



# Kids Helpline

## 1800 55 1800

### Things to know about the Kids Helpline:

- It's free from a mobile, public or home phone.
- Young people can phone, email or messenger service.
- They are available 24 hours a day, 7 days a week, 365 days a year.
- Young people can speak and have counselling up to an hour at a time.
- The service is for young people aged from 5 to 25 years of age, so people can phone them right up to the day the caller turns 26.
- The caller can specify whether they want to speak to a male or a female.
- You may not like the first counsellor who takes the call, but once you find someone with whom you feel really comfortable you may keep asking for that counsellor by name without having to go over your story again and again.
- Callers may keep speaking to the same counsellor until they turn 26 or the counsellor leaves the Kids Helpline.
- No two counsellors will have the same name, so there will never be any confusion.
- The call is private and callers may be anonymous if they choose. In the beginning, they may not want to use their real name and that is fine. Sometimes it is easier to tell a total stranger what is happening.
- If the counsellor is unavailable, because they are on another call or not on duty that day, the caller will be advised when their counsellor will be available, so the caller knows when to phone back.
- Teachers may also go online or use Skype to contact Kids Helpline in Schools. <http://kidshelpline.com.au/grownups/news-research/teacher-resources/> The service can help with lessons on bullying, Cyber bullying, friendship and other things students need to know about.