

## In response to Page 5 of transcript

Note: The data reported below is for all counselling contacts during 2007.

### Top 10 concerns for young people between 9-14 years of age in NSW contacting Kids Helpline via telephone or online mediums

Concern	Number of calls	Percentage of calls
Family relationships	987	23.4% *
Relationships with peers	636	15.1% *
Bullying	456	10.8% *
Emotional and/or behavioural management	358	8.5%
Child abuse (includes physical abuse, sexual abuse, emotional abuse, and neglect)	345	8.2%
Relationships with partners	177	4.2%
Mental health	150	3.6%
Grief and loss	115	2.7%
Developmental issues	110	2.6%
Homelessness or leaving home	81	1.9%

\* Concerns where children and young people aged 9-14 years have made a significantly higher proportion of calls than young people aged 15-18 years.

### Top 10 concerns for young people between 15-18 years of age in NSW contacting Kids Helpline via telephone or online mediums

Concern	Number of calls	Percentage of calls
Family relationships	1084	13.3%
Emotional and/or behavioural management	1025	12.6% ^
Relationships with partners	949	11.7% ^
Mental health	849	10.4% ^
Relationships with peers	664	8.2%
Homelessness or leaving home	366	4.5% ^
Study	327	4.0% ^
Child abuse (includes physical abuse, sexual abuse, emotional abuse, and neglect)	319	3.9%
Suicide	253	3.1% ^
Pregnancy	245	3.0% ^

^ Concerns where young people aged 15-18 years have made a significantly higher proportion of calls than children and young people aged 9-14 years.

In response to Page 5 of transcript - cont.

**Top 10 concerns for young people between 9-14 years of age across Australia contacting Kids Helpline via telephone or online mediums**

Concern	Number of calls	Percentage of calls
Family relationships	3761	25.1% #
Relationships with peers	2111	14.1% #
Bullying	1610	10.7% #
Emotional and/or behavioural management	1426	9.5%
Child abuse (includes physical abuse, sexual abuse, emotional abuse, and neglect)	1203	8.0%
Relationships with partners	604	4.0%
Mental health	541	3.6%
Grief and loss	410	2.7%
Suicide	289	1.9%
Homelessness or leaving home	283	1.9%

# Concerns where children and young people aged 9-14 years have made a significantly higher proportion of calls than young people aged 15-18 years.

**Top 10 concerns for young people between 15-18 years of age across Australia contacting Kids Helpline via telephone or online mediums**

Concern	Number of calls	Percentage of calls
Family relationships	3408	13.3%
Emotional and/or behavioural management	3216	12.5% ~
Mental health	3115	12.1% ~
Relationships with partners	2645	10.3% ~
Relationships with peers	2075	8.1%
Homelessness or leaving home	1163	4.5% ~
Child abuse (includes physical abuse, sexual abuse, emotional abuse, and neglect)	1092	4.3%
Suicide	955	3.7% ~
Pregnancy	734	2.9% ~
Study	712	2.8% ~

~ Concerns where young people aged 15-18 years have made a significantly higher proportion of calls than children and young people aged 9-14 years.

## In response to Page 7 of transcript

### Issues for Aboriginal and Torres Strait Islander Clients

The number of Indigenous children and young people contacting KHL increased by 24% from 2006 and is up by 50% from 2005. In addition, counselling contacts from Indigenous children and young people increased by 40% from 2006 figures. This finding is particularly important it has been a key objective for KHL to improve and increase contact between Indigenous children and young people and the service. The 2007 findings indicate that Indigenous people are increasingly reaching out to KHL for contact and counselling needs.

Children and young people contacting Kids Help Line who identify themselves as Indigenous are proportionally more likely to seek help about child abuse, homelessness, grief and loss, drug and/or alcohol use, and physical health compared with non-Indigenous clients.

Concern	Number of calls	Percentage of calls
Family relationships	136	15.2%
Emotional and/or behavioural management	116	12.9%
Mental health issues	78	8.7%
Partner relationships	66	7.4%
Relationship with peers and friends	58	6.5%
Child abuse (including physical abuse, sexual abuse, neglect, and emotional abuse)	53	5.9%
Homelessness	46	5.1%
Drugs and alcohol	45	5.0%
Bullying	44	4.9%
Suicide	30	3.3%

The number of mental health counselling sessions with Indigenous young females increased significantly in 2007, with more than four times more contacts regarding this issue made in 2007 compared to 2006. Mental health emerged as the third most likely concern for Indigenous female clients, with most contacts made by older adolescents and young adults.

Indigenous children and young people contacting KHL in 2007 were almost twice as likely to talk to a counsellor about drug and alcohol issues (5.0%) and homelessness (5.1%) than the remainder of the client population (2.8% and 2.9%)