



kidshelpline  
Anytime Any Reason

## About Kids Helpline - for Professionals



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



Call



Email

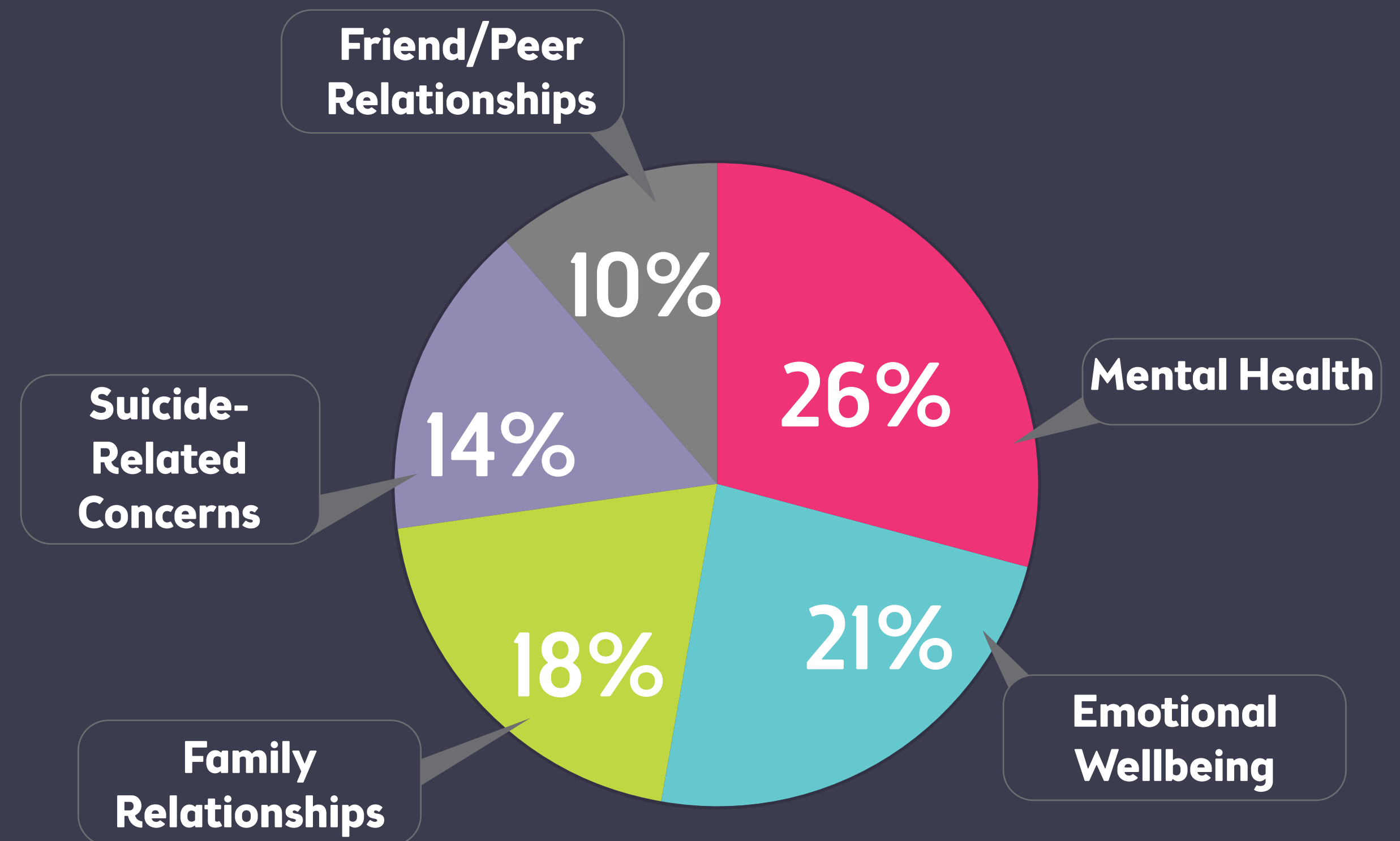


WebChat

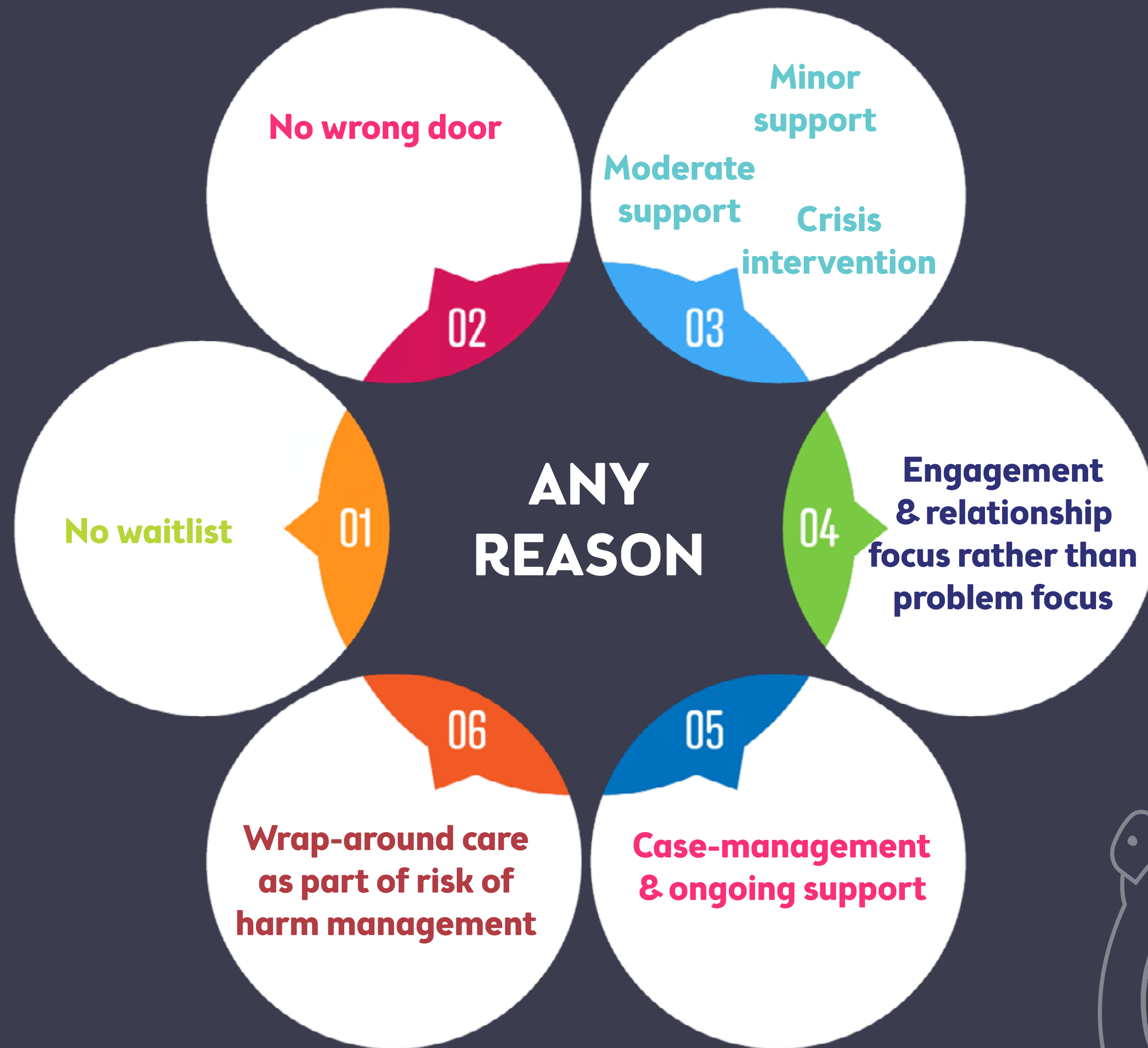
# Why do people contact us?

In 2019, Kids Helpline received  
72,587 counselling contacts

In 2019, we received  
72,418 contacts for  
information, referral  
or other non-counselling  
support (49.9%).



Reasons for contacting





# 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



Email



WebChat





# Phone

**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



# Email

[counsellor@kidshelpline.com.au](mailto:counsellor@kidshelpline.com.au)

- Inbox is checked from 8am – 10pm daily
- Emails are prioritised by a supervisor based on level of need
- Email is the slowest form of counselling; it may take several days to receive a counselling response



# WebChat

[kidshelpline.com.au](https://kidshelpline.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 or sent an email.**

**Young people can call, email or WebChat with the same counsellor each time (if they would like to).**



# 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

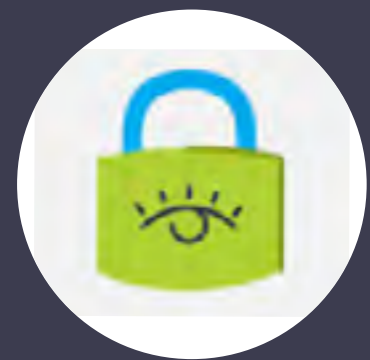
**Involves supporting and working with young people through:**

- 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



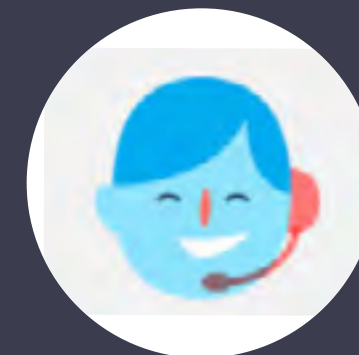
**Privacy and confidentiality**



**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

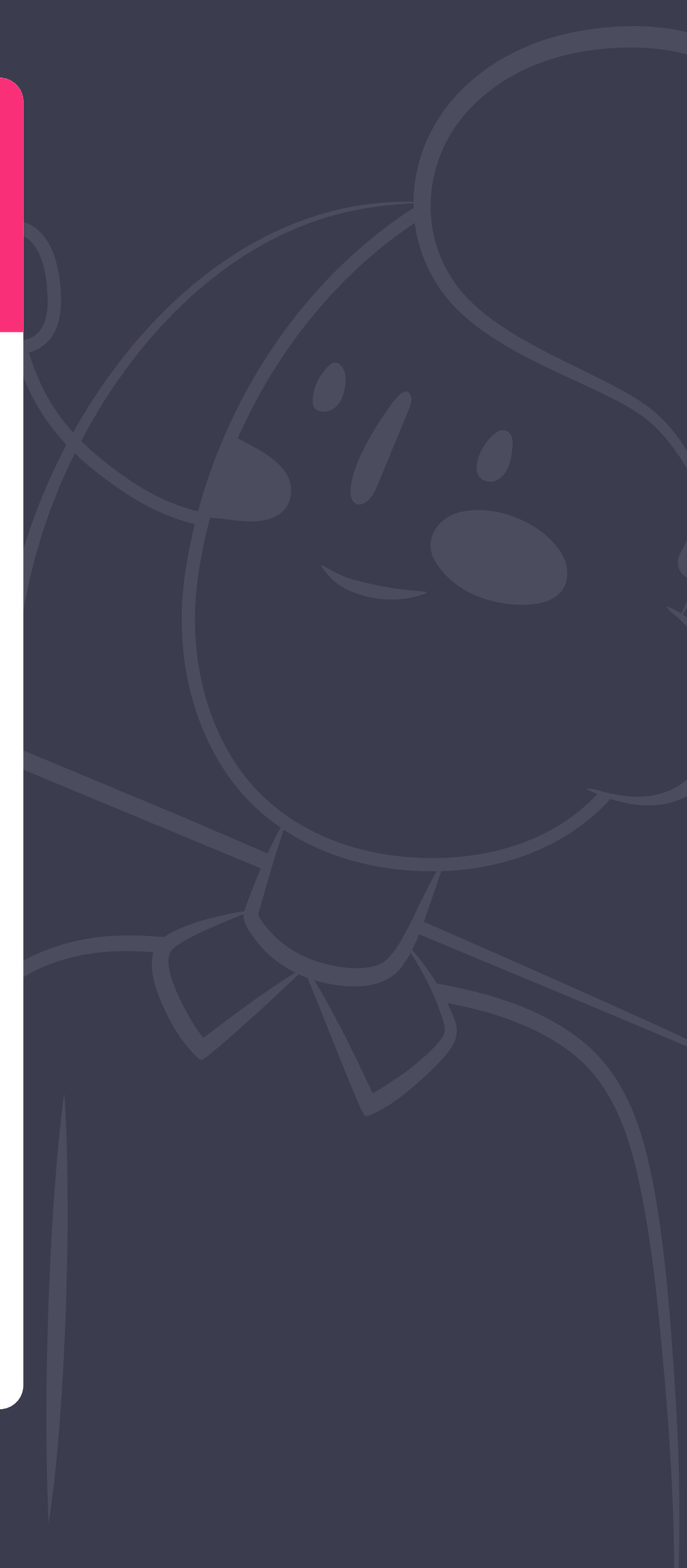
With consent, we can speak to other professional supports in a young person's life.

## EVIDENCE-INFORMED

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

## DUTY OF CARE

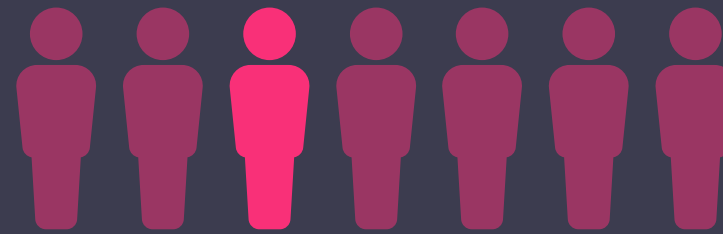
We have a Duty of Care to all clients who contact the service. Reporting is assessed on a case-by-case basis. If a young person tells us that they or someone they know is being seriously hurt, we may have to work with other services to ensure the safety of the client or other people at risk of harm.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



# Safety concerns of those who received counselling (2019)

## Suicide

1 in 7 contacts (15%)



## Self-harm

1 in 14 contacts (7%)



## Child abuse

1 in 14 (7%)



## Bullying

1 in 20 (5%)



There were 1,876 Duty of Care interventions.

This involves contacting emergency services or another agency to protect a young person who is experiencing or is at imminent risk of significant harm.



# 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

Free educational program  
for primary schools.



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

Free promotional  
materials

<https://kidshelpline.com.au/about/media/promotional-materials>



WALLET CARDS

MAGNETS

FLYERS



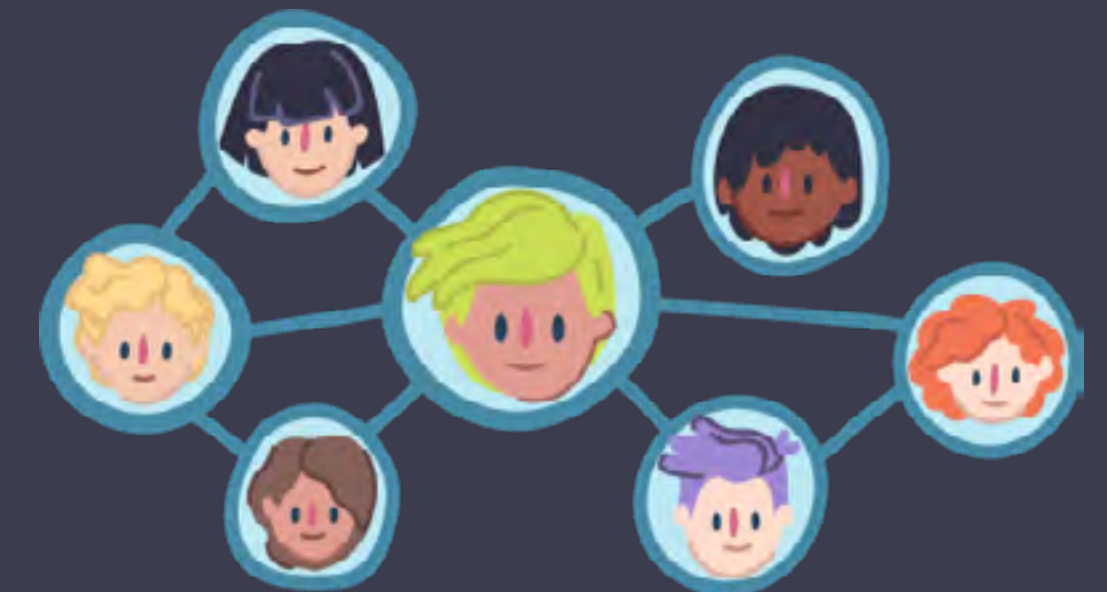
POSTERS

COMICS FOR KIDS AND TEENS

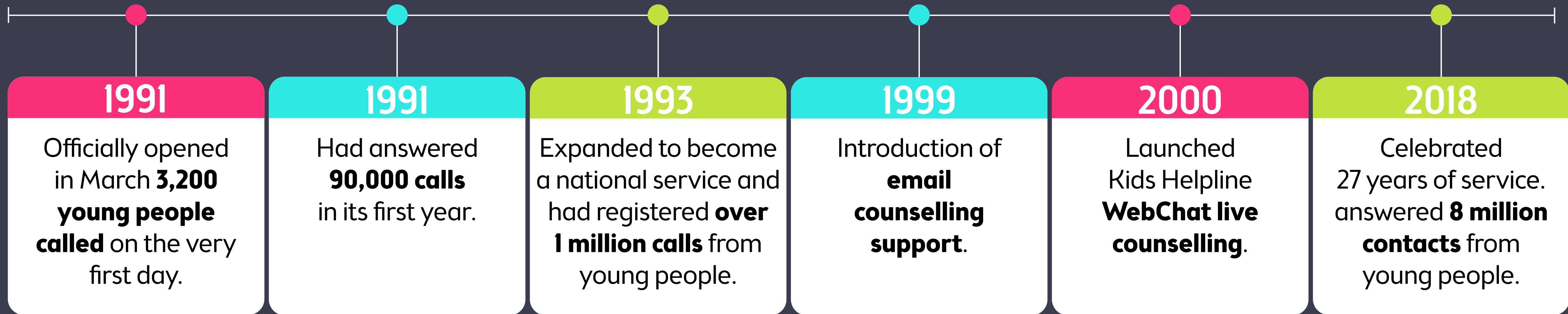
Circles:

Online support  
group for ages 13 – 25

<https://kidshelpline.com.au/khl-circles-research-project>



# Our milestones



# FAQs

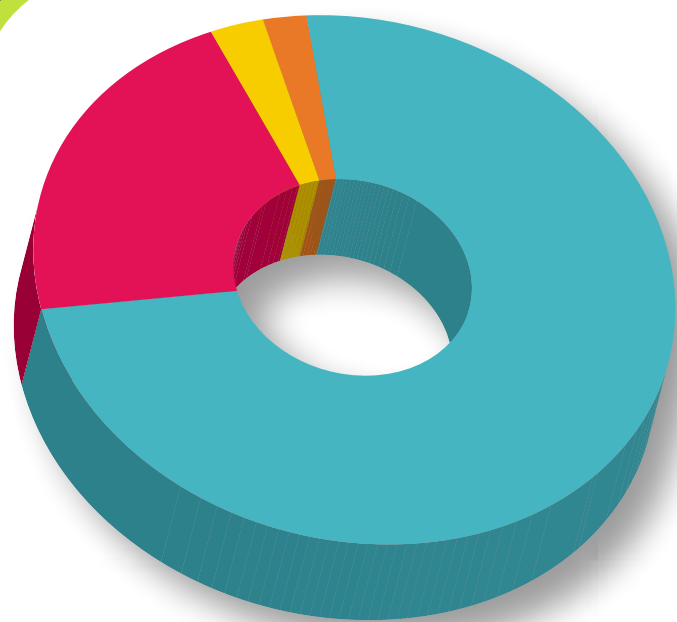










## How are you funded?

In 2018, Kids Helpline cost approximately \$11 million to fund annually.



	<b>yourtown</b> Art Union supporters	<b>74%</b>
	Federal and state governments	<b>21%</b>
	Corporate partner sponsorships	<b>3%</b>
	Donors, trusts and other supporters	<b>2%</b>



## How can I find out more about why young people contact Kids Helpline?

We give young people a voice by sharing non-identifying information in the annual insights report available [HERE](https://www.yourtown.com.au/insights/annual-overviews).

<https://www.yourtown.com.au/insights/annual-overviews>



**Thank  
you!**





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We're here for you!



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**[kidshelpline.com.au](https://www.kidshelpline.com.au)**