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:

**PREVENTION**
- Children and young people with any issue that could lead to mental ill-health
  - 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

**FRONT DOOR TO MENTAL HEALTH SYSTEM**
- Children and young people with any mental health concern or need
  - 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

**SOFT ENTRY**
- Children and young people with emerging or undiagnosed mental health needs
  - 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

**SAFETY NET**
- Children and young people with diagnosed mental health needs
  - 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:
    - 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 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

**CASE MANAGEMENT**
- Children and young people with complex diagnosed mental health needs
  - 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