

Information sheet – Kids Helpline

Annual client survey

The Kids Helpline annual client survey seeks insights from young people who have used the KHL service within the last 12 months. It asks these young people to share their experiences with the service and to provide their ideas for service improvements that can benefit other young people in the future. The survey is conducted by **yourtown's** evaluation team and will run from April to June annually. The final report is expected to be available on the **yourtown** and KHL websites in August.



What is involved?

A feedback survey (5 to 8 minutes).



What are the benefits?

Your feedback will help inform the future delivery of Kids Helpline and help us to improve the service so it helps more young people in the future.



Do I have to take part?

No, you don't have to take part in the survey if you don't want to. If you decide not to take part it will not affect your relationship with **yourtown**.



What if I want to stop or withdraw?

You can stop the survey at any time, take a break or withdraw completely.



Risks

We don't expect the survey questions to cause you any harm or discomfort. However, if you do feel upset as a result of doing the survey, please let us know or contact one of support services detailed on the next page.



Confidentiality

We will keep your individual data private and it will only be seen by the **yourtown** survey team. We will only share your individual information if we suspect that you are at risk of significant harm or as we are legally required to.



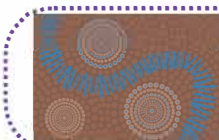
Storage

The **yourtown** team will keep your data on a **yourtown** computer that is password protected and within a secured environment. Only the team will have access to the data. Your data will be managed in accordance with the Australian Privacy Act and any other relevant legislation, policy and/or guidelines.



Findings

The survey findings will be used to (1) improve the KHL service; (2) inform articles, presentations, reports for internal and external audiences; and (3) develop Government, advocacy and funding submissions. The KHL Annual Client Survey report will be available on the **yourtown** and KHL website in August.



yourtown acknowledges the traditional custodians of country throughout Australia and recognises their continuing connection to the land and their waterways. We pay our respects to them, their culture and their elders, past, present and emerging.

Who can I contact about the survey?

If you have any questions or feedback (positive or negative) about this survey, please contact:

 Tonia de Bruin, Performance and Evaluation Manager


 0468 574 389

 tdebruin@yourtown.com.au

Who can I contact if I have any concerns about the research?

If you are worried about how we are doing this survey or if you don't feel safe in participating, please contact the **yourtown** Ethics Committee on:

 Jenny Murray

 (07) 3368 3399

 ethicscommittee@yourtown.com.au

If you need support, please contact any of the support services below.



Kids Helpline (5-25 years)

Free private and confidential 24/7 phone & webchat counselling for young people aged 5-25 years.

Phone 1800 551 800

www.kidshelpline.com.au



Parentline (Qld & NT only)

Free phone & webchat counselling & support for parents & carers, phone 8am-10pm & webchat 8am-9pm, 7 days a week.

Phone 1300 301 300

www.parentline.com.au



Lifeline

Free crisis counselling, phone 24/7 & webchat & SMS 7pm-midnight.

Phone 13 11 14

www.lifeline.org.au



13YARN

Free confidential crisis support service for Aboriginal and Torres Strait Islander young people and adults (24/7).

Phone 13 92 76

<https://www.13yarn.org.au/>