



Success is not to be pursued; it is to be attracted by the person we become.

# The Newsletter of LifeLine Waikato Inc.



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

Welcome to LifeLine Waikato's first external newsletter for 2011. The importance of the Lifeline service in our local community continues to rise. There were more than 7600 calls to the end of December 2010, a 14% increase from 2009. Relationship problems claimed 39% of the calls, a 7% rise on 2009, while there was a rise from 3.1% to 5.1% in calls from people contemplating suicide. Financial problems eased, with a 3% drop in calls; but there was a 4% rise from callers feeling depressed. Almost 60% of these were women.

We are pleased to let you know that Lifeline has undertaken a new venture and expanded our service offering face-to-face counselling. The rationale behind this is that the telephone counsellors were regularly struggling to find a low cost counselling service to refer our callers to and providing such

a service will help fill this gap. Our face-to-face counselling service is donation based.

Finally LifeLine wishes to thank all our funders and supporters. Without your support we wouldn't be able to provide the service our community.



**SHELLEY**

LifeLine wishes to thank WEL Energy Trust and the Donny Charitable Trust for funding LifeLine to replace our PC's. LifeLine also wishes to thank IT Partners, in particular Toby Hawkes and Holly Maxwell-Mans, who have sponsored the installation and back up of our new PC's. Your support makes a huge difference to the service we provide to our community. Thank you!

Comparison of Call numbers and type made to Lifeline over past 2 years

Call Statistics	2009	2010
Total Call Numbers	6704	7627 (14% increase)
Female callers (%)	53	53
Male Callers (%)	45	43
Suicide Calls (%)	3	5
Relationships (Couples)	17	15
Financial (%)	8	9
Loneliness (%)	28	32
Depression (%)	15	19

## Good News Stories....

### Caller feedback

#### Caller One: Female age 20-30 years

"LifeLine had helped her friend, doesn't know what would have happened if her friend did not call" The caller wanted to say thanks because "people don't say it enough."

#### Caller Two: Male age 30-40 years

"Hi Angela I am on a cell phone & don't want to get cut off. I want to thank LifeLine for all the work that you have done. You have helped me turn around and I want to express my thanks. LifeLine makes changes to families. Just wanted to ring and thank all the LifeLine Counsellors."

#### Caller Three: Male age 30-40 years

"Just wanted to thank LifeLine for being there when others couldn't. Very appreciative of our service/support network. In a good space right now so just wanted to acknowledge us."

### LifeLine offers face-to-face counselling service

LifeLine Waikato has started a face-to-face counselling service for clients in the Hamilton area. LifeLine obtained a grant from Trust Waikato to set up the new service, which is to be donation-based. Our new service is a short-term intervention form of help, offering up to six one-hour sessions over three months. The service is available by appointment only, Monday to Friday. Referrals will come via our telephone counselling service on (07) 8380719 or our office on (07) 8380715.



Joy, Inga, Clara & Shelley enjoying the garden ramble. LifeLine Waikato are combined recipients of the 2010 Altrusa garden ramble. Funds raised will go towards training next year. Thank you Altrusa Te Awamutu.

**LIFELINE WAIKATO APPRECIATES THE GENEROUS  
SUPPORT OF OUR FUNDERS INCLUDING:**

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