

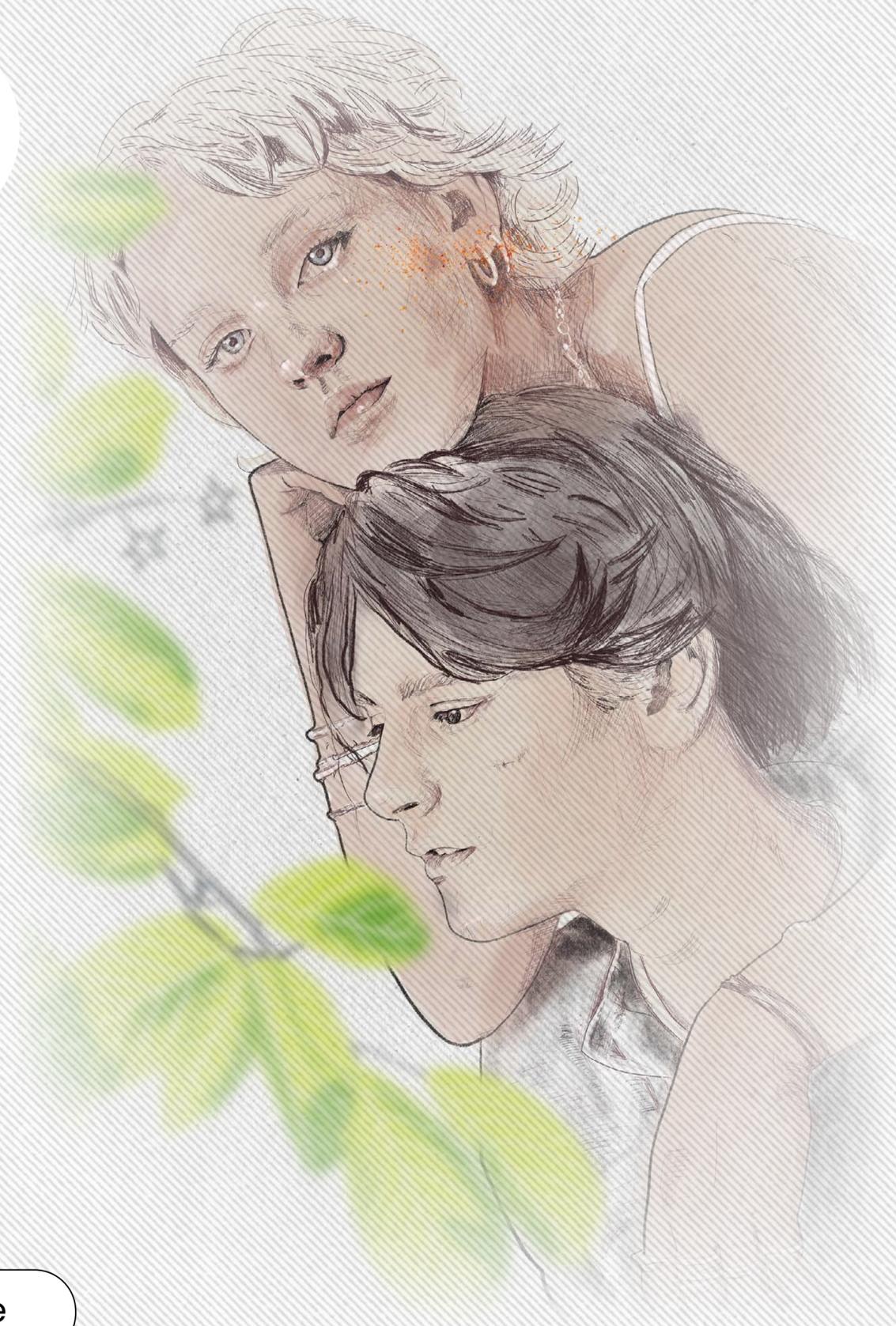


kids helpline
POWERED BY yourtown



**we're here
for you!**

Presentation for professional use about Kids Helpline



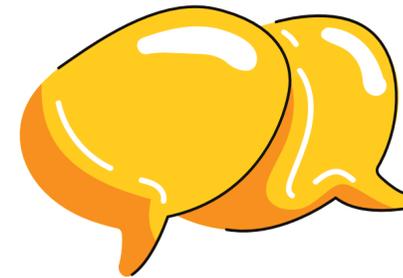
**Kids Helpline is Australia's only free, confidential
24/7 online and phone counselling service for
young people aged 5 to 25.**



call



webchat



peer support

why do people contact us?

In 2022, Kids Helpline received **83,000 counselling contacts**

In 2022, we received nearly 62,000 contacts for information, referral and non-counselling support.

My Circle, our peer support platform, supported 5,000 new participants in 2022.

1 in 2 mental health or emotional wellbeing

1 in 6 family relationships

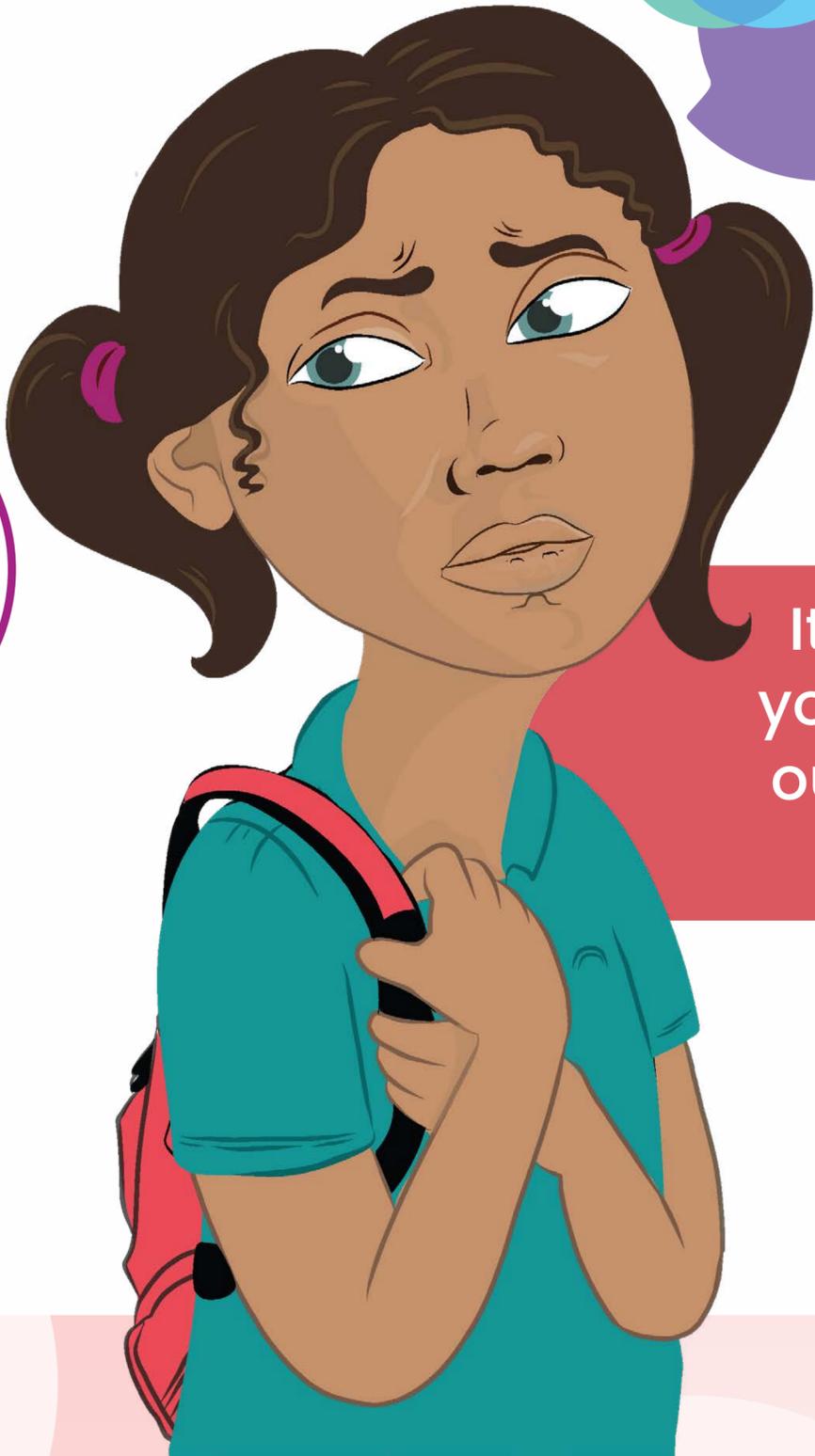
1 in 6 suicide-related issues

1 in 12 child abuse

1 in 13 self-injury concerns



I don't really have a problem I just don't have anyone to talk to...



It's great that you've reached out, we're here to listen.

counselling modalities

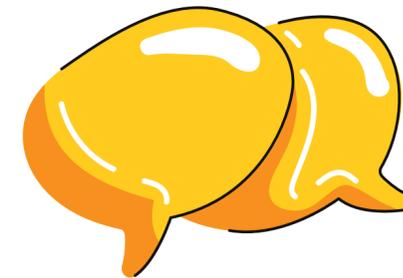
Kids Helpline offers a range of counselling modalities, which is ideal for young people who find face-to-face counselling confronting, cannot access other services or need support “in the moment”.



call



webchat



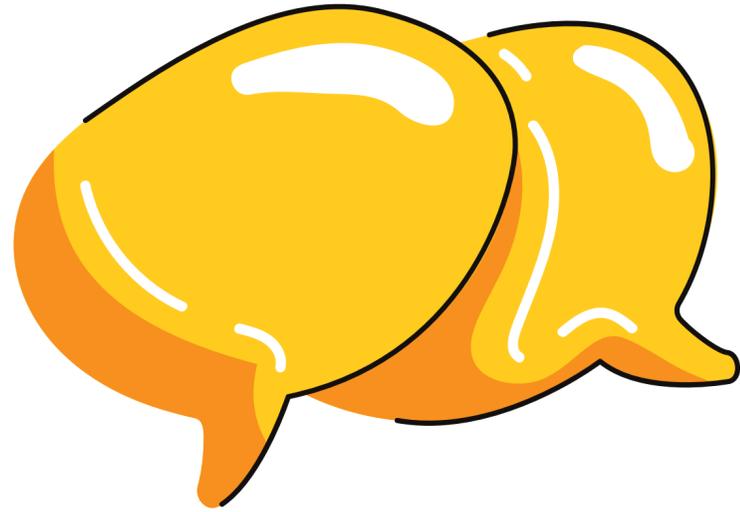
peer support



call

1800 55 1800

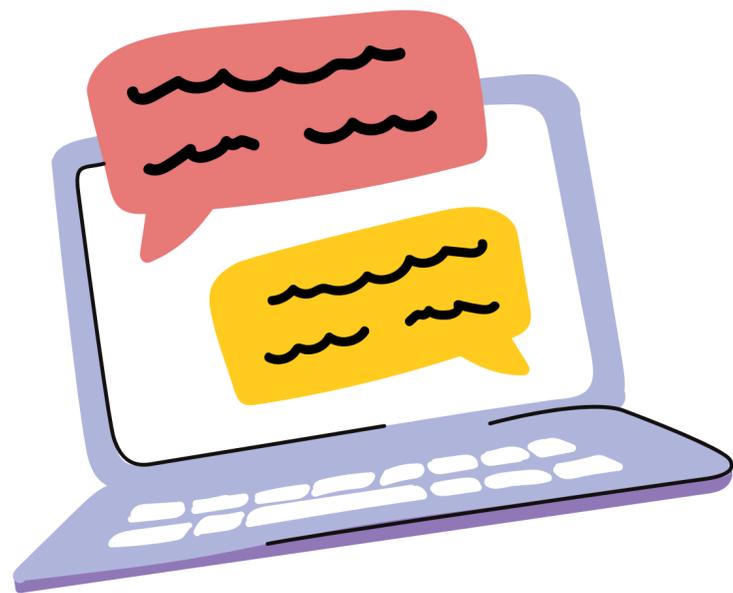
- Open 24/7
- The fastest way to access support
- The average counselling call goes for 30 – 40 minutes, but can go for longer or shorter as needed



peer support

My Circle

- kidshelpline.com.au
- My Circle is the free, private, safe and confidential social platform for 13-25 year olds across Australia!
- Supported by **Kids Helpline Counsellors**, My Circle lets you talk to other young people going through challenges just like you.



webchat

kids helpline.com.au

- Open 24/7
- The fastest growing modality
- Can have a longer wait in the evening; young people can open other browsers (e.g. watch videos or play games) while they wait

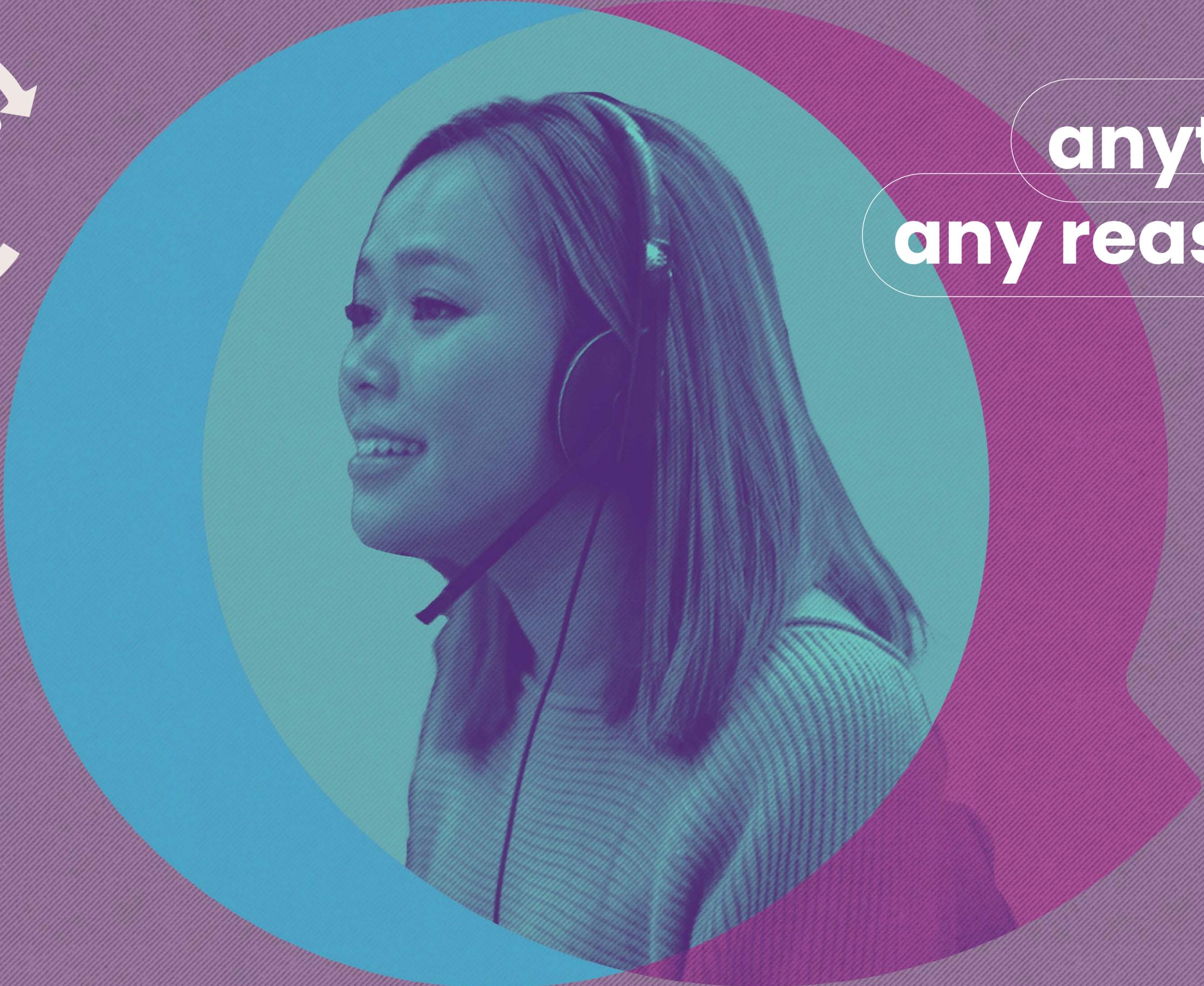


Young people can still call to talk to us, even if they have started a webchat.

Young people can call, webchat with the same counsellor each time (if they would like to).



available
24/7
for 5-25
yr olds



anytime.
any reason.

counsellors

All Kids Helpline Counsellors must have a relevant **degree in psychology or counselling** or a related discipline, and a minimum of one year's experience in counselling and/or working with young people. They then undergo intensive training and receive ongoing professional supervision.



our framework

Values & Beliefs

The two main values that underpin Kids Helpline practice are empowerment and child centred practices.

Counselling from an empowerment perspective

Involves supporting and working with young people to:

- Develop options for change
- Understand the consequences of particular actions
- Help identify their own resources and inform them about other resources available
- Help develop a sense of control in their life
- Utilise their strengths

Providing a child centred practice

Involves supporting and working with young people through:

- Listening to and respecting what the young person has to say
- Focusing on their needs
- Seeing the world from their perspective
- Believing that the young person is the client
- Respecting the young person

our framework

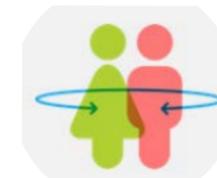
5 Operational Principles



Privacy and confidentiality



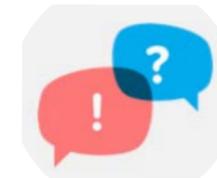
All young people are treated with respect



All young people can choose the gender of the Counsellor they speak to



Young people are able to access the same Counsellor if they wish to call back



Young people are encouraged to give feedback about Kids Helpline & the service they receive

Supervisors – On-shift

Counsellors are supported in their work with young people by a team of on-shift Supervisors. These Supervisors:

Live support

Offer assistance in real time and can live monitor and support Counsellors during their sessions with clients.

Risk of harm management

Assist Counsellors in enacting Duty of Care interventions. This includes support when emergency services, child protection or other external parties need to be involved to ensure the safety of clients.

Case management

Play a key role in case management including liaising with external stakeholders.

Professional support

Counsellors may also access Supervisors after calls for debriefing, training and development.

Practice Supervisors

Counsellors are supported in their work with young people by a team of Practice Supervisors. These Supervisors:

Supervision

Provide professional supervision to Counsellors and on shift Supervisors through the provision of specialist advice and expert knowledge of best practice in client service delivery.

Case load Management

Support Counsellors with managing client case loads and reviewing ongoing client cases in accordance with professional ethical standards.

Client-centred

Promote and contribute to culturally sensitive child, youth and family centered safe practices.

Risk of harm Management

Provide professional consultancy and support to Counsellors and Supervisors in relation to crisis response and critical incidents (including on call after hours).

Risk of harm management

Counsellors support clients who are victims of harm or at risk of harm. This includes:

Wrap-around care

With consent, we can speak to other professional supports in a young person's life.

Evidence-informed

Our internal policies and procedures are evidence-informed & guided by best practice involving other services.

Duty of care

We have a Duty of Care to all clients who contact the service. Reporting is assessed on a case-by-case basis. If a young person tells us that they or someone they know is being seriously hurt, we may have to work with other services to ensure the safety of the client or other people at risk of harm. We work closely with State and Territory child-safety (protection) & emergency services when we have concerns about a young person's safety.

Emergency responses 2022

Suicide

37% involved a suicide attempt

Child abuse

31% involved child abuse

Sexual assault

10% involved sexual assault

There were 5,026 emergency responses in 2022. Of these, suicide attempts increased from 33% to 37%.

There were also 431 contacts about sextortion (sexual extortion) between 1 July 2017 – 30 June 2023. 66% of these occurred in 12 months between July 2022 – June 2023.

Ongoing & collaborative support

Referral

We refer young people to local, face-to-face and specialist services.

Ongoing

We offer ongoing counselling. This is not time/session limited (in most circumstances).

Case management

We offer case management for clients with complex needs.

Collaboration

We collaborate with professional supports with client's consent (Wrap-Around Care).



Useful links



Get free virtual classroom sessions facilitated by a qualified counsellor.

<https://schools.kidshelpline.com.au/schools/home/sessions>

Topics include managing emotions, developing resilience, friendship, bullying and more!

If you want to download FREE Kids Helpline resources:

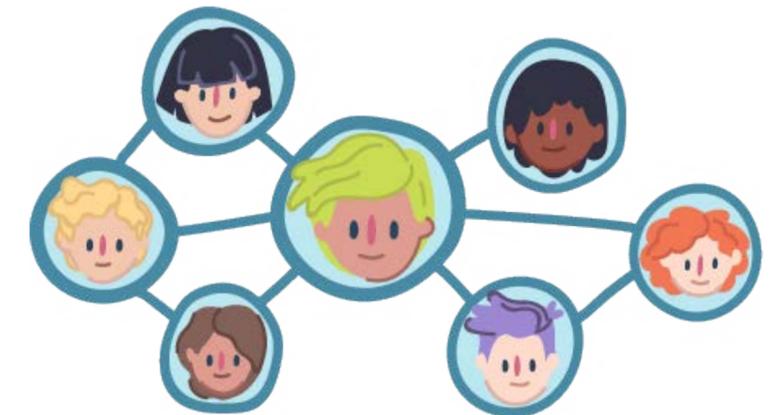
<https://schools.kidshelpline.com.au/schools/home/resources>



Worksheets, posters, social media posts, classroom handouts, newsletter inserts

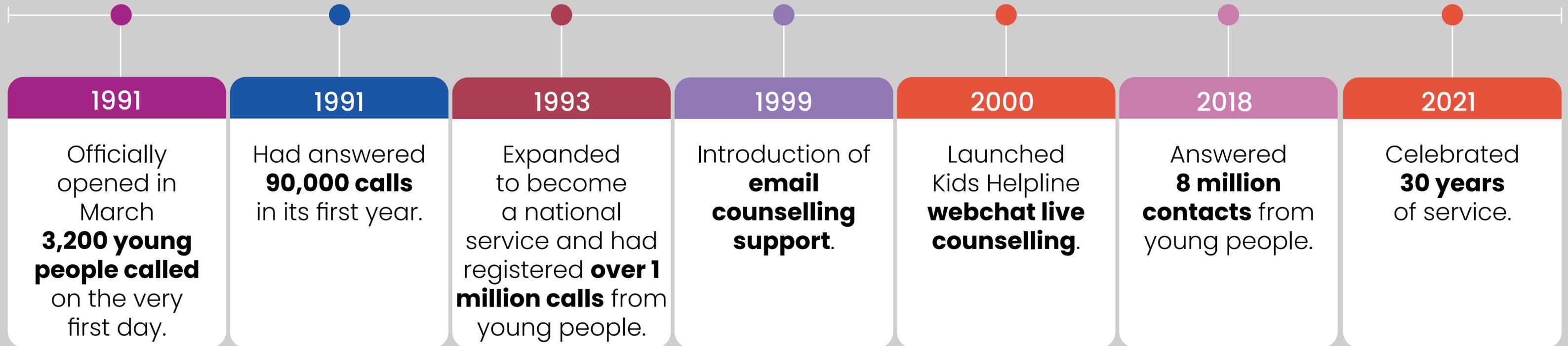
My Circle:

Online support group for ages 13–25



<https://kidshelpline.com.au/my-circle>

Our milestones



FAQs

What are the wait times?

Wait times tend to be longest in the evening.

We recommend encouraging young people to write down what they want to say or do something they find relaxing while they wait. The person answering the call will be a counsellor.

Wait times vary (average wait on phones is 4 minutes).

Can young people request Counsellors?

Yes. Young people can ask for a male or female Counsellor.

In most circumstances, they can also ask for a counsellor by name if they have a Counsellor they prefer speaking to.



thank you
and please get in
touch if you have
questions or
need support!





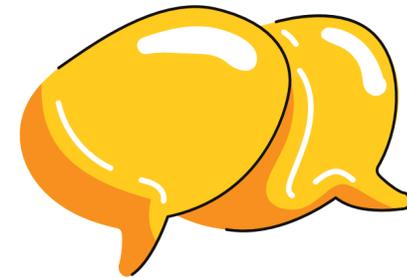
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1800 55 1800 FREE CALL 24/7 | **kidshelpline.com.au**

 **@KidsHelplineAU**

