

Key Insights 2018

Kids Helpline gives children and young people choices, support and someone to listen anytime and for any reason. In 2018, Kids Helpline (KHL) received its 8 millionth contact from children and young people seeking information, support or counselling. Counsellors responded to approximately 2,800 contacts each week of 2018.

5 Most common reasons kids and young people seek help¹

- 1. Mental health
- 2. Emotional wellbeing
- 3. Family relationships
- 4. Suicide-related
- 5. Dating and partner relationships



Concerns of those who received counselling¹

- 1 in 3 contacts were about mental health
- 1 in 5 were about family relationships or emotional wellbeing
- 1 in 6 contacts were about suicide-related issues
- 1 in 12 contacts focused on self-injury concerns
- 1 in 14 contacts were about child abuse



Kids Helpline @School

27,177 primary school students participated in video link-up class sessions with a counsellor



Medium of contact

Young people are using WebChat in increasing numbers. Contact attempts in 2012 to 2018:



* From 2013

Number of contacts to KHL

• 284,184² attempts to contact the counselling service with 147,351 answered

• 843,753 unique visitors to the KHL website with 2,912,200 page views

Of the 143,481 we answered from children and young people aged 5–25:

- 67,264 (47%) were seeking counselling support
- 76,217 (53%) were seeking information, referral or other support



Duty of Care interventions

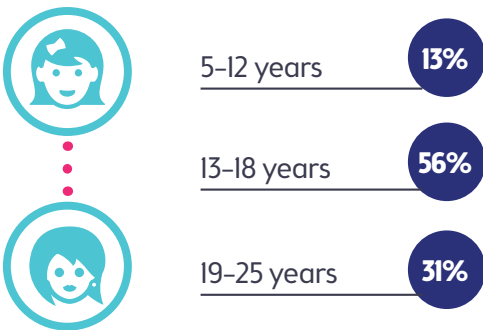
- 1,825 were Duty of Care* interventions
- 35 Duty of Care interventions a week

Of these:

- 38% were related to a suicide attempt
- 37% were related to child abuse

*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.

Age (N = 96,827 contacts where age is recorded)



¹ Percentages are based on a total of 67,264 contacts seeking counselling support in 2018.

² An additional 76,589 phone contact attempts 'dropped out' before the 20 second information privacy message played.

Who contacted us?

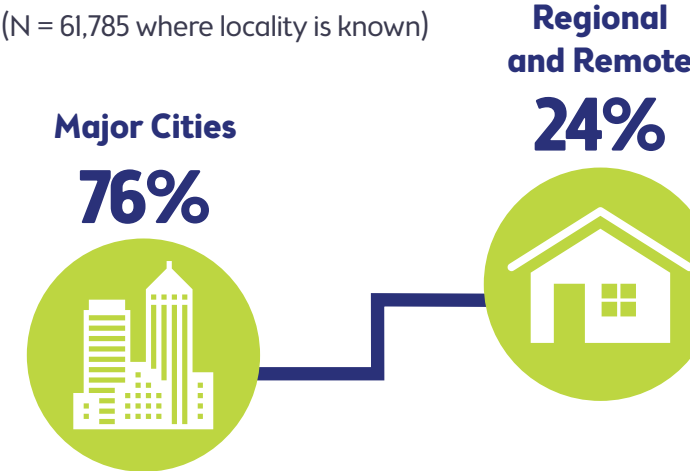
Gender (N=103,789 where gender is known)



Culture (N = 35,375 where culture is known)

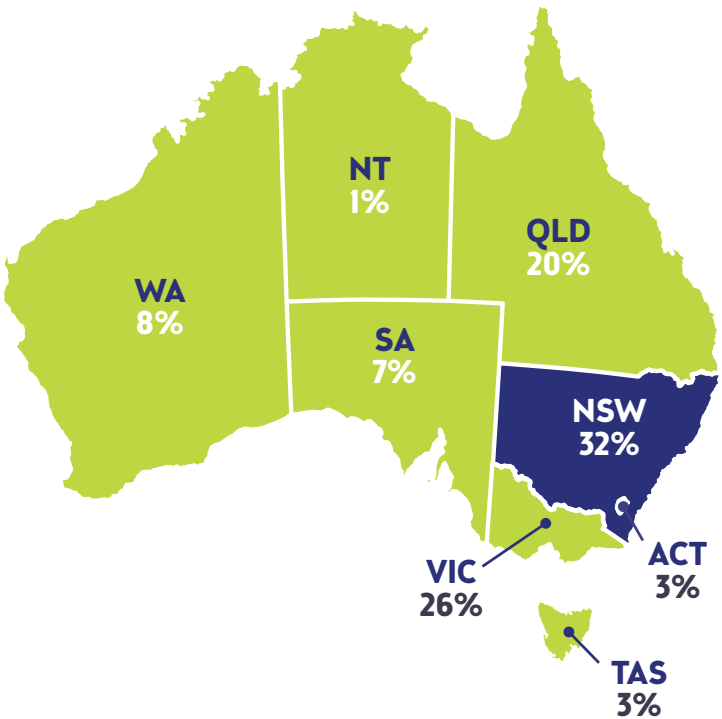


Locality (N = 61,785 where locality is known)



Where did they come from?

(N = 128,165 where state or territory is known)



How are we funded?

Operating costs in 2018 of \$11.3M funded by:

