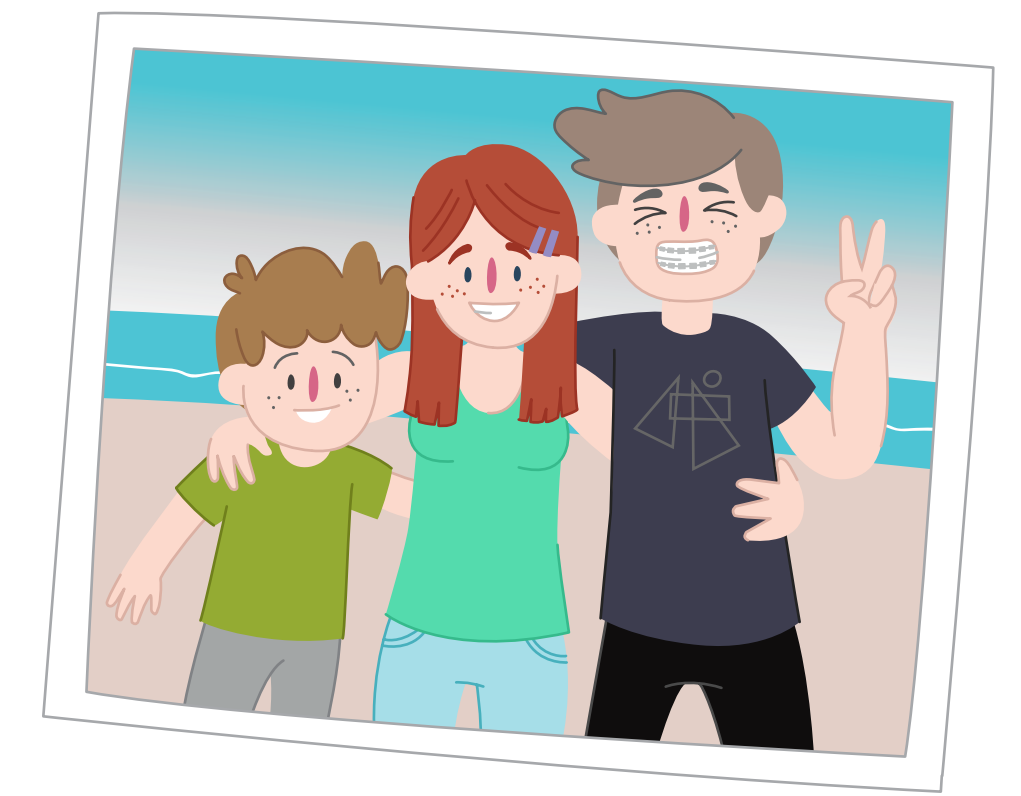




kidshelpeline  
Anytime Any Reason



Presentation for young people aged 13 – 25 years



We're here for you!

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



Call

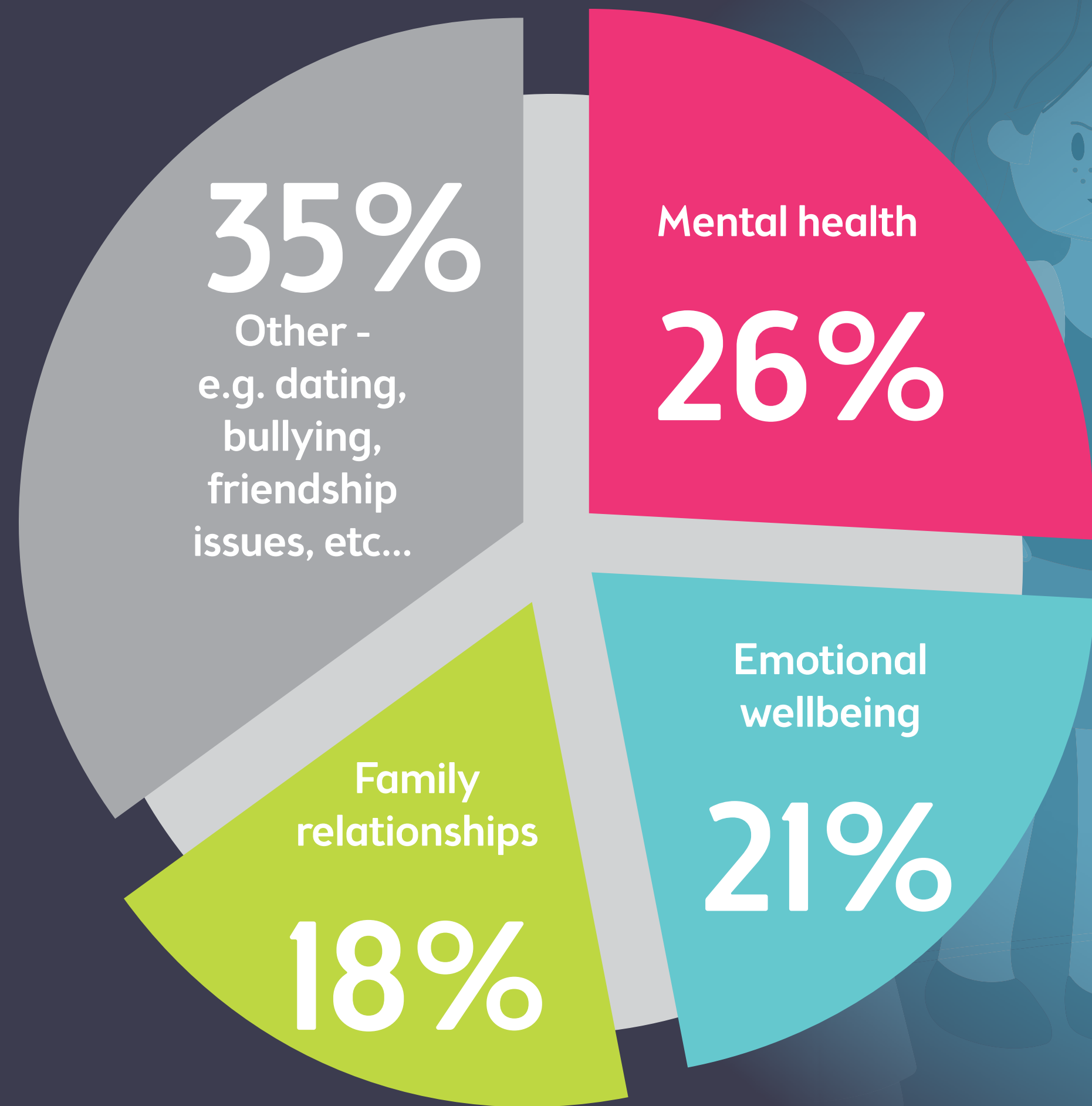


Email



WebChat

# Why do people contact us? In 2019, Kids Helpline received 72,587 counselling contacts



# Any Reason

**BIG** or small

serious  
or

**Silly**

Past....  
future... or now

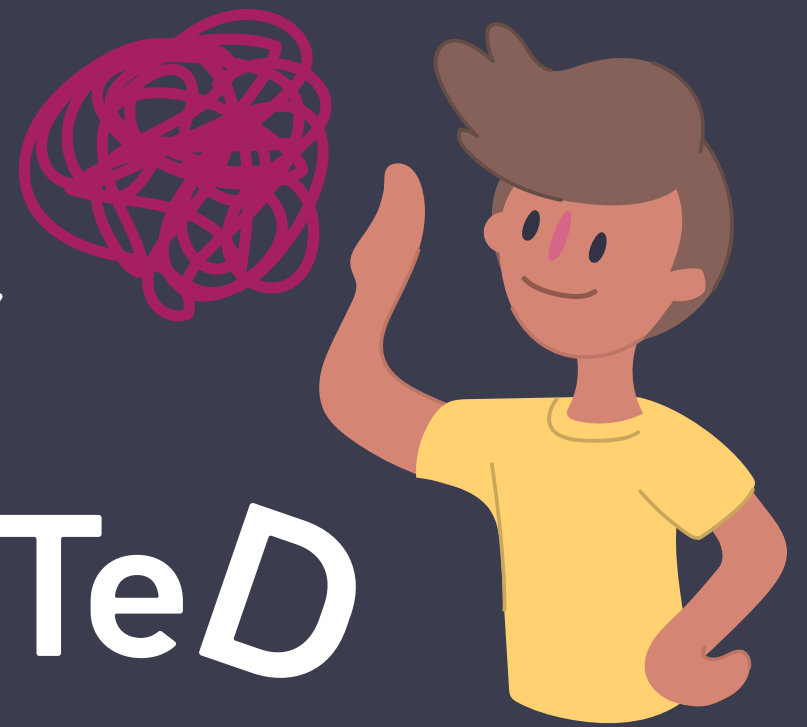


**IMPORTANT!**

or just a little bit on-your-mind

Short or  
**Long**

Easy or  
**ComPliCaTeD**




# Feedback




**“I had always thought about calling Kids Helpline, so one day, I did! They talked me through how I was feeling and all my worries.”**  
-Jacob, 13

**“After two whole years of knowing about Kids Helpline, I finally gathered the courage to pick up the phone. If you’re bullied or just need someone to talk to, don’t hesitate to ring Kids Helpline! It’s one of the best things I did.”**  
- Sally, 14




An illustration of a girl with brown hair in a ponytail, wearing a purple hoodie and tan pants, standing on a balcony at night. A small white dog with brown spots is next to her. The balcony has a blue railing and two spotlights illuminate the scene against a dark night sky with stars.

“The Counsellors at Kids Helpline were there to just listen to me talk and it helped me see things from a different perspective.”  
- Neda, 22

An illustration of two young people standing together. The person on the left is a girl with long brown hair, wearing a dark blue jacket over a white shirt and grey pants, holding a skateboard. The person on the right is a boy with dark hair, wearing a green jacket over a grey shirt and grey pants, also holding a skateboard. They are in a brightly lit, modern-looking space with blue and white architectural elements.

“Then I found Kids Helpline and everything changed. The Counsellors on the phone told me things that changed me for good.”  
- Harry, 16

An illustration of a girl with dark skin and hair in two buns, wearing a blue tank top and a yellow necklace. She is sitting at a wooden table and talking on a white smartphone. The background is a simple green and purple landscape.

“At first I thought Kids Helpline was a waste of time, but when I made the call I felt so much better!”  
-Zoe, 14

# Counsellors

Kids Helpline has 130 professional Counsellors who are passionate about supporting young people







# How does counselling help?



Calm emotions



Problem-solve

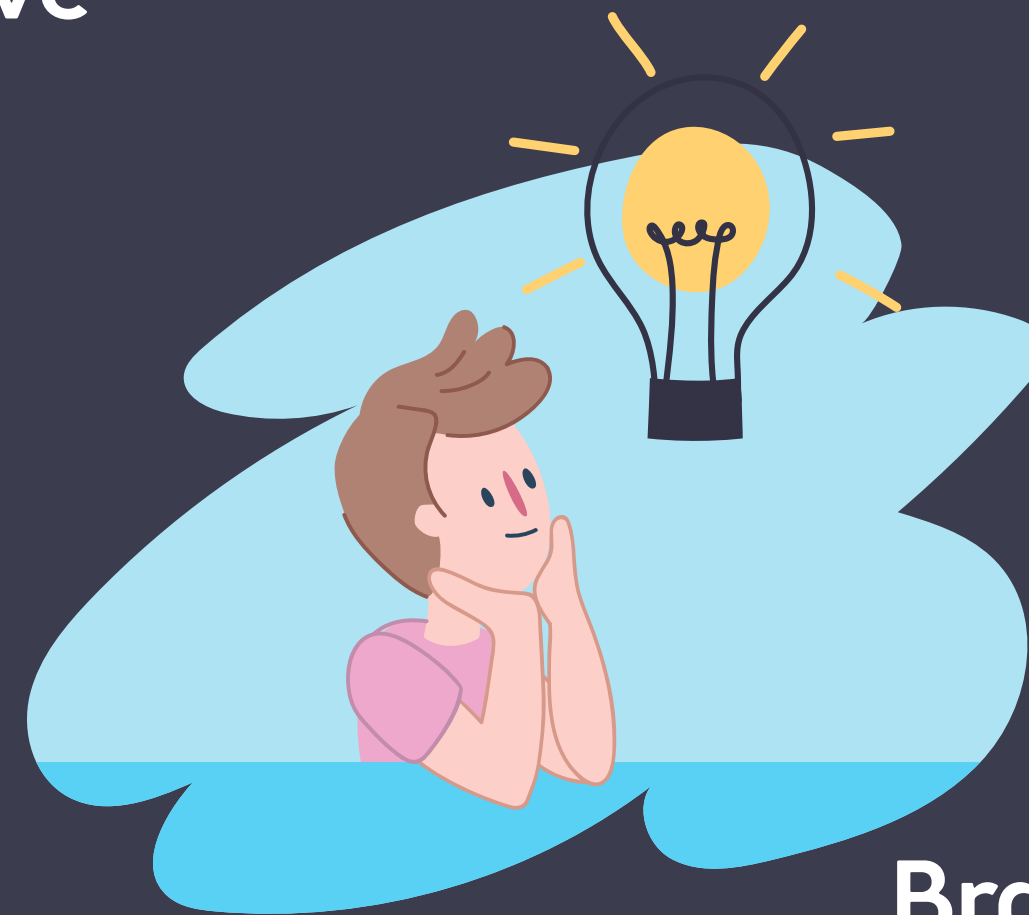
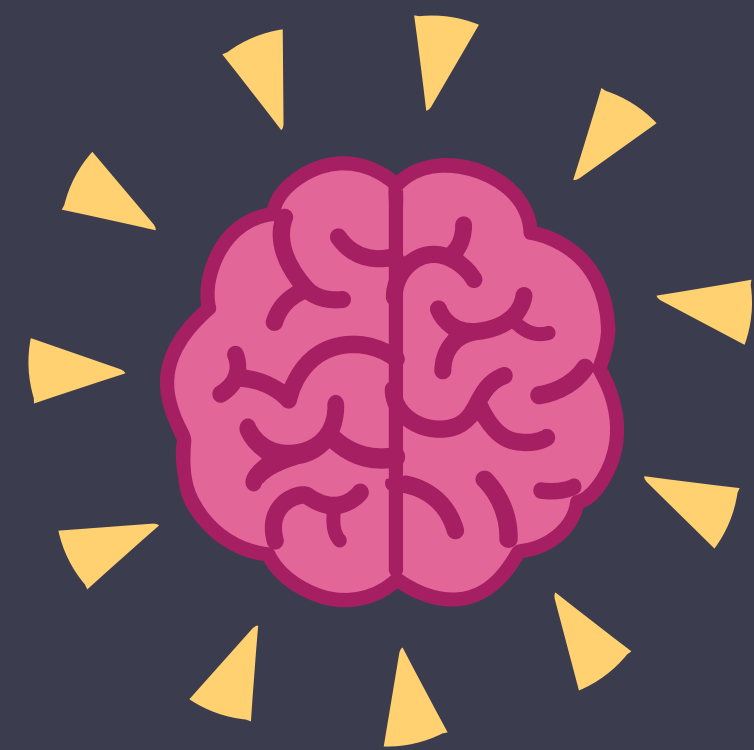


Gain perspective



Plan

Develop resilience



Brainstorm



Find options



# Phone

**1800 55 1800**

- You will hear a recorded message that explains a bit about how Kids Helpline works.
- If we are busy, you might be on hold for a little while. You can put the phone on loudspeaker and do something fun or relaxing while you wait.
- The Counsellor will answer and help you get started talking by asking some questions.



# Email

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

- Your email is received by a Counsellor.
- It might take us a few days to respond.
- If you need more immediate support, call or WebChat.
- So the Counsellor can jump straight in to talking with you about what's happening, be sure to include as much info as possible.

# WebChat

## [kidshelpline.com.au](https://kidshelpline.com.au)

- Instant messaging with a counsellor; you cannot see or hear each other.
- When you connect, you will be asked a few questions.
- You will go into the queue to wait.
- It can sometimes take a while to get through to a Counsellor, particularly in the evening, so feel free to open other browsers (to watch a video or play a game) while you wait.
- You will then be connected with a Counsellor.
- If you like the Counsellor you are talking with, you can connect with them for more sessions.
- The average counselling session is 30-40 minutes but it can be shorter or longer.



# Website

# Social Media

Ages 13+



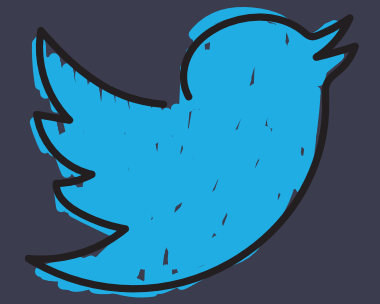
@kidshelpineAU



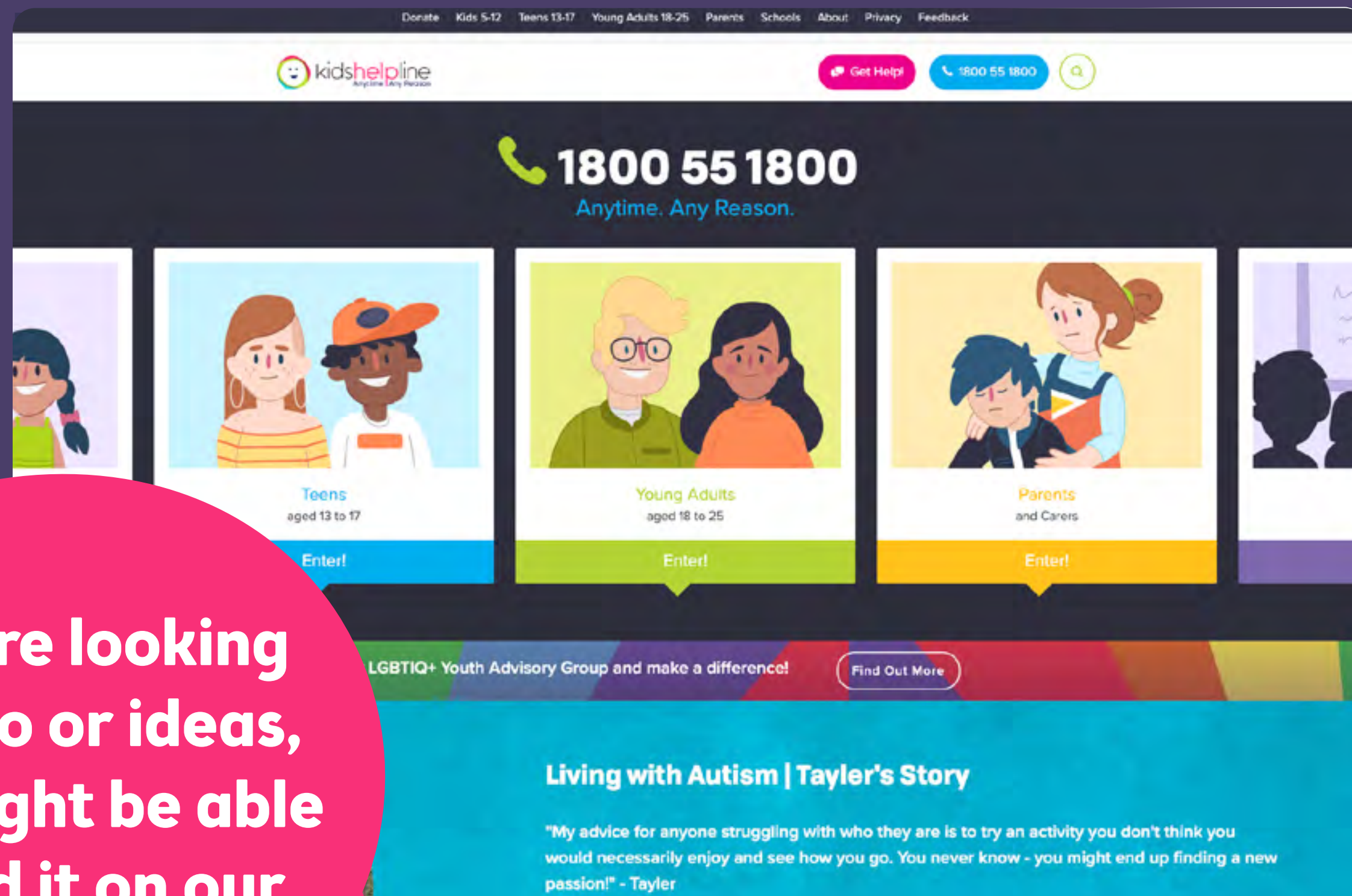
@KidsHelpline



@kidshelpineIOI

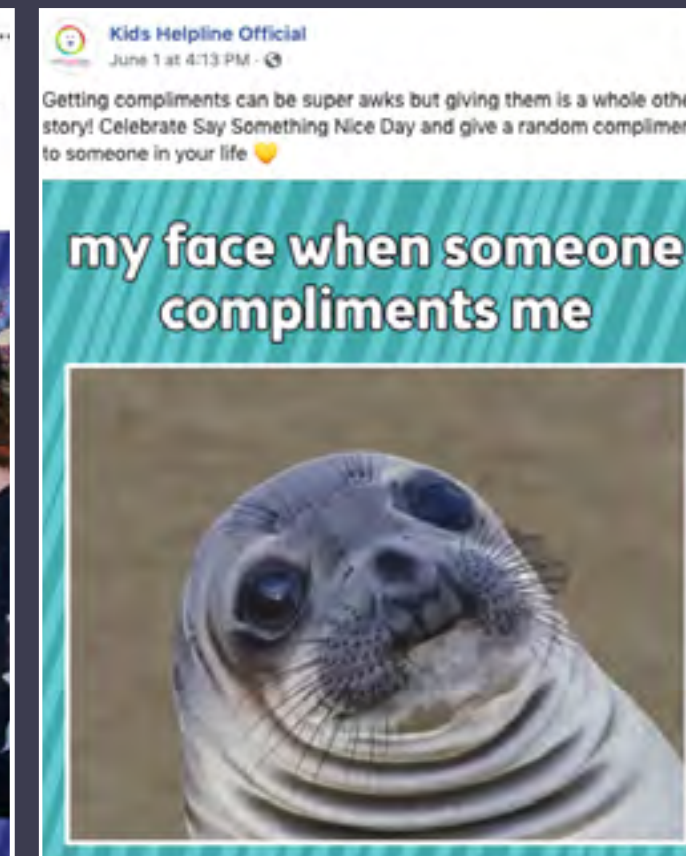
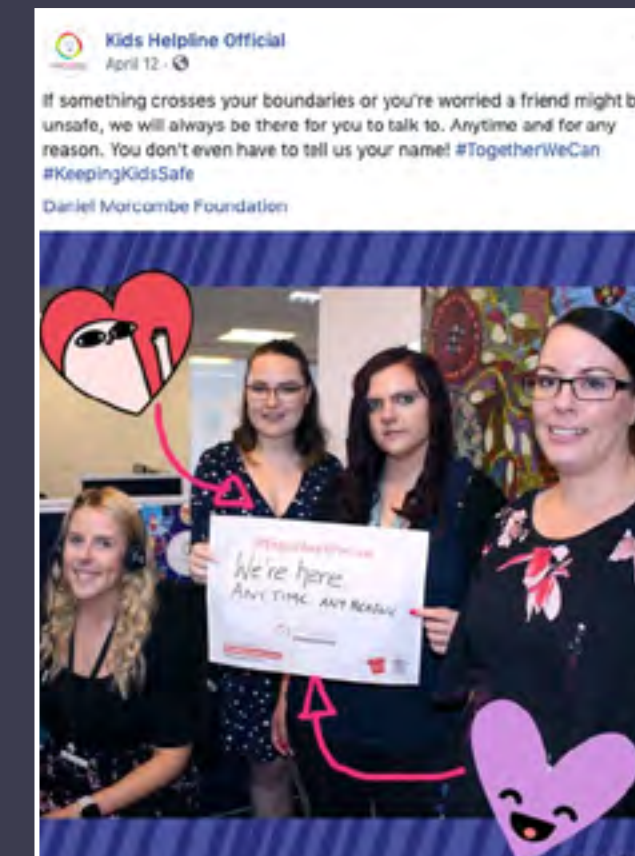


@KidsHelplineAU



If you are looking for info or ideas, you might be able to find it on our website!

[www.kidshelpine.com.au](http://www.kidshelpine.com.au)



We don't do counselling on social media

# Other helpful info...

- **Ongoing counselling:** you can talk to the same person in an ongoing way (e.g. once a week).
- **Other supports:** with your permission, we can talk to other support people so they can help you with what you are going through (e.g. psychologist, school counsellor, youth worker).
- **Referral:** we can refer you to other supports in your area (e.g. a specialist services).



Hello!  
We are here to support you. You can chat about anything on your mind.



# Risk of Harm management

What you share with us at Kids Helpline remains confidential between you and the service.

However, there may be times where we may need to work with other agencies such as emergency services or child protection if you are in a situation where there is **significant risk of harm to you or other people.**

If this situation were to come up, we would always do our best to work with you in finding an approach that helps keep you and other people safe and is an option that you feel comfortable with.



# FAQs

How long can I talk for?

The average counselling call lasts for 32 minutes on the phone and 52 minutes on WebChat. It's ok for calls/WebChat to be shorter or longer.

Can I ask for a male/female Counsellor?

Yes

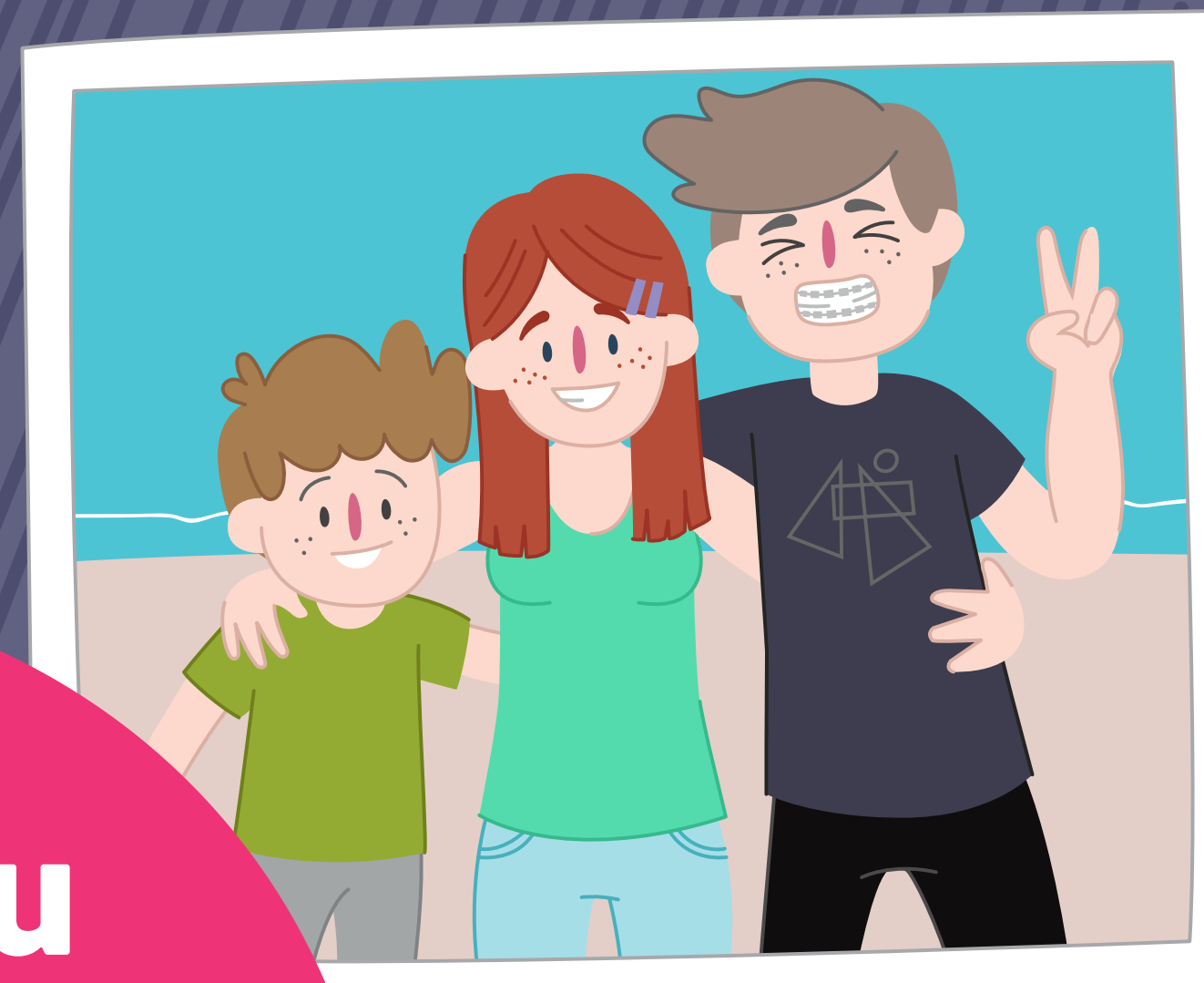
What can you talk about?

Anything!  
You don't even need a problem to talk to us!

Can I contact with a friend?

Yes





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





**kidshelpline**  
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Call

Email

WebChat

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**[kidshelpline.com.au](http://kidshelpline.com.au)**