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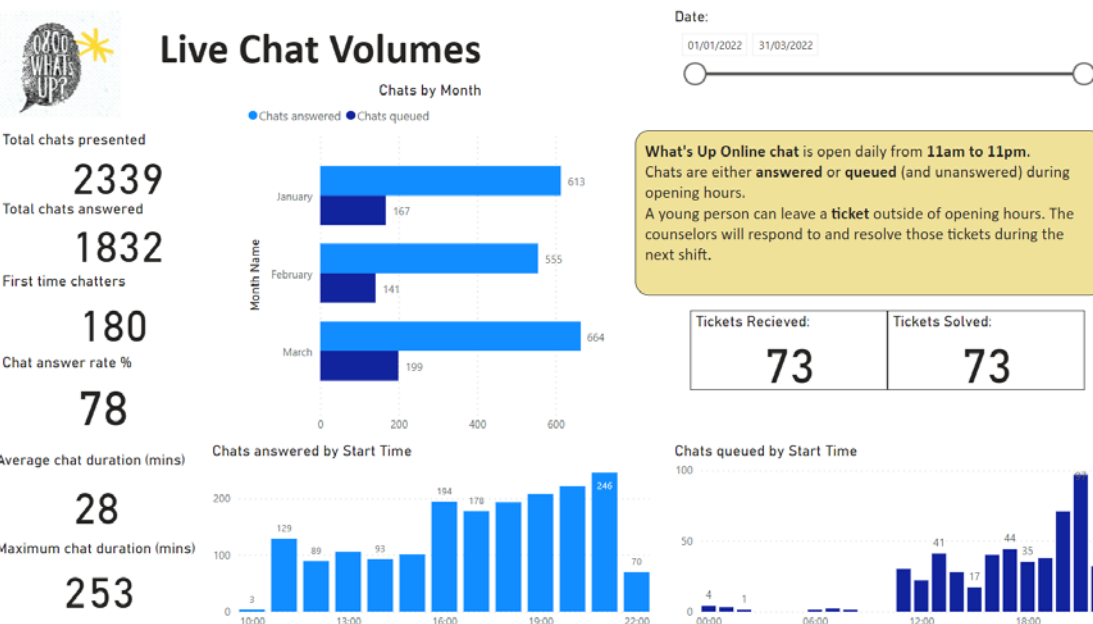
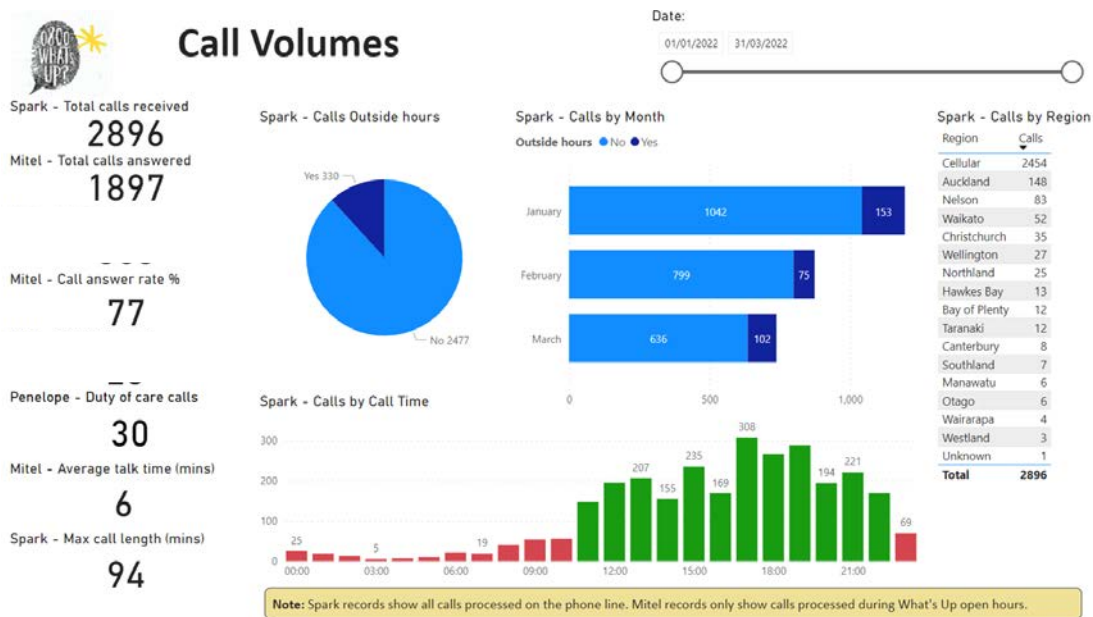
Call and Chat statistics

5,335 calls and chats were received in the January - March quarter. up from 4,469 in the same period in 2021.

3,852 calls and chats were answered by 0800 What's Up trained counsellors. up from 2,949 in the same period in 2021.

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

Duty of Care calls (and chats) were up compared to the same period last year, and on par with the previous quarter.



Note, Tickets received, and solved number are not included in the total chats received or answered



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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 2021.

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

Case Study - Luka

as featured in the Barnardos April newsletter

HELPING Luka RECONNECT



Eighteen-year-old Luka called 0800 What's Up 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'.

Luka's previously struggled 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 worries about what other people think of him, about saying the wrong thing and people hating him.

The 0800 What's Up Counsellor helped him unpack his fears. 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 been let down by fake friends in the past, so it's ok for him to be cautious. But he does have real friends who he can trust and who care 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 confident and hopeful, and with the reassurance that his counsellor was there if he needed them again.

Thank you for helping to keep the 0800 WHATS UP phone lines open 365 days a year, supporting children and young people like Luka through difficult times.

The end of 2021 was a particularly difficult time with the extended lockdown in Auckland compounding the usual end of year, exam, and holiday stress.

4,496 calls and chats were answered in the October - December quarter alone.

up from 3,056 in the same period the previous year