,784	3,129	54%	1%
All States	290,767	169,802	58%	276,960	135,719	49%	248,008	109,793	44%	-15%
Web										
TAS	909	487	53%	1,283	597	47%	1,815	828	46%	100%
All States	43,464	24,115	55%	65,954	31,765	48%	79,054	35,201	45%	82%
Email										
TAS	622	622	100%	365	365	100%	440	440	100%	-29%
All States	15,886	15,886	100%	13,681	13,681	100%	12,662	12,662	100%	-20%
All media										
TAS	7,278	4,920	68%	8,250	4,673	57%	8,039	4,397	55%	10%
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 3,815 (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 almost eight out of 10 (78%) Tasmanian contacts were female and just under half (48%) 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

- less likely to contact by web chat.

Table 2. Characteristics of Kids Helpline contacts 2017 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	2,016	78%	70,916	73%
	Male	428	17%	23,848	25%
	Intersex, Trans & Gender Diverse	144	6%	1,833	2%
	Total	2,588	100%	96,597	100%
	Unknown	1,227		39,595	
Age group					
	5-12 years	287	13%	11,363	13%
	13-18 years	1,082	48%	45,882	52%
	19-25 years	882	39%	30,911	35%
	Total	2,251	100%	88,156	100%
	<26 but age unknown	1,564		48,036	
Cultural background²					
	Aboriginal &/or TSI	7	1%	1,143	3%
	CALD	117	13%	13,061	37%
	Neither ATSI nor CALD	791	86%	21,490	60%
	Total	915	100%	35,694	100%
	Unknown	2,900		100,498	
Remoteness³					
	Major Cities	23	1%	43,945	74%
	Inner Regional	1,231	74%	10,403	18%
	Outer Regional/Remote	412	25%	4,686	8%
	Total	1,666	100%	59,034	100%
	Unknown	2,149		77,158	
Medium					
	Phone	3,022	79%	102,988	76%
	Web chat	637	17%	28,754	21%
	Email	156	4%	4,450	3%
	Total	3,815	100%	136,192	100%
Type of help-seeking					
	Counselling contact	1,322	35%	56,582	42%
	Information/Referral/Other contact	2,493	65%	79,610	58%
	Total	3,815	100%	136,192	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, 35% of contacts from Tasmania in 2017 were seeking counselling support while 65% 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 (65% c.f. 58%).

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

Contact characteristics	2015 (N = 4,325)		2016 (N = 4,254)		2017 (N = 3,815)	
	n	n	n	%	%	n
Gender²						
Female	1,848	72%	1,820	71%	2,016	78%
Male	718	28%	681	27%	428	17%
Intersex, Trans & Gender Diverse	11	0%	45	2%	144	6%
Total	2,577	100%	2,546	100%	2,588	100%
Unknown	1,748		1,708		1,227	
Age group						
5-12 years	226	11%	326	15%	287	13%
13-18 years	1,222	58%	1,148	52%	1,082	48%
19-25 years	669	32%	726	33%	882	39%
Total	2,117	100%	2,200	100%	2,251	100%
<26 but age unknown	2,208		2,054		1,564	
Cultural background³						
Aboriginal &/or TSI	8	1%	17	2%	7	1%
CALD	58	6%	194	22%	117	13%
Neither ATSI nor CALD	892	93%	684	76%	791	86%
Total	958	100%	895	100%	915	100%
Unknown	3,367		3,359		2,900	
Remoteness⁴						
Major Cities	13	1%	18	1%	23	1%
Inner Regional	1,044	71%	1,089	82%	1,231	74%
Outer Regional/Remote	415	28%	216	16%	412	25%
Total	1,472	100%	1,323	100%	1,666	100%
Unknown	2,853		2,931		2,149	
Medium						
Phone	3,699	86%	3,618	85%	3,022	79%
Web chat	408	9%	504	12%	637	17%
Email	218	5%	132	3%	156	4%
Total	4,325	100%	4,254	100%	3,815	100%
Type of help-seeking						
Counselling contact	1,217	28%	1,184	28%	1,322	35%
Information/Referral/Other contact	3,108	72%	3,070	72%	2,493	65%
Total	4,325	100%	4,254	100%	3,815	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 2017: National Statistical Overview* for more information.

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:
 - An increase in the proportion of female contacts and a corresponding decrease in the proportion of male contacts
 - a decrease in the proportion of contacts aged 13-18 years, with a corresponding increase 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
 - a decrease in the proportion of contacts contacting via phone and a corresponding increase in the proportion using web chat, and
 - an increase in the proportion contacting for counselling support and a corresponding decrease in the proportion seeking information, referral or other ways of connecting.

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.

Most common concerns of children and young people who received counselling

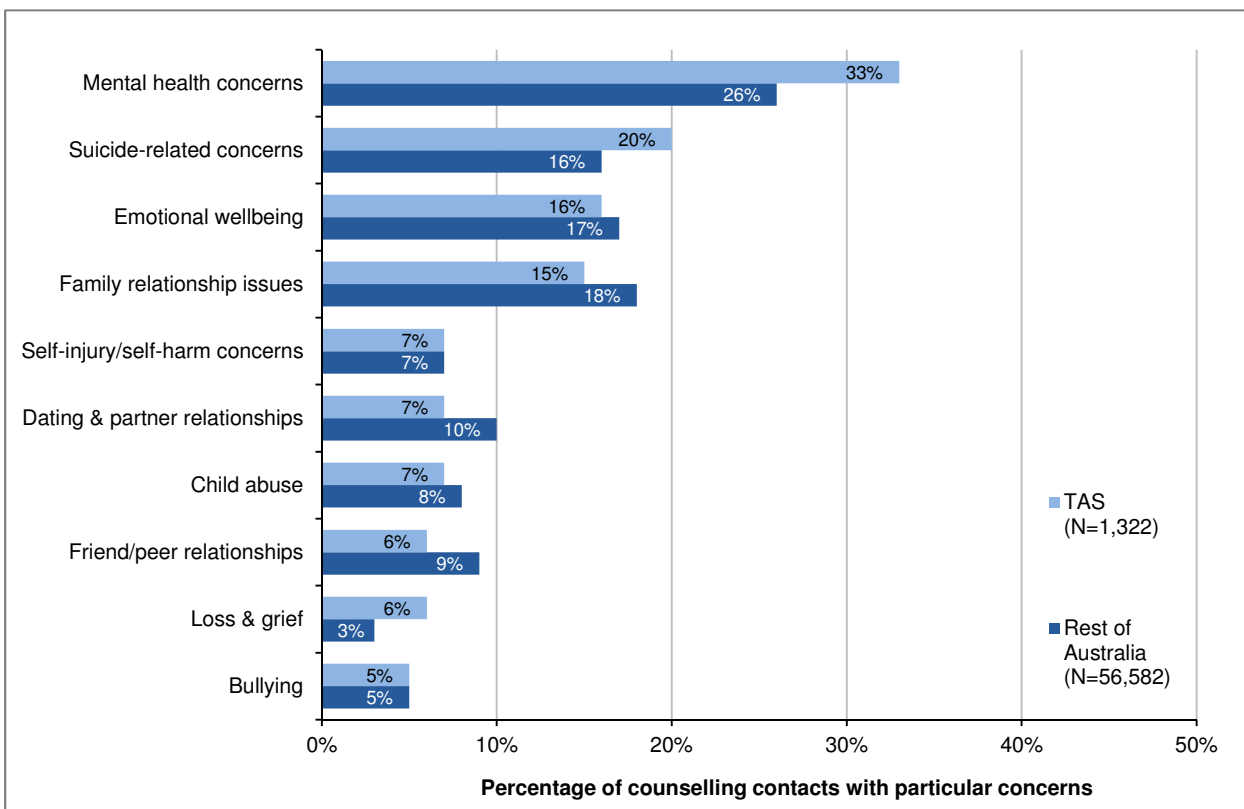
During 2017, Kids Helpline counsellors responded to 66,386 contacts from children and young people who were seeking help about specific problems or concerns (i.e. counselling contacts). Analysis of the types of issues and concerns raised by children and young people in these sessions provide a valuable insight into the help-seeking concerns of young Australians.

Tasmania compared with rest of Australia

- State or territory information was available for 57,904 of these 66,386 counselling contacts and of this subset 1,322 (or 2%) were known to be from Tasmania.
- Figure 1 shows the 10 most common concerns of Tasmanian 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 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 mental-health-related issues (33% c.f. 26%), and
 - more likely to seek help for suicide-related issues (20% c.f. 16%),

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 2017 aged 5-25 years – Tasmania compared with the rest of Australia (sorted in descending frequency of Tasmanian concerns)¹



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

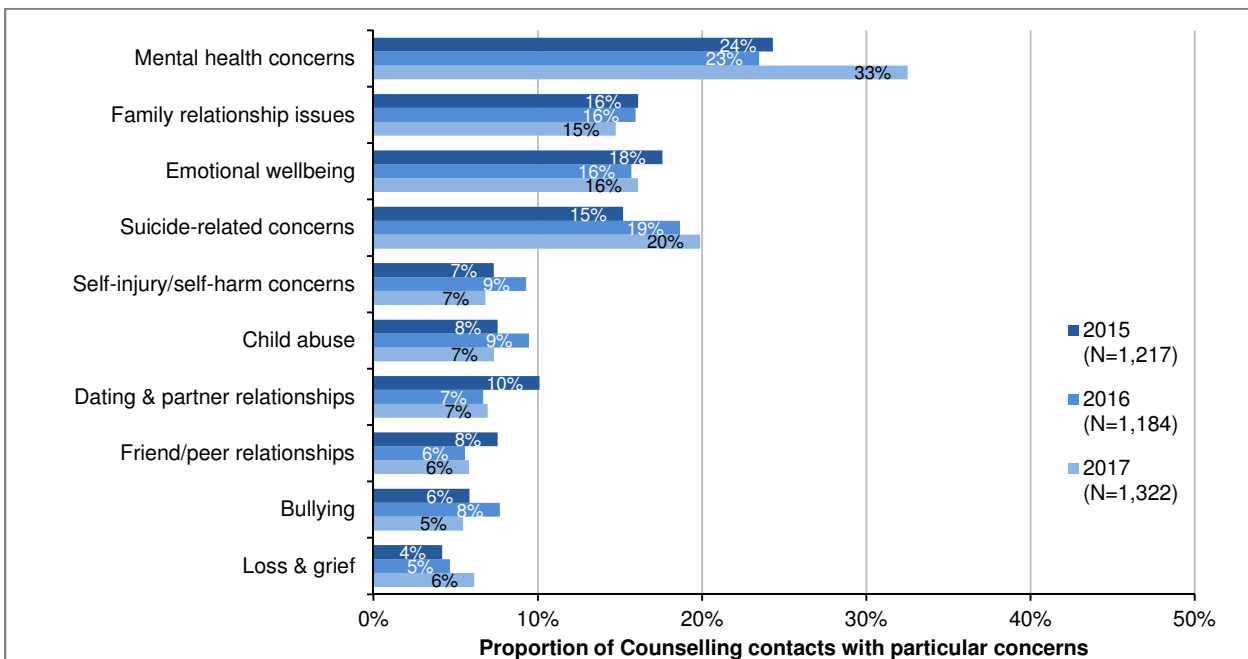
Trends over time

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

- There is small variation in the frequency with which Tasmanian counselling contacts raised almost all concerns with counsellors over the last three years, and
- There would appear to be a increase in the proportion of Tasmanian contacts seeking help for mental health issues and 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 2017 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 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.

- 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 friend and peer relationships, and

- increases in the proportion of contacts with suicide-related concerns and with mental-health-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	2015 (N = 1,217)		2016 (N = 1,184)		2017 (N = 1,322)	
	n	%	n	%	n	%
Mental health & emotional wellbeing	711	58.4%	701	59.2%	863	65.3%
Mental health concerns	296	24.3%	278	23.5%	430	32.5%
Emotional wellbeing	214	17.6%	186	15.7%	213	16.1%
Suicide-related concerns	185	15.2%	221	18.7%	263	19.9%
Self-injury/self-harm concerns	89	7.3%	110	9.3%	90	6.8%
Loss and grief	51	4.2%	55	4.6%	81	6.1%
Friends, peers, partners & dating	207	17.0%	143	12.1%	167	12.6%
Dating and partner relationships	123	10.1%	79	6.7%	92	7.0%
Friends/peer relationships	92	7.6%	66	5.6%	77	5.8%
Family relationships	196	16.1%	189	16.0%	195	14.8%
Child-parent relationships	149	12.2%	136	11.5%	137	10.4%
Other family relationships	34	2.8%	36	3.0%	41	3.1%
Changing family structures	24	2.0%	28	2.4%	32	2.4%
Parenting own children	4	0.3%	6	0.5%	0	0.0%
Identity & self-concept	109	9.0%	83	7.0%	77	5.8%
Self-concept (global)	53	4.4%	33	2.8%	30	2.3%
Body image	16	1.3%	14	1.2%	18	1.4%
Sexual orientation	19	1.6%	15	1.3%	14	1.1%
Gender/sex identification	20	1.6%	20	1.7%	19	1.4%
Disability-related concerns	3	0.2%	3	0.3%	2	.2%
Cultural identity	0	0.0%	1	0.1%	0	0.0%
Violence & abuse (non-family)	101	8.3%	110	9.3%	95	7.2%
Bullying - school related	60	4.9%	76	6.4%	63	4.8%
Bullying - other	12	1.0%	17	1.4%	10	.8%
Sexual assault or abuse (non-family)	15	1.2%	9	0.8%	11	.8%
Dating and partner violence	8	0.7%	5	0.4%	6	.5%
Harassment and assault (non-sexual)	5	0.4%	3	0.3%	3	.2%
Sexual harassment	5	0.4%	2	0.2%	4	.3%
Child abuse & family violence	92	7.6%	112	9.5%	97	7.3%
Physical abuse	48	3.9%	66	5.6%	44	3.3%
Sexual abuse	24	2.0%	19	1.6%	30	2.3%
Emotional abuse	25	2.1%	23	1.9%	24	1.8%
Neglect of child	0	0.0%	2	0.2%	6	.5%
Exploitation by family member	0	0.0%	0	0.0%	0	0.0%
Exposure to family violence	4	0.3%	14	1.2%	9	.7%
Living-in-care issues	3	0.2%	4	0.3%	1	.1%
School, education & work	50	4.1%	49	4.1%	69	5.2%
Study and education issues	35	2.9%	30	2.5%	49	3.7%
Employment issues	13	1.1%	18	1.5%	16	1.2%
School authority issues	2	0.2%	3	0.3%	5	.4%
Physical or sexual health & development	73	6.0%	86	7.3%	77	5.8%
Physical health concerns	38	3.1%	30	2.5%	45	3.4%
Pregnancy-related concerns	23	1.9%	22	1.9%	14	1.1%
Sexual activity	7	0.6%	25	2.1%	14	1.1%
Physical/sexual development	4	0.3%	6	0.5%	7	.5%
Contraception/safe sex	4	0.3%	6	0.5%	2	.2%

Concern and concern class	2015 (N = 1,217)		2016 (N = 1,184)		2017 (N = 1,322)	
	n	%	n	%	n	%
Homelessness & basic needs assistance	28	2.3%	22	1.9%	27	2.0%
Homelessness	15	1.2%	11	0.9%	17	1.3%
Practical/material assistance	10	0.8%	6	0.5%	8	.6%
Financial assistance/concerns	3	0.2%	5	0.4%	2	.2%
Substance use, addictions & risk-taking	27	2.2%	16	1.4%	53	4.0%
Drug use	21	1.7%	11	0.9%	35	2.6%
Alcohol use	7	0.6%	5	0.4%	17	1.3%
Addictive behaviours (not drugs/alcohol)	0	0.0%	1	0.1%	7	.5%
Physical risk-taking	1	0.1%	0	0.0%	0	0.0%
Gang/cult involvement	0	0.0%	0	0.0%	0	0.0%
Offending, abusive or violent actions	15	1.2%	12	1.0%	20	1.5%
Illegal/offending behaviour	5	0.4%	4	0.3%	11	.8%
Abusive or violent actions	10	0.8%	8	0.7%	7	.5%
Sexual violence/offending actions	0	0.0%	0	0.0%	2	.2%

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



We're here.
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Kids Helpline is a service of **yourtown** for 5-25 year olds

