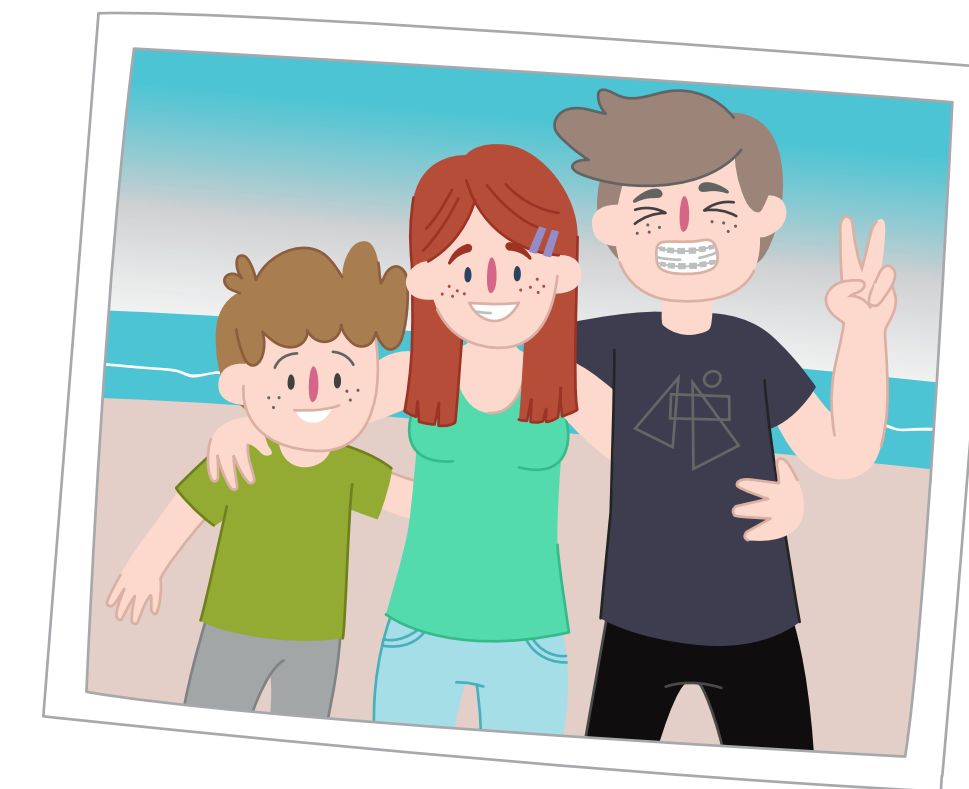




kidshelpline
Anytime Any Reason



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



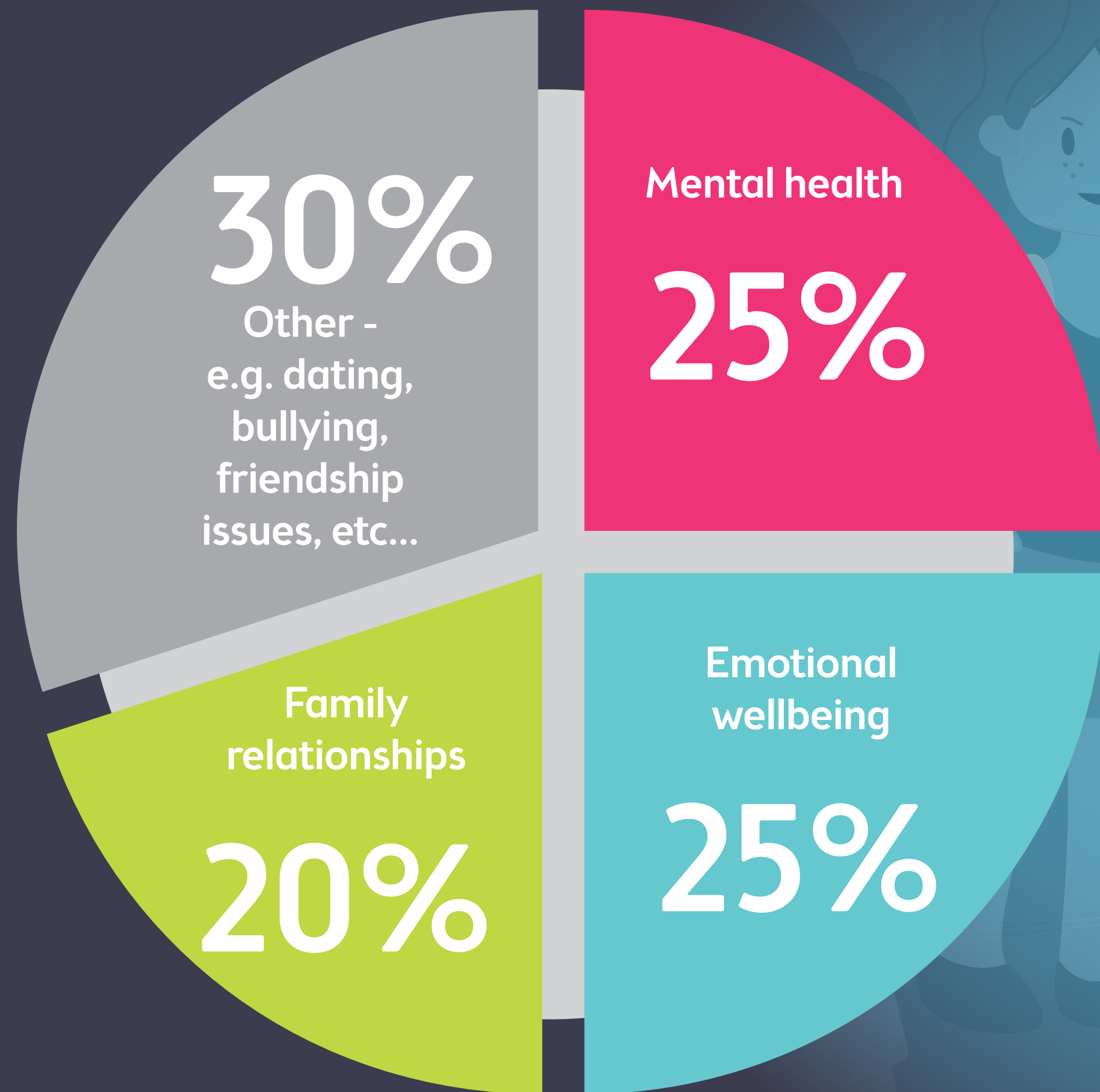
Email



WebChat

Why do people contact us?

In 2020, Kids Helpline received 90,077 counselling contacts



Any Reason

BIG

or small

serious
or

Silly

Past....
future... or now

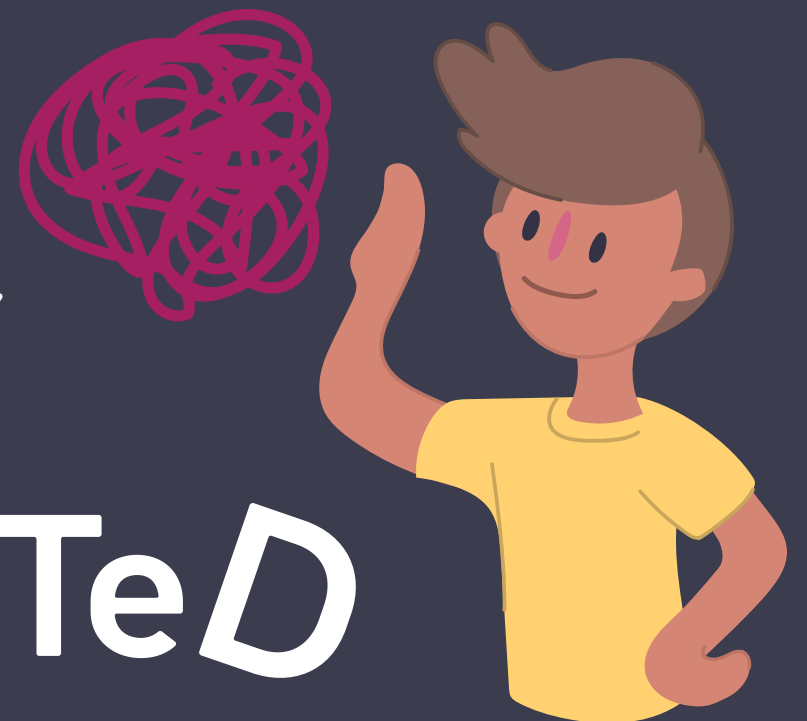


IMPORTANT!

or just a little bit on-your-mind

Short or
Long

Easy or
ComPliCaTeD



Feedback


“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


“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






“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



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



“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 160 professional Counsellors who are passionate about supporting young people





How does counselling help?



Calm emotions



Problem-solve



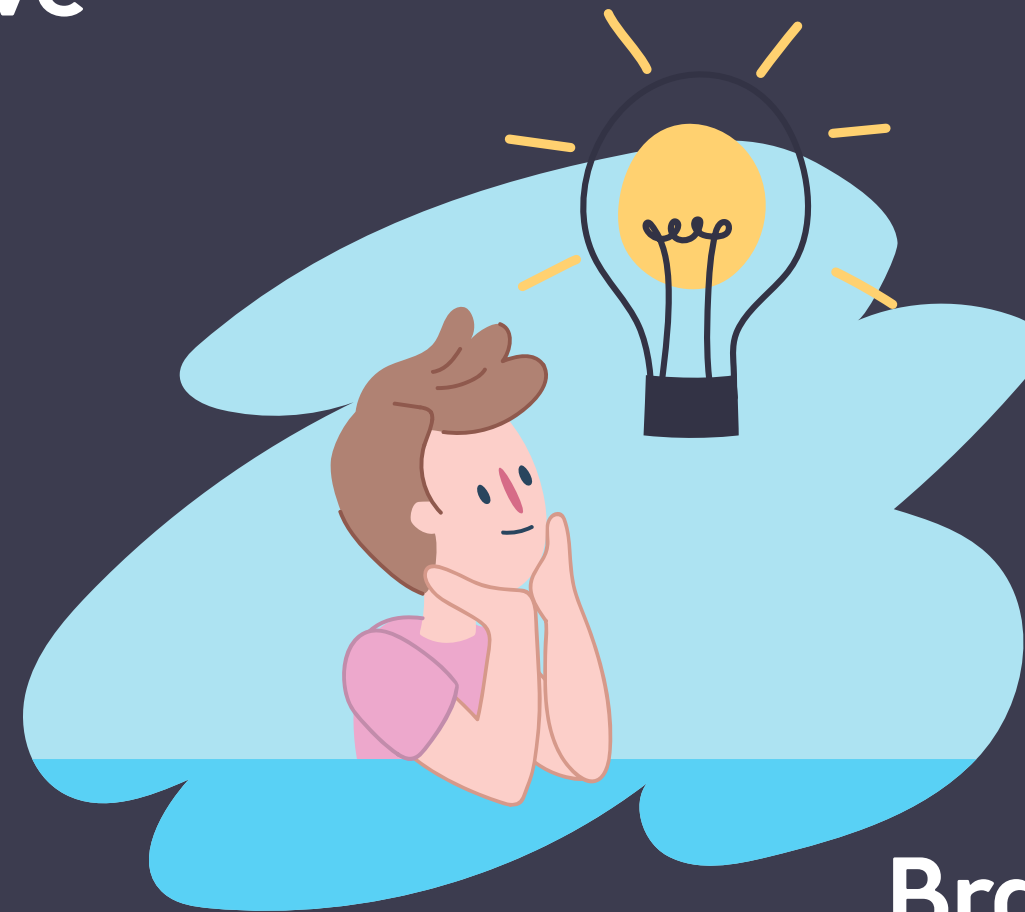
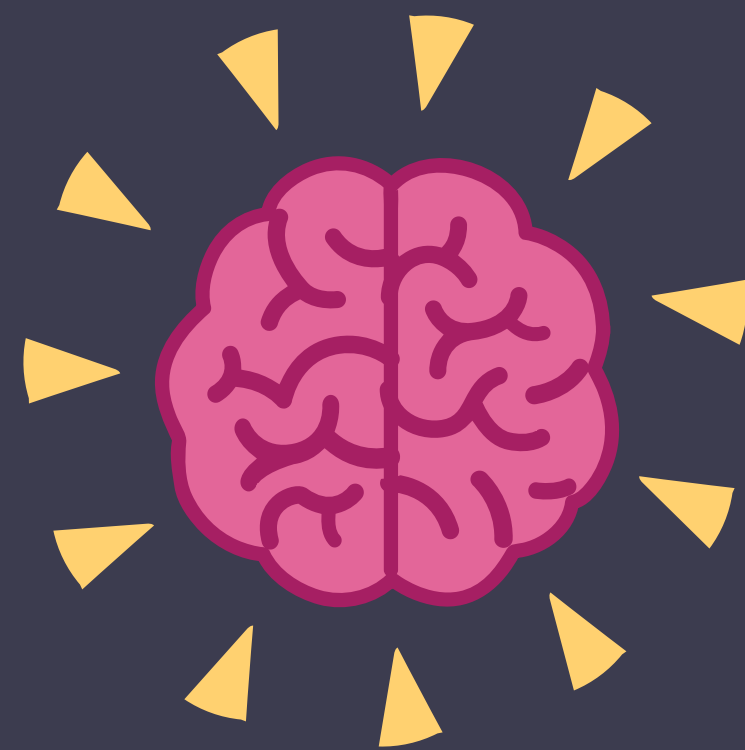
Gain perspective



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

- 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

- 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+



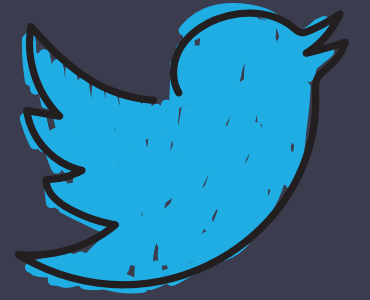
@kidshelplineAU



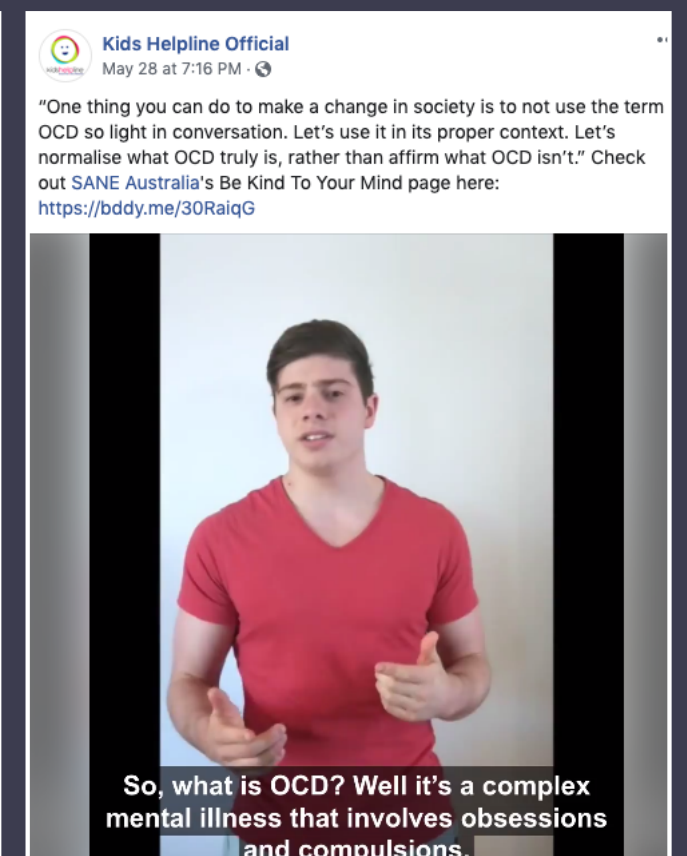
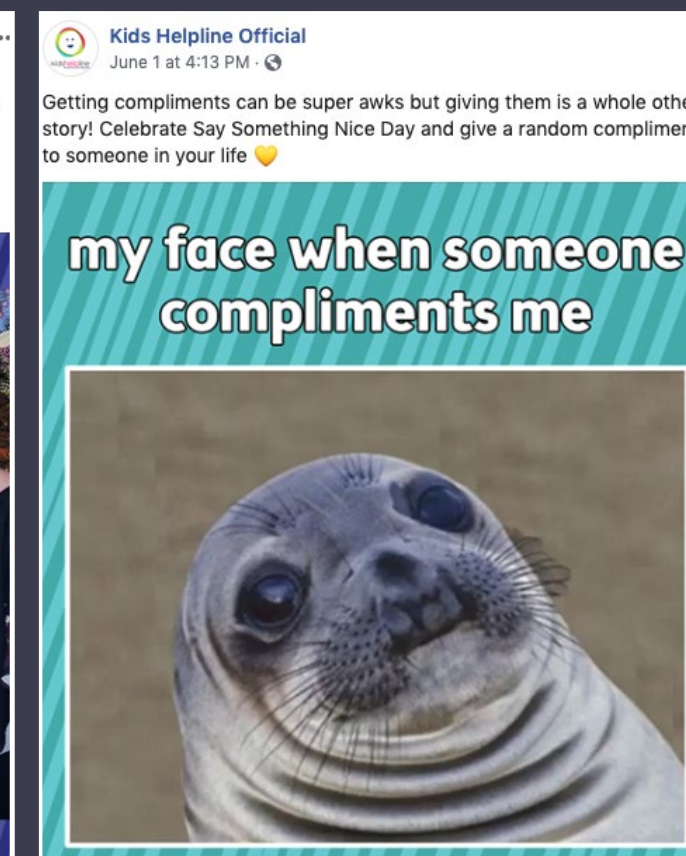
@KidsHelpline



@kidshelplineIOI

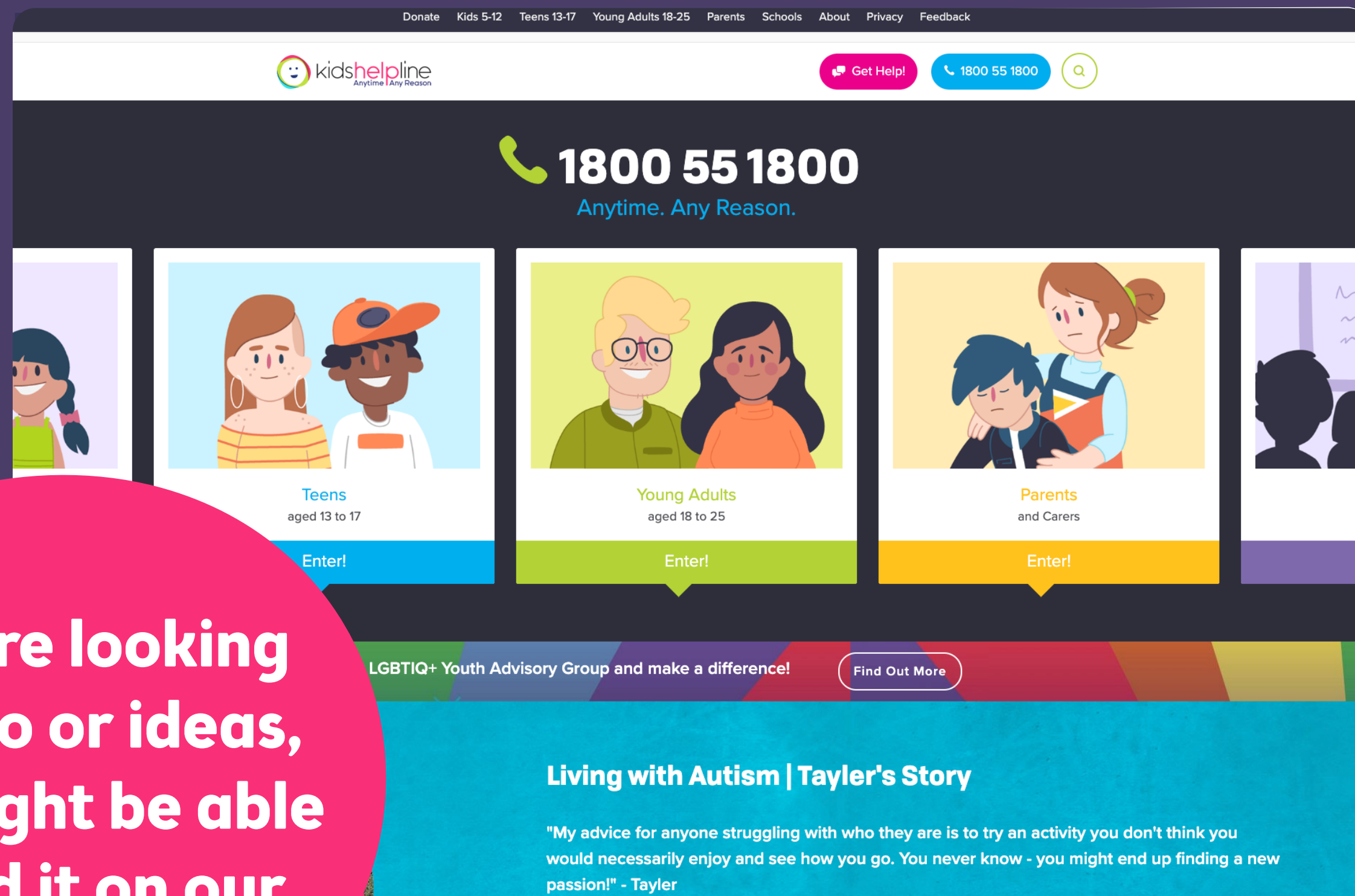


@KidsHelplineAU



We don't do counselling on social media

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



www.kidshelpline.com.au

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?

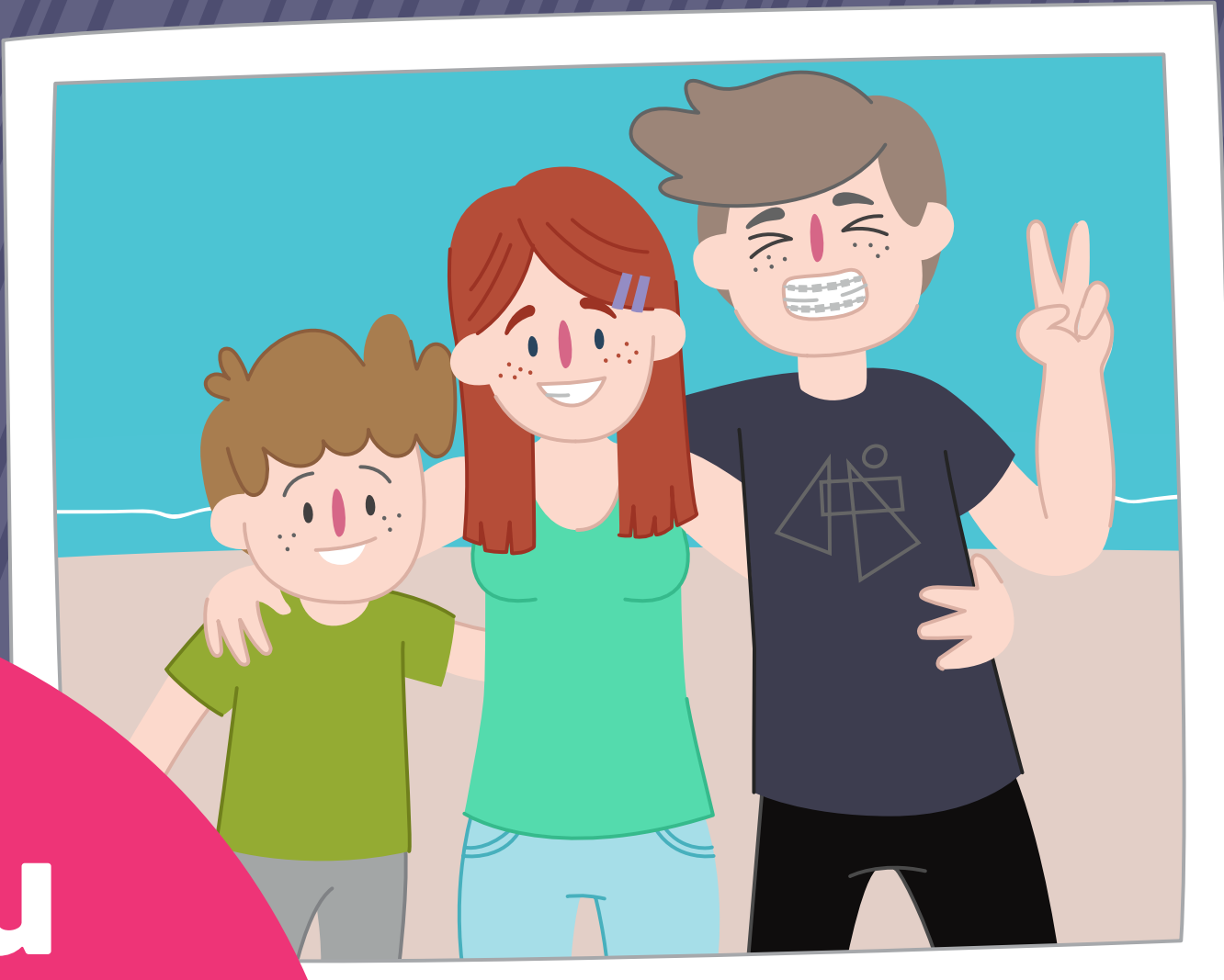
Yes

Can I contact with a friend?

Yes

What can you talk about?

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



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



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Anytime Any Reason

We support young people aged 5 - 25.

Call

Email

WebChat

We're here for you!



1800 55 1800 FREE CALL 24/7

counsellor@kidshelpline.com.au

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