



# Kids Helpline(KHL): A part of the ACT mental health infrastructure

## Kids Helpline contacts come from...



Delivered by tertiary qualified, youth specialist counsellors, KHL roles include:

### PREVENTION

Children and young people with any issue that could lead to mental ill-health

- Invites children and young people to talk about anything (any time, any reason), including issues that intersect with mental health
- Encourages help-seeking
- Promotes wellbeing
- Facilitates early referral to support
- Refers to KHL digital health resources and Niggle app

### FRONT DOOR TO MENTAL HEALTH SYSTEM

Children and young people with any mental health concern or need

- Helps children and young people navigate the mental health system
- Provides different modes of access and is free, making it easy for children and young people to access
- Sign-posts and refers children and young people to community services (e.g. headspace, GP or emergency)
- Refers to KHL digital health resources and Niggle app

### SOFT ENTRY

Children and young people with emerging or undiagnosed mental health needs

- Supports anonymous access and is a non-confronting service that children and young people feel comfortable accessing
- Invites children and young people to call about any reason so they can 'test' the service and disclose issues when they feel comfortable
- Prepares children and young people to access formal services
- Provides psycho-education
- Refers to KHL digital health resources and Niggle app

### SAFETY NET

Children and young people with diagnosed mental health needs

- Provides 24/7 access to KHL and thereby prevents children and young people from slipping through system cracks
- Holds clients waiting to access services either due to long waiting lists or after hours
- Is easily accessed by:
  - Children and young people in rural and remote communities
  - Children with CALD backgrounds
- Directly works with clients in crisis and links in with their external supports (e.g. psychologist) and other services (e.g. Police)
- Refers to KHL Circles
- Refers to KHL digital health resources and Niggle app

### CASE MANAGEMENT

Children and young people with complex diagnosed mental health needs

- Undertakes assessments
- Case plans, sets goals and case reviews
- Safety plans
- Coordinates support services
- Refers clients to other services
- Organises and/or participates in case teleconferences with other support services (e.g. GP, psychiatrist or psychologist)
- Facilitates self-management
- Developing partnership with Orygen re how to support and work with 'missing middle'
- Refers to KHL Circles