

welcome to Kidsline!

Feelings. What are they? Sometimes the toughest thing about feelings is sharing them with others. Sharing your feelings helps when they are good, or not so good. Sharing also helps you become closer and more connected to people you care about and who care about you.

It can be really hard when you don't tell anyone you're feeling sad, lost, lonely or angry. Then it's just you and those bad feelings.

If you want to talk about how you're feeling, call Kidsline! We're here to talk.

how we can help

We know that you might have lots of stuff going on. Kids call us to talk about:

- ...bullying
- ...friendships
- ...parents separating
- ...step families or blended families
- ...grief and loss
- ...child abuse

Or you can call us to talk about anything else that might be worrying you. Give us a call!



how to contact us

Contacting Kidsline is easy. Call to speak with one of our Buddies on 0800 54 37 54 between 4pm - 6pm weekdays from your home phone or mobile phone.

Our service is free and safe to talk. At Kidsline we don't give advice, instead we'll listen really carefully to what you've got to say, we'll support and encourage you and help you to come up with new ways to approach what is going on.

Administration Enquiries:

Postal Address
Kidsline
PO Box 74 010
Market Rd
Auckland 1543
New Zealand



Are proud sponsors of



www.kidsline.org.nz



it helps to talk
he pai ake te korero

0800 54 37 54



our organisation

Kidsline is a long running service of Lifeline Aotearoa, a registered not-for-profit counselling and support organisation.

Kidsline has over 70 telephone counsellors (Buddies) run by a supervision and training team and overseen by the Kidsline Manager. Kidsline counsellors and staff work within Kidsline's values: Empathy, Respect, Empowerment, Self Awareness, Confidentiality, Safety and Integrity.

Kidsline is best described as a free, brief-intervention, near-peer telephone counselling service.

Our Mission Statement:

To help, support and empower the children of New Zealand.

Kidsline is a proud member of Child Helpline International (CHI) - an international organisation of child helplines worldwide.

our buddies

The counsellors who answer the phones at Kidsline are called Buddies. Kidsline Buddies are all specially selected Year 12 and 13 students who are trained in telephone counselling skills.

Kidsline Buddies are all volunteers. They are there to listen because they care about making a difference to the kids who ring them.

Why Buddies?

It's not always easy to talk about things that are difficult for us. When things aren't going right, children can sometimes view adults as out of touch or unapproachable.

Because Kidsline Buddies are all still at school, they remember what it's like to be a kid. They are only a bit older than the children who ring and they speak the same language.

A Kidsline Buddy...

- ...will listen carefully without judging you
- ...doesn't know who you are or the other people involved
- ...is someone you can trust if you don't know who else you can talk to
- ...is a listening ear you can rely on

Kidsline Buddies are carefully selected and professionally supervised at all times to ensure their own safety and the safety of callers. Buddies follow a strict Code of Ethics to protect the confidentiality of caller's information.

0800 54 37 54

