

# key insights 2019

Kids Helpline, a service of **yourtown**, gives children and young people choices, support and someone to listen anytime and for any reason.



## 5 Most common reasons kids and young people seek counselling support<sup>1</sup>

- |                              |            |
|------------------------------|------------|
| 1. Mental health             | <b>26%</b> |
| 2. Emotional wellbeing       | <b>21%</b> |
| 3. Family relationships      | <b>18%</b> |
| 4. Suicide-related           | <b>14%</b> |
| 5. Friend/peer relationships | <b>10%</b> |

## Concerns of those who received counselling<sup>1</sup>

- 1 in 4** contacts were about mental health
- 1 in 5** contacts were about emotional wellbeing or family relationships
- 1 in 7** contacts were about suicide-related issues
- 1 in 10** concerned about dating/partner or friend/peer relationships
- 1 in 14** contacts focused on self-injury concerns
- 1 in 14** contacts were about child abuse
- 1 in 20** contacts were about bullying

<sup>1</sup> Percentages are based on a total of 72,587 contacts seeking counselling support in 2019.  
<sup>2</sup> An additional 70,298 phone contact attempts 'dropped out' before the 20 second information privacy message played.  
<sup>3</sup> Includes contacts from adults and not recorded attempts.

## Duty of Care interventions

**1,876** counselling sessions resulted in Duty of Care\* interventions  
**36** Duty of Care interventions a week  
 Of these:  
**43%** were related to a suicide attempt  
**32%** were related to child abuse

**Duty of Care Interventions related to suicide attempts have increased by one third over the past four years.**

\*A Duty of Care intervention involves contacting emergency services or another agency to protect a young person who is experiencing or is at imminent risk of significant harm.

Every **97 seconds** a young person contacts Kids Helpline

How many contacts did we receive?

**1,414,591** unique visitors to the KHL website who collectively participated in **1,827,019** web sessions

**324,834<sup>2</sup>** attempts to contact the counselling service with **148,349<sup>3</sup>** attempted contacts answered

**145,005** of ALL answered attempts were from children and young people aged 5-25:

**72,587 (50.17%)** were seeking counselling support

**72,418 (49.9%)** were seeking information, referral or other support

## Trends in Duty of Care interventions

Although the number of contacts triggering Duty of Care responses has remained similar to 2018, there has been a **5%** increase in the proportion of interventions precipitated by concern about suicide intent since 2018.

In that same period there was a **5%** reduction in Duty of Care interventions relating to child abuse.



## Kids Helpline @ School

28,797 primary school students participated in video link-up class sessions with a counsellor

We respond to children and young people in a number of ways:

### Direct Contacts

- Phone • Web chat • Email • Circles<sup>4</sup>

### Indirect Contacts

- Unique visitors to the Kids Helpline Website
- Interactions through Facebook, Instagram and Twitter

### Classroom Contacts

Primary and secondary school students participate in video linkup class session



## Gender

**76%** Female contacts  
 Almost 8 in 10

**21%** Male contacts  
 Over 2 in 10

**2%** Intersex, trans & gender diverse  
 A total of 2,415 contacts

## Type of Support

**37%** were from young people contacting the service for the first time  
**63%** were from those receiving occasional or ongoing support

Every day around 484 contact attempts across Australia to Kids Helpline go unanswered.

This is not to say that each of these unanswered contact attempts represents individual children or young people - many people will persist attempting to contact multiple times before connecting.

Who contacted us?

## Age

- |             |     |
|-------------|-----|
| 5-12 years  | 14% |
| 13-18 years | 56% |
| 19-25 years | 30% |

**Average age 16.6 years**

## Cultural Background

(N = 35,375 where culture is known)

- |  |     |
|--|-----|
| Aboriginal &/or Torres Strait Islander             | 6%  |
| Other culturally and linguistically diverse (CALD) | 32% |
| Neither of the above                               | 62% |

<sup>4</sup> A Kids Helpline Circles group begins when enough members have signed up to start a group about a particular topic. The group is facilitated by a qualified counsellor.

## Locality

- |                         |     |
|-------------------------|-----|
| Where locality is known |     |
| Major Cities            | 72% |
| Inner Regional          | 20% |
| Remote locality         | 7%  |

