



Lifeline
WE PROMISE TO BE THERE
Waikato
(07) 838 0719
or 0800 543 354
www.lifeline.co.nz

The Newsletter of

Lifeline Waikato Inc.

VOLUME 2

JUNE 2011

Feedback from callers:

"I'm so grateful for your help. I can now see a light at the end of the tunnel."

"Thank you so much for listening. I feel so much better after talking to you."

"I really value all of the volunteers, who give up their time. It really makes a difference"

Q&A with a Lifeline telephone counsellor

What has been the most rewarding part of volunteering at Lifeline?

For me, it has been great learning the skills to relate to people on many different levels, which has been beneficial in all aspects of life, as well as for telephone counselling. I have also enjoyed meeting and interacting with like-minded people, in a relaxed environment. The other volunteers all have the same caring nature and qualities that are required for a counsellor, although they come from very diverse backgrounds.

What have you found most challenging?

Probably being prepared to face one's own challenges, as well as having your ideas and preconceptions of people from many different walks of life questioned. However I feel I have grown from facing these challenges head on.

Have you had a really memorable call that has stuck with you?

I've had a few memorable calls and these are the ones I choose to focus on, rather than the calls that make you question why you do it, which I let go of. The special calls are when the caller realises how far they have come on their journey of life. I have come to the realisation that sometimes people are just 'where they are' at the moment. They don't necessarily need to see positive results, it is just important for them to feel they have someone beside them supporting them.

How did you find the training?

The quality of training was really high and was on par with any tertiary training/education I have seen. From that, I really feel its important to be a part of the team

and involved in a 'pay-it forward' scenario. I am happy to honour my commitment to Lifeline in return for the excellent training I received.

Do you ever find it hard to let go when you finish a shift?
You develop coping strategies to deal with this. For me putting my notes in the shredder symbolises leaving any stress behind.

Would you recommend volunteering with Lifeline to a friend?

I have already recommended it to friends, so yes! I believe it gives you a really good understanding of how we are all linked. I think it is really important to be able to appreciate what someone is going through, and I have definitely got a good grounding from my time at Lifeline. Empathy can be silent but it is important that it is there in order to gain someone's trust.

If people are wondering if they have what it takes, I would tell them that the organisation supports you and walks along beside you, guiding you every step of the way, until you are able to see what step to take for yourself.

Have you come across any challenges being a male counsellor?

I think it is really important to have guys in this role and I have had some really rewarding experiences, talking to female callers who initially wanted to talk to a woman but ended up talking to me. By the end of the call they really appreciated getting a male perspective and helping them to see that even if they may have been treated badly by one man in their life, not everyone is like that.

Golf Tournament 2012

On Friday 17th of February, 2012, Lifeline Waikato is going to be hosting an 18 hole Ambrose Tournament at Narrow's Golf Club. Funds from the golf tournament will go towards the costs associated with moving and operating a larger premise.



We invite you to:

- Sponsor a hole for \$300
- Enter a team of 4 (\$140/team)
- Provide a prize for auction
- Donate food or drinks for the pre-tee off barbeque

If you would like to be involved, please call us on (07)8380715 or email us at lifelinewaikato@lifeline.co.nz

“Dare to reach out your hand into the darkness, to pull another hand into the light”.

Norman Rice

Any takers? All welcome...Training for new volunteers

Lifeline is seeking more counselors to keep up with record call numbers. Lifeline will be hosting a selection day for potential counselors on Sunday the 26th of June and will be followed by a 54 hour training programme over 10 weeks.

We need caring, non-judgmental people who have some understanding of life's problems, and who are willing to give up some of their time on a regular basis to work in our telephone counselling centre. For more information go to www.lifelinewaikato.org.nz or call us in the office on (07)8380715.

Wanting to make a donation?

We always welcome donations from individuals and organisations— big or small, **every dollar counts.**

We are registered under the Charities Act 2005 (Charity Commission number CC8711)

Our Postal address is
LifeLine Waikato
P O Box 108
HAMILTON 3240

Our account details are
LifeLine Waikato Inc
Westpac Bank
03 1555 0027252 00
Reference Donation

Or you can make a donation using your credit card by visiting our website, www.lifelinewaikato.org.nz and visit the donations page.

Acknowledgements

A huge thank you to **Maggy's Catering** for providing the 2nd prize in our raffle, of a catered afternoon tea.

Face-to-Face Service has relocated...

A huge thank you to the **Waikato Federated Farmer's Charitable Society**, who have provided a counselling room for our face-to-face counselling service.

A huge THANKS to Sky City for sponsoring first prize in our recent raffle, and especially Head Chef **Wayne Gonano**, who provided a gourmet 3-course meal for our winner. It was thoroughly enjoyed by all!



Chef's night in for a cause- Raffle winner Claire Mulholland & friends

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