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Highlights for the October – December period.

The COVID-19 lockdowns over this period continued to impact our tamariki and rangatahi across Aotearoa, particularly those living in Auckland.

Early October marked the conclusion of our MediaWorks campaign for 0800 What's up, "Āta whakarongo - Be Heard". However MediaWorks continued to play the radio advertisements across their radio network throughout this period.

As a result the call and chat volumes remained at a higher level than 2020 but with a more constant spread, as opposed to the large spike witnessed in September.

With the increased call and chat volume we saw an increase in adults callers, enquiring about issues relating to their children and growth in the number of 'non counselling' calls. This growth was expected as often these are testing calls made by children and young people wanting to test both the counsellors and the service. Through testing children and young people can feel comfortable and confident that 0800 What's Up and its counsellors are trustworthy and competent to talk to about their problems.

On 15 November 2021 Barnardos were able to extend the opening hours of 0800 What's Up to 11am to 11pm every day. This equates to additional 44 hours of counselling time every week, and was made possible by 12 months of additional funding from a new Major Donor with a keen interest in the youth mental health sector.

In the period from 15th November to 31st December we received 153 calls and 160 chats that would previously gone unanswered.

In the 2021 calendar year 15,337 total calls and chats were answered by our trained counsellors. This was a significant increase from 12,680 in the 2020 year and highlights the need to maintain awareness of 0800 What's Up. Barnardos will engage in marketing activities to maintain and grow awareness of 0800 What's Up amongst our target audiences.

We are continuing the testing of our new reporting software capabilities that will enable us to tell better stories with our 0800 What's Up data. I have enclosed some samples of the report on the following pages. Please let me know if there is a specific area you would like to know more about.



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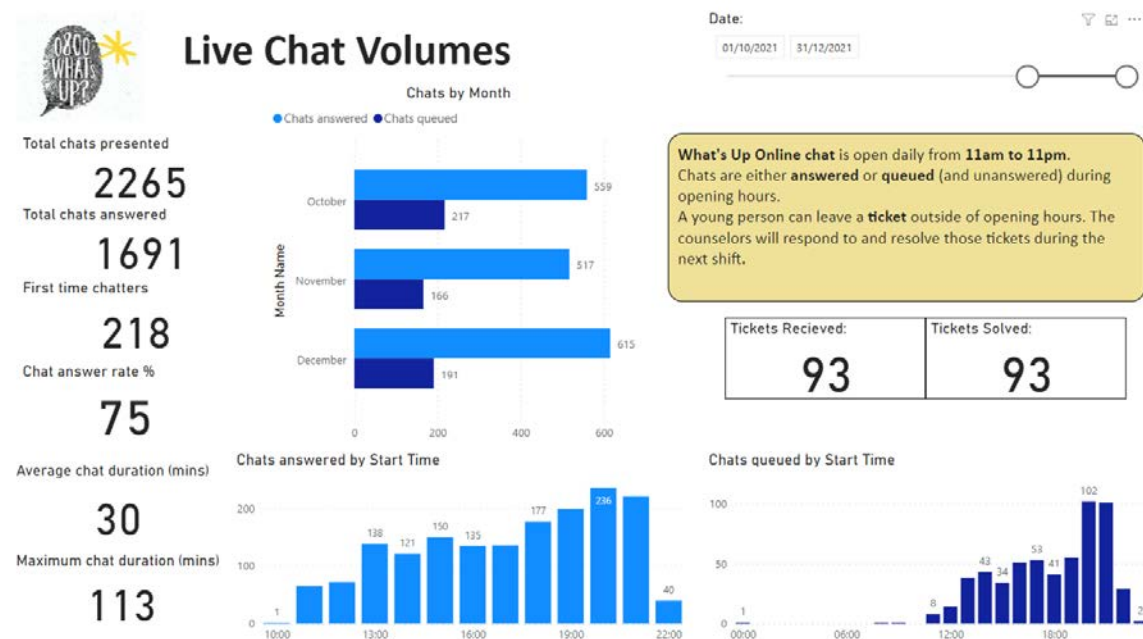
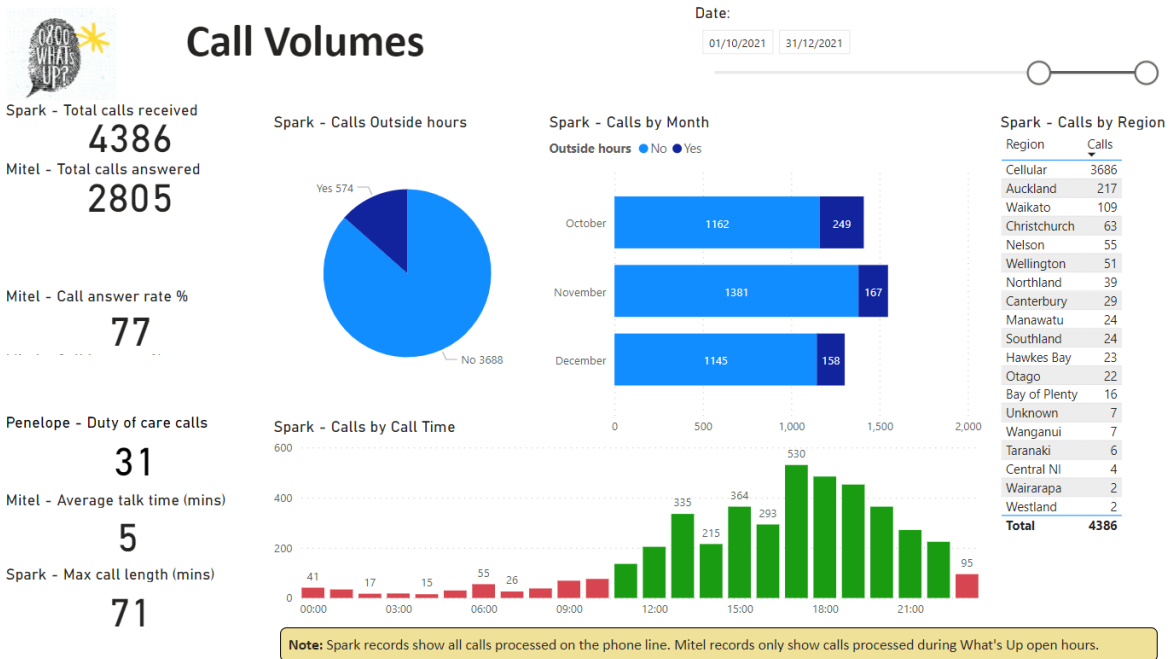
Call and Chat statistics

6,651 calls and chats were received in the October - December quarter. up from 4,762 in the same period in 2020.

4,496 calls and chats were answered by O800 What's Up trained counsellors. up from 3,056 in the same period in 2020.

The following graphs provide an overview of call and chat volume across opening hours during this period.

Due to the change in operating hours on 15th November there will be a small variance between actual and recorded data.





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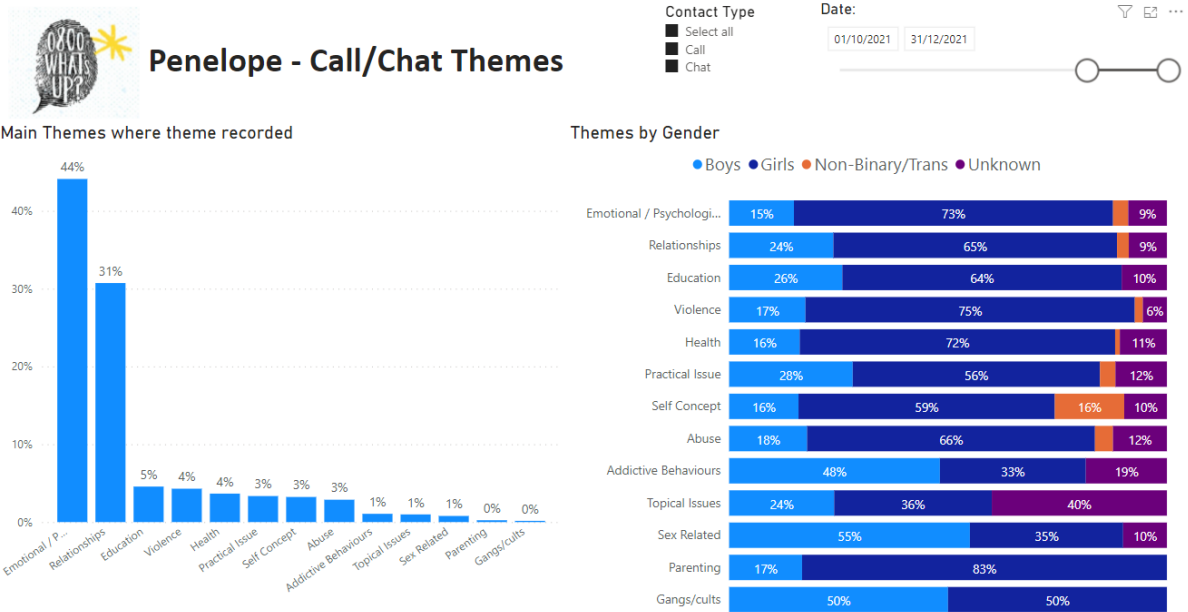


Reasons tamariki and rangatahi contact 0800 What's Up.

The main reasons that children and young people contact What's Up counsellors remained consistent with patterns across 2020 and earlier in 2021.

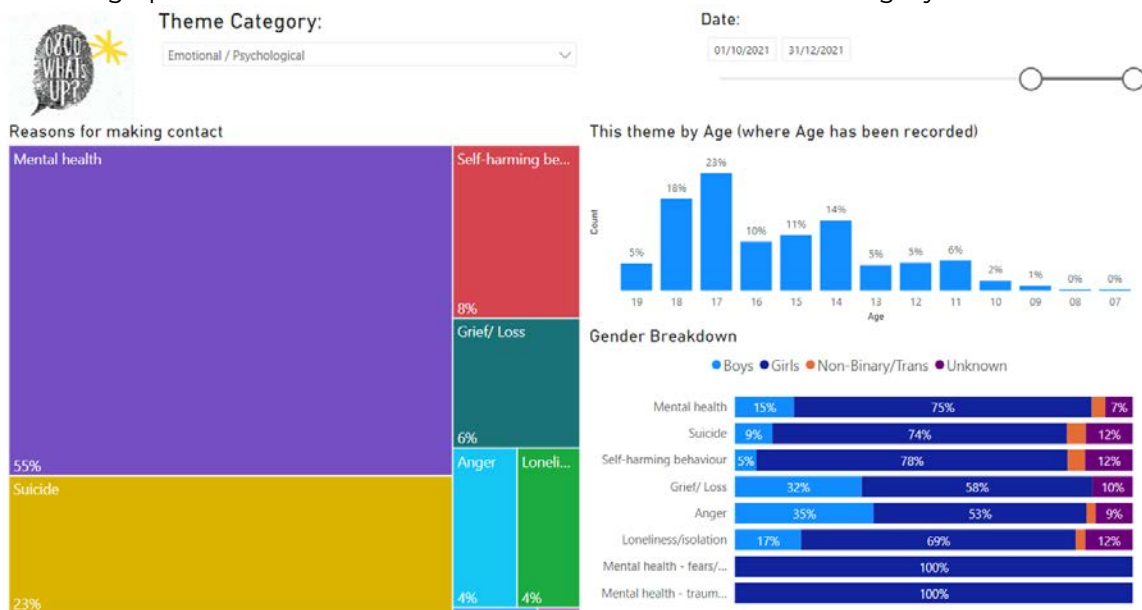
Emotional and Psychological reasons continue to be the leading reason, followed by **Relationships**.

In the following graph it appears that issues around Violence have increased. This is due to a reclassification of Bullying, which previously was grouped with themes relating to Education.



Emotional and Psychological covers a broad range of issues including anger; grief and loss; loneliness; deliberate self-harm; mental health (including anxiety and depression); and suicide.

The below graph illustrates the breakdown of calls and chats in this category.





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When tamariki and rangatahi call or chat about one issue there is usually more than just one thing going on for them.

The graph below captures the complexity of a single issue and the range of topics that are also discussed. In this example shows the scale of what else was going on for the children and young people contacting 0800 What's Up regarding **mental health**. The larger the box the more often this was mentioned in a counselling session regarding mental health.

They also talk about:





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Case Studies

Luka*

Eighteen-year old Luka called because he was feeling overwhelmed and lonely. The Auckland lockdown had been hard on him, making him feel really isolated. Even though it had recently ended, with immune-compromised family members, he felt the need to be extra careful. So although others his age were getting out a bit more, he was stuck at home, with nothing to do. It was getting to be 'too much'.

He's had some previous struggles with depression, and he could feel himself sliding back into it. Every little thing was feeling like a huge effort. Luka felt that seeing his friends, spending some time with them would likely make him feel better, but he had real fears around that. With not seeing them for so long, he felt they'd moved on and wouldn't be interested any more. He shared how he really worried about what other people thought, about saying the wrong thing and people hating him.

The 0800 What's Up Counsellor helped him unpack this. They discussed what 'evidence' he had of that people hated him, helping him realise that it wasn't true. That if asked, his friends wouldn't agree. He may have had some fake friends in the past, so it was ok to be cautious. But he had identified real friends who he could trust and who cared about him.

He and the counsellor worked on a plan for him to reach out and connect with them and hopefully get together before the holidays. Luka ended the call feeling a lot more positive, and with the reassurance that his counsellor was there if he needed them again.

Ursula*

Ursula went on chat the first time because she was worried about Christmas dinner. In her family the holidays involve a lot of shared meals which are a source of great stress to the 16-year old who has an eating disorder. She knew there would be a lot of social pressure to eat and that this was usually the catalyst for her to eat more than she wanted to, which always left her feeling guilty or ashamed and less in control.

In the chat Ursula talked about imposing both extreme restrictions on her food intake and bingeing and purging habits. She and the 0800 What's Up counsellor discussed this need for control and what was underpinning her behaviour. Ursula admitted to feeling 'not good enough to eat'. That she believed that people in her life thought she'd be 'better off dead'. And that she'd accepted this as true.

Her counsellor gave Ursula some tools to address these feeling of being unworthy. They talked about how, when she has these sorts of thoughts, she needs to challenge them. She should rephrase the negative messages she gives herself. Together they walked through the process. Ursula agreed to give it a go and think about coming back to chat for ongoing support.

*All names have been changed to protect the privacy of the individual