



Kids Helpline(KHL): A part of the mental health infrastructure

Kids Helpline contacts come from...



Delivered by tertiary qualified, youth specialist counsellors, KHL roles include:

<p>PREVENTION</p> <p>Children and young people with any issue that could lead to mental ill-health</p>	<p>FRONT DOOR TO MENTAL HEALTH SYSTEM</p> <p>Children and young people with any mental health concern or need</p>	<p>SOFT ENTRY</p> <p>Children and young people with emerging or undiagnosed mental health needs</p>	<p>SAFETY NET</p> <p>Children and young people with diagnosed mental health needs</p>	<p>CASE MANAGEMENT</p> <p>Children and young people with complex diagnosed mental health needs</p>
<ul style="list-style-type: none"> Invites children and young people to talk about anything (any time, any reason), including issues that intersect with mental health Encourages help-seeking Promotes wellbeing Facilitates early referral to support Refers to KHL digital health resources and Niggle app 	<ul style="list-style-type: none"> Helps children and young people navigate the mental health system Provides different modes of access and is free, making it easy for children and young people to access Sign-posts and refers children and young people to community services (e.g. headspace, GP or emergency) Refers to KHL digital health resources and Niggle app 	<ul style="list-style-type: none"> Supports anonymous access and is a non-confronting service that children and young people feel comfortable accessing Invites children and young people to call about any reason so they can 'test' the service and disclose issues when they feel comfortable Prepares children and young people to access formal services Provides psycho-education Refers to KHL digital health resources and Niggle app 	<ul style="list-style-type: none"> Provides 24/7 access to KHL and thereby prevents children and young people from slipping through system cracks Holds clients waiting to access services either due to long waiting lists or after hours Is easily accessed by: <ul style="list-style-type: none"> Children and young people in rural and remote communities Children with CALD backgrounds Directly works with clients in crisis and links in with their external supports (e.g. psychologist) and other services (e.g. Police) Refers to KHL Circles Refers to KHL digital health resources and Niggle app 	<ul style="list-style-type: none"> Undertakes assessments Case plans, sets goals and case reviews Safety plans Coordinates support services Refers clients to other services Organises and/or participates in case teleconferences with other support services (e.g. GP, psychiatrist or psychologist) Facilitates self-management Developing partnership with Orygen re how to support and work with 'missing middle' Refers to KHL Circles