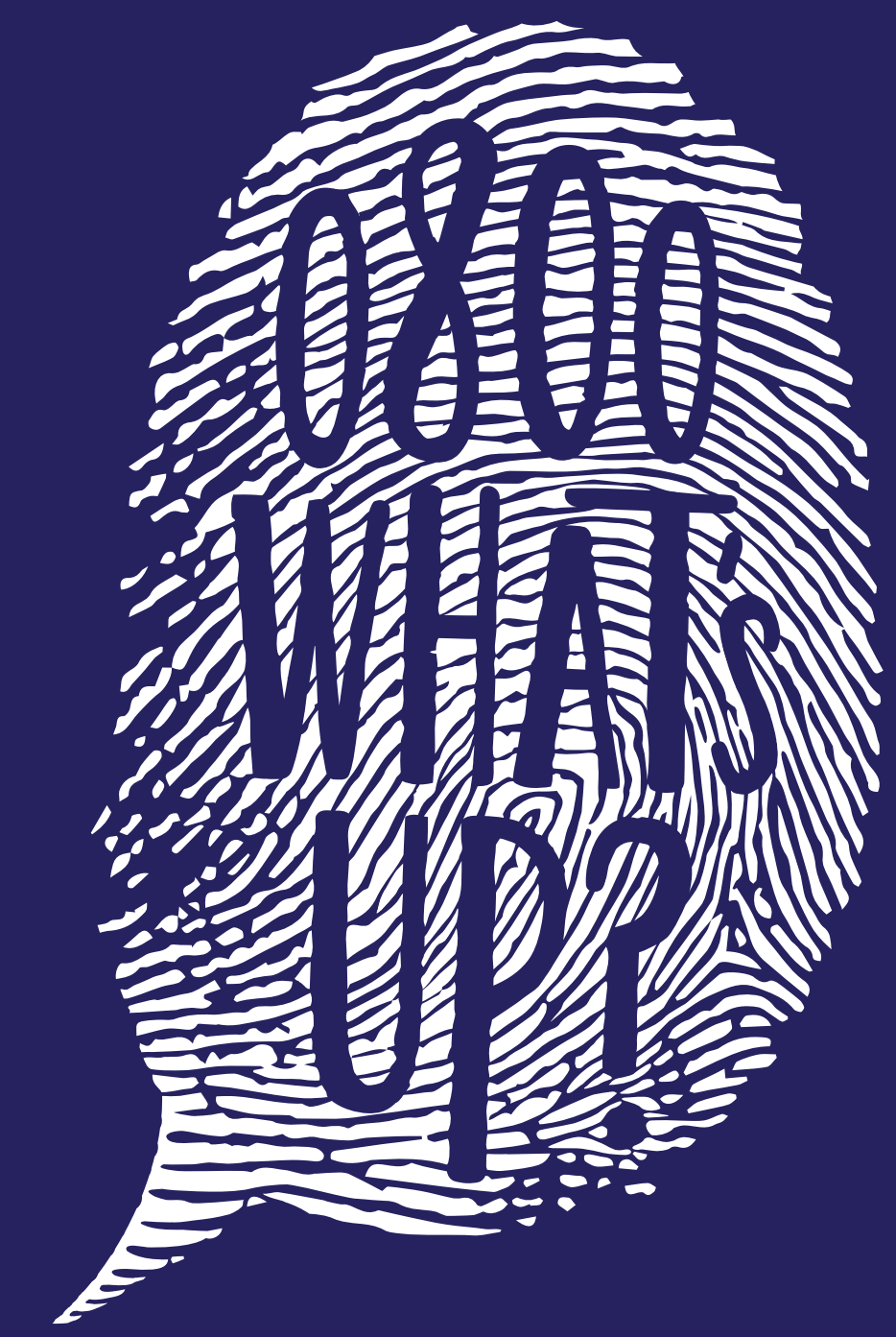


Emily



Emily was terrified; she didn't know what to do... the girls at school had said they would hurt her. They'd even said they would kill her. And Emily believed them. They had been texting Emily and posting mean messages on Facebook and she didn't even feel safe at home any more... When you're eleven years old and feeling like everyone hates you the world can seem like a pretty awful place. Sometimes it's even too hard to tell your Mum.

But Emily did know there was someone she could turn to for help. Emily phoned 0800 What's Up.

Our skilled counsellors have the ability to recognise a 'cry for help' and can quickly establish when a child needs help.

Trust was built fast and after several calls, Emily gained enough confidence to confide in her parents about her horrific ordeal. Teachers at the school were informed, the police were involved and the offenders were spoken with. Emily is back at school and her confidence is restored thanks to the support of 0800 What's Up.

0800 WHAT'S UP
In touch with YOUNG AOTEAROA

Jack



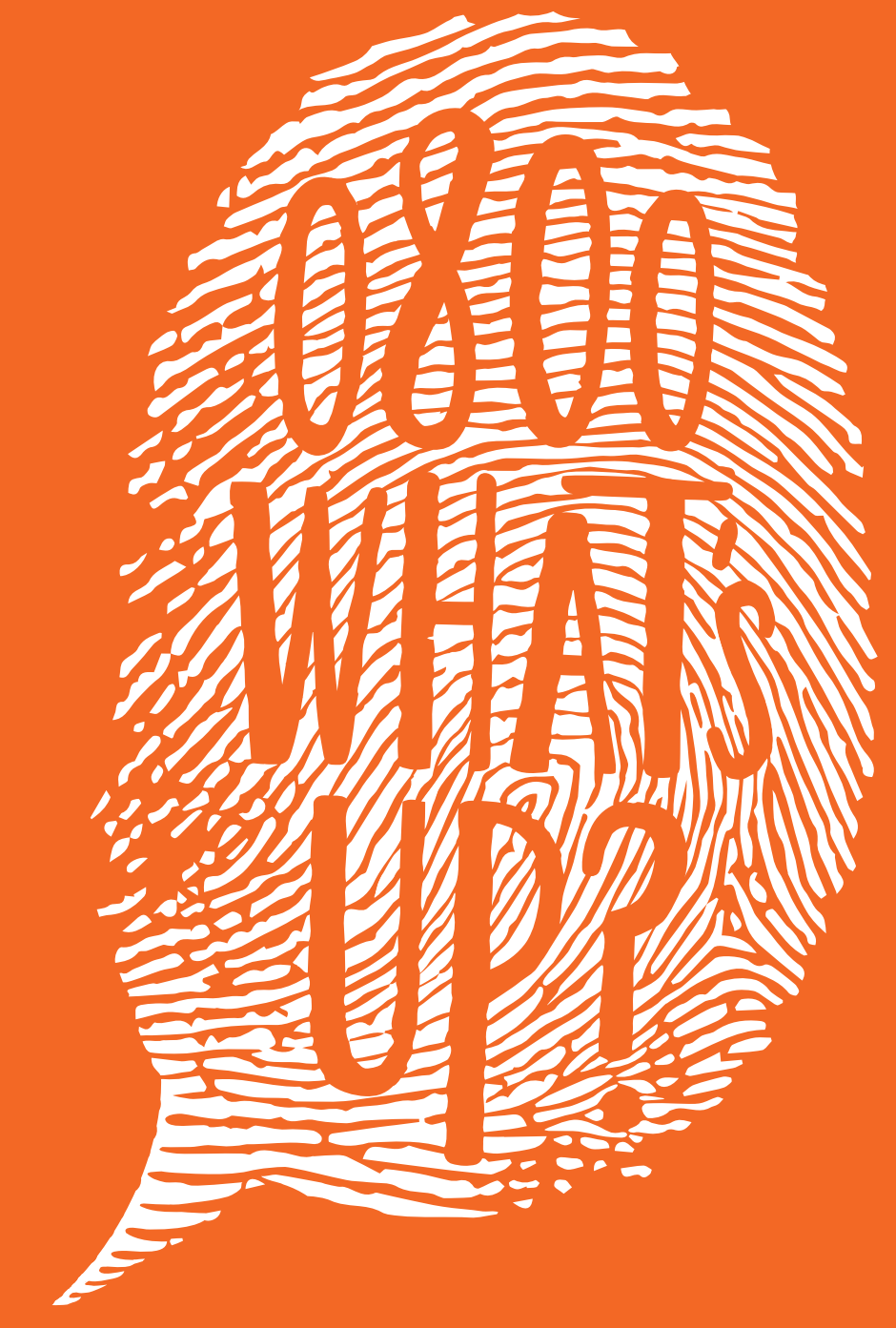
Jack's dad only hit him when Jack "deserved it for being naughty". At least that is what Jack told the counsellor when he called 0800 What's Up after yet another hiding. Together the counsellor and Jack explored what was happening at home, and how it was affecting him. He didn't want his dad to get in trouble, he just wanted the hidings to stop.

Empowering young people to make the changes they want to see in their lives is at the core of 0800 What's Up's work.

Jack was told that it is not OK for him to be hit by anybody. The counsellor offered Jack a three-way call to Child, Youth and Family so that he could talk to a social worker with the counsellor's support; and so he and his dad could get the help that they deserved. Jack stayed with his cousins for a few months while his dad went to some anger management and parenting courses. Throughout this time Jack was able to speak to his regular counsellor about the changes in his life.

0800 WHAT'S UP
In touch with YOUNG AOTEAROA

Tyler



Tyler called 0800 What's Up because she was upset and scared. She had split up with her boyfriend that night and had swallowed a large number of pills. Nobody else was home with her and she was starting to feel and sound very sleepy. Tyler didn't want anyone to know what was happening for her, but she didn't want to die alone and wanted a What's Up counsellor to stay on the line with her.

What's Up counsellors are thoroughly trained at risk assessment and specifically working with suicidal callers, which is sadly a common issue. The counsellor was able to calm Tyler and she gave her details so that What's Up could call an ambulance. While the counsellor stayed on the line with Tyler, the supervisor called 111 and was able to update the counsellor on progress. Tyler and the counsellor were able to keep talking until paramedics arrived at the front door and were able to help her.

Our service regularly saves lives.

0800 WHAT'S UP
In touch with YOUNG AOTEAROA