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.

Number of contacts to KHL
- 284,184 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

Concerns of those who received counselling
- 1 in 3 contacts were about mental health
- 1 in 5 were about family relationships or emotional wellbeing
- 1 in 5 were about suicide-related issues
- 1 in 2 contacts focused on self-injury concerns
- 1 in 14 contacts were about child abuse

5 Most common reasons kids and young people seek help
1. Mental health
2. Emotional wellbeing
3. Family relationships
4. Suicide-related
5. Dating and partner relationships

Number of 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.

Who contacted us?

Gender (N=103,789 where gender is known)
- Male: 21%
- Female: 77%
- Neither of the above: 2%

Culture (N = 35,375 where culture is known)
- Aboriginal 8/ or Torres Strait Islander: 4%
- Culturally and linguistically diverse (CALD): 37%
- Neither of the above: 59%

Locality (N = 61,785 where locality is known)
- Major Cities: 76%
- Regional and Remote: 24%

Age (N = 96,827 contacts where age is recorded)
- 5-12 years: 13%
- 13-18 years: 56%
- 19-25 years: 31%

Intersex, trans & gender diverse: 4%

How are we funded?

Operating costs in 2018 of $11.3M funded by:
- yourtown Art Union, donors & grants: 75%
- Corporate partner sponsorships: 4%
- Federal Government: 18%
- State/Territory Governments: 3%