

## **Celebrating nine million moments of courage**

**Today, Kids Helpline marks a powerful milestone, making its nine millionth response to a contact from a child or young person, each one a moment of extraordinary bravery, trust, and hope.**

**yourtown** CEO Tracy Adams said from phone booths in the early '90s to web chats in the middle of the night in 2025, every contact represents a young person courageously choosing to speak up, to share what they're going through, to believe someone will understand.

"It takes real courage to ask for help, especially when you're young, scared, and not sure what will happen next," Ms Adams said.

"Nine million times, we've been there when a young person has made the decision to share something deeply personal, such as fear, pain, confusion, or even thoughts of ending their life.

"So, it's not just a number. It's nine million moments of bravery and every one of them matters."

Kids Helpline counsellors have provided more than 1.3 million hours of support, the equivalent of 153 years of continuous counselling.

Every one of those hours represents a real conversation, a real young person, real moments of connection, and when necessary, moments of crisis intervention.

This milestone also speaks to something rare: longevity and trust. After more than three decades of service, Kids Helpline is now supporting its second generation.

Some of the young people reaching out today are the children of those who first contacted the service in the 1990s.

One of those early callers was Leo Hede, who is now Kids Helpline's Service Manager, supporting a team of more than 150 counsellors

"I was one of those kids who reached out to Kids Helpline," Mr Hede said.

"Back then, when I called, I didn't know what to do, but I was curious to know if there really was a counsellor on the line to talk to... and there was, and they explained what Kids Helpline was all about and offered their support."

"Now, I have the privilege of helping lead and shape the service that I once connected with. Every day I see our counsellors show up with compassion and commitment, and I know just how much that matters to the young person on the other end of the phone or chat."

While this milestone is a moment to celebrate, it also highlights the growing need for support. For every contact answered, there are others the service has not had the resources to respond to.

"Demand continues to outmatch our ability to respond, and we are working tirelessly to grow our capacity, so no young person has to go unheard," Ms Adams said.

Since 1991, Kids Helpline has been there 24/7, first by phone, then also through email and now predominantly via web chat.

While the technology has changed, the need for safe, professional, and non-judgmental support remains constant.

Behind each of those nine million contacts is a shared commitment to show up for young people. That includes:

- 1,343,998 hours of counselling — the equivalent of 153 years of non-stop counselling
- 1,106 dedicated, professional counsellors who have answered the calls, chats, and emails
- A nationwide community of supporters, from Government and corporate partners to parents, schools, donors, art union ticket buyers, and everyday Australians

"This milestone belongs to all of us," Ms Adams said.

"It takes a community to support our young people, and we're proud to stand alongside those who've made every one of these moments possible."

Kids Helpline counsellors provide free, confidential, 24/7 support to children and young people aged 5–25 on 1800 55 1800 and via webchat at [kids-helpline.com.au](https://kids-helpline.com.au).

## Media Contact

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