

Kids Helpline @ High School North Queensland

Program Overview & Evidence/research base

Contents

Program Overview.....	1
Disclaimer	1
About Kids Helpline	1
Kids Helpline Research.....	2
Consultation.....	2
Kids Helpline Counselling Service Data.....	2
Kids Helpline @ School Program Evaluation.....	2
Social and Emotional Learning Programs	3
Help-seeking Programs.....	3
References.....	4

Program Overview

The Kids Helpline @ High School North QLD program is a free, school-based **Social and Emotional Learning (SEL)** program, facilitated by professional Kids Helpline counsellors and personalised in collaboration with teachers/staff for each school/class. The program aims to increase students' knowledge about a range of mental health and wellbeing topics in order to improve their mental health literacy, coping and resilience skills and promote help-seeking behaviours.

Disclaimer

The Kids Helpline @ High School program consists of educational/information sharing sessions that may introduce or reinforce key concepts of SEL, as well as complement/supplement other education, strategies and programs within the school and community. Sessions are not group counselling and have not been designed to replace individual counselling or ongoing, holistic, whole-school approaches to SEL. Sessions are not ideal for standalone postvention support in many circumstances.

About Kids Helpline

Kids Helpline is Australia's only free, 24/7, private and confidential professional telephone and online counselling service for young people aged 5 – 25 years, Australia-wide. Kids

Helpline's counselling framework is strengths-based, client-centred, empowerment focused and ethical.

- All of our counsellors are **professionals** (tertiary qualified)
- We support people up to the age of **25 years**
- There is no waitlist – services can be accessed **immediately**
- Young people can connect for **any reason**; Kids Helpline can support young people who require minor or moderate intervention, as well as those in crisis
- Young people can connect for **regular, ongoing support** with the one counsellor; we support case managed clients with complex needs
- Kids Helpline regularly **collaborates** with a range of other professionals to support mutual clients (with our clients' consent)

Kids Helpline Research

Consultation

Kids Helpline completed a **youth consultation** project 1st July – 30th September 2018 in Central, North and Far North Queensland, to help inform educational content and resources for the program.

As part of this, Kids Helpline consulted with **429 Year 7 – 12 students at 10 schools in 28 sessions**.

Details of how these consultations were conducted are available by special request. Please call 07 3867 1334 or email highschoolnq@kidshelpline.com.au for more information.

Kids Helpline Counselling Service Data

Kids Helpline collects non-identifying information from every counselling contact to the service. This information is made publically available in the annual Kids Helpline Insights. You can access all of our research and reports here:

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

Kids Helpline @ School Program Evaluation

Kids Helpline @ High School North QLD is a pilot of our successful Kids Helpline @ School (National, Primary) program. You can find out more about this in the annual Kids Helpline Insights Report.

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

Social and Emotional Learning Programs

The Kids Helpline @ High School North QLD program is a universal, school-based Social and Emotional Learning (SEL) program. SEL refers to the integration of thinking, feeling and behaving to manage one's behaviours, become aware of self and others and develop good decision making skills. The Collaborative for Academic, Social and Emotional Learning (CASEL) identifies five topics to develop student SEL, which include self-awareness, self-management, social awareness, relationship skills and responsible decision making, all of which are aligned with the Kids Helpline @ High School North QLD topics.

Universal, school-based programs have been found to have a positive effect on social and emotional competencies, prosocial behaviour, attitudes to self, others and school (Durlak et al., 2013), educational outcomes (Corcoran et al., 2017), mental health literacy and help-seeking behaviours (Department of Health and Ageing, 2013).

Help-seeking Programs

Universal, school-based programs can help promote help-seeking in at-risk groups (Robinson et al., 2013; Wasserman, et al., 2015; Wilson et al., 2002). Brief, psycho-education and school-based interventions for the promotion of social and emotional wellbeing have also been found to be effective (Reavley et al., 2015).

There are many barriers that may prevent young people help-seeking, including the perception that no-one can help (Frost, 2016), poor mental health literacy, stigma and a preference for self-reliance (Price & Dalgleish, 2013; Gulliver et al., 2010; Wilson, et al., 2002). Kids Helpline @ School seeks to address these barriers by:

- Providing students with a positive first experience of Kids Helpline/counsellors (Gulliver et al., 2010).
- Providing mental health literacy and help-seeking education (Gulliver et al., 2010), which includes understanding how counselling works (demystifying the counselling process; Price & Dalgleish, 2013)
- De-stigmatising help-seeking (Gulliver et al., 2010) by normalising help-seeking for mild to moderate interventions in particular
- Promoting engagement-focused connection, rather than problem-focused connection (i.e. inviting young people to connect in a fun way, to build rapport; Emmison & Danby, 2007)
- Giving practical skills and rehearsal of how to ask for help
- Informing young people of help-seeking options (Price & Dalgleish, 2013, Carlton & Deane, 2000; Sheffield, Fiorenza & Sofronoff, 2004) and referring to Kids Helpline

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