

LifeLine

WE PROMISE TO BE THERE

New Zealand

ANNUAL REPORT

1 April 2010 - 31 March 2011

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Board Members:

Bob Blyth – Appointed member 2007 - Chairman of LifeLine New Zealand since October 2007, Former Chairman of LifeLine Christchurch. Bob has a Bachelor of Science degree in Civil Engineering from Edinburgh University and holds the qualification of a chartered professional engineer both in UK and New Zealand and is a member of the Institute of Directors New Zealand, New Zealand Society of Risk Management, the Institution of Civil Engineers (UK), the Institution of Highways and Transportation (UK) and the Institute of Professional Engineers New Zealand.

A past President of the Rotary Club of Christchurch South; Chairman of the Southern Environmental Trust; Trustee and Deputy Chairman of Art & Industry Biennial Trust (SCAPE); presently a Project Director in the New Zealand multidisciplinary practice, Beca, managing the professional services business in South Island, Bob adds experience in governance and management to the LifeLine New Zealand Board.

Rachel Karalus – Elected Member (Waikato) 2007. Vice-Chairperson. Rachel has been involved in Lifeline since 2003 serving one year as a counsellor and three years as a board member for LifeLine Waikato until mid-2007. She is civil litigation lawyer who has and still enjoys being involved with LifeLine whether at regional and/or national level.

Peter Farnon - Peter was appointed as Treasurer of LifeLine New Zealand in January 2011. He is a qualified Chartered Accountant being a full member of the NZICA. He has a Bachelor of Commerce (Accounting), Bachelor of Arts (Political Studies) and a Diploma in Business (Marketing) all from the University of Auckland. He is employed by PricewaterhouseCoopers in the Auckland Office where he has worked for the last four years in their Private Client Services division and has been involved (amongst other things) in the auditing of NGO providers of mental health services. Prior to his employment there, Peter had a number of roles in various small to medium commercial enterprises.

Doug Dempster - Elected Member (Auckland) 2007– Doug has a B.Sc in Mathematics and Dip Teach. HOD Mathematics at Rangitoto College eventually becoming one of the Deputy Principals. Was part of the growth of Rangitoto as it doubled in size to 3000. Previous member Anglican Diocesan Council, the Anglican Trusts Board and the Northern Regional Ecumenical Chaplaincy Board. Currently synods rep for St Johns Northcote, and on Anglican Care Council, Anglican Care Network (NZ wide), LifeLine NZ and LifeLine Auckland (for 10 years, 5 as chair) member Rotary Club of East Coast Bays, now a Trustee.

Dorothy McCarrison – Elected Member (Auckland) 2004: Since appointed member until Sept 2011. A board member of LifeLine Auckland and member of LL Auckland since 1980, Dorothy is a member of the NZAC (previously on the national executive). Amongst her numerous achievements she has a B.Ed; post graduate in Guidance in Counselling; post graduate Dip.Ed. post grad. Dip in Teaching. Dorothy has a part-time private practice in Supervision and Counselling and is involved in restorative justice.

Sim Besley - Board member of LifeLine New Zealand since 2009, Former Chairman of LifeLine Nelson 2003-09 and was a telephone counsellor for Lifeline in Auckland until early 90's. He served on St Oswald's church board as people's and vicar's warden until 2002. Sim has a Bachelor of Business Studies degree from Southbank University and a Master of Science degree from City University in London. He has been a member of the New Zealand Computer Society since 1985 and has held a number of management positions in the IT industry in NZ. He is currently Commercial Manager for Nimbus Software in Nelson.

Lara Grocott - Elected member of LifeLine New Zealand board in 2010. Lara is a Trust Board member of Lifeline Christchurch. She has a Master of Education with certificate in counselling and is a member of NZAC. Lara has worked with adolescents since 1999, firstly, as a secondary school teacher and, for the last five years, as a counsellor. She is trained in Solution Focus and Narrative Therapy and has a keen interest in Positive Psychology.

Chairman's Report



Last year we were hoping that the country would come out of recession but, while there were signs of improvement, it didn't really happen for the charity sector. Once again, LifeLine New Zealand had to work hard to ensure our economic survival. However, we were in no different position to many of the communities we support. In August, September and October last year we faced increasing costs (the 0800 number was the main reason) and insufficient fundsnot ideal.

I firmly believe that not-for-profit should not mean that we have to live hand to mouth, begging to sponsors, providing a minimal service to the community, unable to train our volunteers and staff or to sustain the services of our Clinical Manager.

Melanie Ingram, our Clinical Manager, has worked wonders through her assistance to the Centres and other organisations, also carrying out accreditations of the Centres with Board members who have clinical skills. The process of accreditation is ongoing and clinical support to the Centres is essential.

At the end of August, to raise awareness of our situation, I invited Associate Minister of Health, Peter Dunne, to come to Christchurch to meet me, Anne Elson and Melanie Ingram. The Minister was really sympathetic to our plight and arranged for access to some Government funding acknowledging that LifeLine's service and community well-being is essential, responding to an array of issues from stress to suicide.

However, it is a strange world because a week after the Minister's visit, came the first Canterbury earthquake and we have been able to access Ministry of Social Development's Emergency Response funding

In addition to Government Departments, we acknowledge the organisations that have supported us financially or in-kind over the period of this report, particularly, Fonterra, G&A Nelson, Solid Energy, Hairy Lemon, New Zealand Lottery Grants Board, Pub Charity, Telstra Clear and Un Cadeau Charitable Trust.

In January 2011, Belinda Wilkinson left LifeLine New Zealand for personal reasons and Islay McLeod joined as National Fundraiser. Islay came with extensive experience and is also a Community Board Member of Christchurch City Council.

I am really grateful to Anne Elson and Islay, for keeping LifeLine New Zealand fully operational under very difficult conditions including working from home as the office, which is attached to the offices of LifeLine Christchurch, was within "the Red Zone" excluding all access. Their commitment and dedication to the organisation has been above and beyond any expectation. Thanks also go to David Bluett and Diane Watkins who as part of the team assist with the accounts.

The earthquakes in Christchurch did not just affect LifeLine New Zealand and LifeLine Christchurch, they affected the whole organisation, particularly LifeLine Auckland. Thank you all for your support. LifeLine New Zealand moved back into the office on May 16. Thanks to the LifeLine Christchurch Board, staff and volunteers for their assistance.

Thank you to the LifeLine New Zealand Board members. I have expected a lot of them especially as I have been exceptionally busy at work with earthquake recovery. The Board has maintained enthusiasm and patience while making difficult decisions.

Finally, I would like to thank the volunteers throughout New Zealand for their support and input over the last very difficult year. We all share a common aim to contribute to a great organisation which provides a professional service, valued by all our communities, and is the counselling service of choice for our dedicated counsellors.

Bob Blyth
Chairman

Treasurer's Report



The year ended 31 March 2011 produced a surplus of \$35,170 which was a solid turnaround from a deficit of \$11,200 in 2010 and given the demands of the year, I think the society can be reasonably satisfied with its annual performance.

The increase mainly came about from an increase in grants, particularly from new funders ... the Ministry of Health, Ministry of Social Development and generous increased funding from Pub Charity.

While there was a significant increase in cost for our core 0800 24/7 line of \$31,086, this was offset by reduced costs in most other areas of expense. While this trimming has been most important in the constrained economic times we find ourselves in at the moment, it is important to ensure that cost management must not lead to a deterioration of the services we provide to our clients.

The society had net funds of \$78,823 at the end of the financial year, the equivalent of between four and five months annual expenditure, adequate for our short to medium-term needs.

Looking to the future, the two themes that I feel we need to concentrate our minds on are 1) how our organisation can best provide value to our service users and 2) how we can ensure long-term sustainability.

In terms of the provision of value, we must continue to be led by the changing needs of our clients. To this end, I fully support our efforts to improve our data collection methods to better understand those needs and to continually explore technological changes to improve our service. I also feel we must learn from the traumas our country experienced in the last year, both in terms of the very demanding economic climate and the response to the Christchurch earthquakes - two very different events demanding two very different types of responses.

In terms of sustainability, I feel we must keep an open mind to change. It is so important to our clients and the well-being of our communities that we continue "to be there". If that means that we need to embrace different models of governance or finance, I honestly don't think it's going to worry our clients one little bit. What will worry them is if we aren't there.

On that basis I very much look forward to the coming years.

I would like to thank Colleen Donnelly for all the help she provided me in my transition in to the treasurer's role. I would also like to thank David Bluett and Dianne Watkins who help us with our accounting requirements and the Board and staff of Lifeline New Zealand who have been so welcoming in my involvement.

Peter Farnon
Treasurer

*"I want to process my thoughts and I am very happy to be able to call LifeLine. I commend your efforts".
Female caller, aged 40-60 years, Pakeha and married.*

Clinical Manager's Report



Continued pressures on LifeLine from the effects of the recession including less funding available, less people with time to volunteer and an increase in the number of calls to the service have seen Centres with their challenges but all continue to contribute their share to providing a 24/7 telephone counselling service as well as other valuable services such as face to face counselling.

Over this past year the last two accreditations have been finalised. It has been pleasing to see the willingness of these Centres to reflect on how they do things and a commitment to move forward and make the changes necessary as members of a national organisation. I would like to acknowledge the boards, staff and volunteers of both Hawkes Bay and Whangarei in putting their energies to improving standards right across their operations.

The earthquakes in Canterbury were a test of our organisation's ability to continue 24/7 service to all of New Zealand. It was very heartening to see how the other Centres stepped up and covered extra shifts when LifeLine Christchurch were unable to continue to function from their building. In particular I would like to especially acknowledge the efforts of staff and volunteers of LifeLine Auckland for "going the extra mile". LifeLine may be a geographically diverse organisation but when tragedy hit one of our major cities we pulled together to ensure continuation of the emotional support we provide to callers.

It is important to acknowledge that LifeLine is a service capable of providing continued on-going emotional support to the people of Canterbury in the months and years ahead through the process of recovery and rebuilding.

As part of a national clinical strategy, Centres responded to a questionnaire about supervision practices that provided insight into how we, as an organisation, do supervision. A fundamental requirement of LifeLine is that all telephone counsellors and clinical staff meet a minimum supervision standard and the responses back highlighted the adherence to this and the commitment of Centres to ensure good supervision is being provided and taken up.

Moving forward further work is required to be done on clinical standards and this work includes implementing a national policy for frequent callers and reviewing and updating the national training manual.

Melanie Ingram
Clinical Manager

There are nine LifeLine Centres operating throughout New Zealand. Each services the National 24/7 0800 number. Although the Centres are largely autonomous, the national organisation - LifeLine New Zealand – pays all costs of the 0800 number, employs the National Clinical Manager, sets and oversees the basic standards, policies, procedures and guidelines throughout the country.

Regional Extracts

Auckland

With resources decreasing, while at the same time the demand for services increasing, LifeLine has had to make decisions with greater intention and with an even stronger sense of purpose. They are looking more deeply at how they do their work and becoming more creative in their approach to meeting the increasing community need. And not only ensuring they can continue to meet those needs, but striving to do so with the same level of quality, effectiveness and compassion.

Christchurch

In LifeLine Christchurch's 46 year history it has been part of many community changes and events, however nothing in its history would have prepared them for the massive earthquake in September 2010, Boxing Day and then the destructive quake of February 2011. Now more than ever it is important for LifeLine to be part of assisting the Canterbury community in recovering from the disasters by providing the 24/7 service.

Hawke's Bay



Bob Blyth presenting Billie McCarthy of Hawke's Bay with their accreditation certificate

The past year was spent expanding and strengthening supervision procedures. This was achieved by contracting a psychologist to train more supervisors and to provide a manual for training future supervisors. They have also increased the hours of training and developed a training programme that incorporates the increased hours.

Marlborough

Retention and recruitment of counsellors is an ongoing issue. It is probably correct to say that there will seldom if ever be the optimum number of counsellors 'on board', and efforts to maintain the number of active counsellors will be ongoing. LifeLine

Marlborough wishes to thank the many people who have served as counsellors during the year. At the end of the day, the work which they voluntarily undertake is the reason that LifeLine exists and is the inspiration for everyone who is involved.

Nelson

This year the Nelson Board has been very active and 'hands on' in helping the organisation move forward; producing quarterly issues of the LifeLine LinkUp newsletter, developing additional web pages on the Greencircle website, networking in the community, creating a Powerpoint presentation, organising fundraising events including the Mega Garage sale and Live Life Raffle and assisting with the recruiting of the new staff. With the appointment of the Centre Manager who will take on some of these tasks, the Board will be able to return to a role of governance rather than management.



Regional delegates to the 2010 AGM

Taranaki

LifeLine Taranaki thanks all funders for believing in LifeLine, allowing them to do their part to help the Taranaki and wider communities.

Waikato

One significant contributing factor to the 19% increase in call numbers in 2010 was the consistency in the number of trained telephone counsellors. In addition, LifeLine maintained its consistent marketing to make potential callers aware there is a service 24 hours a day if people need to talk before a problem becomes overpowering. The marketing included advertising on the backs of buses as well as billboards.

Wairarapa

The first goal of 2010 was to find new premises that would provide security, comfort and a place to call their own. In late September this was achieved and LifeLine Wairarapa moved into their new centre with a grand opening ceremony.

Whangarei

The present focus is to address their shortage of telephone counsellors. They have appointed a professional fundraiser and their long term plan is to be able to employ at least two fulltime qualified counsellors who will assist with re-implementing the Face to Face counselling service and maintaining of telephone counsellors.



Delegates taking a break at the 2010 AGM



LifeLine Christchurch and LifeLine National office building survived whilst the Knox Church tumbled.

**TO THE MEMBERS OF
LIFELINE NEW ZEALAND INCORPORATED
FOR THE YEAR ENDED 31 MARCH 2011**

We have audited the financial statements on pages 2 to 6, being the statements of financial performance, movements in equity, financial position, and notes to the financial statements. These financial statements provide information about the past financial performance of Lifeline New Zealand Incorporated and its financial position as at 31 March 2011. This information is stated in accordance with the accounting policies set out on page 5.

Responsibilities of the Management Committee

The Management Committee are responsible for the preparation of financial data, used to compile the annual financial statements, which fairly reflects the financial position of the Lifeline New Zealand Incorporated as at 31 March 2011 and the results of its operations for the 12 months ended 31 March 2011.

Auditor's responsibilities

It is our responsibility to express an independent opinion on the financial statements and report our opinion to you.

Basis of an Unqualified Opinion

An audit includes examining, on a test basis, evidence relevant to the amounts and disclosures in the financial statements. It also includes assessing:

- the significant estimates and judgements made by the Management Committee in the preparation of the financial statements *and*
- whether the accounting policies are appropriate to Lifeline New Zealand Incorporated circumstances,

consistently applied and adequately disclosed.

We conducted our audit in accordance with generally accepted auditing standards, including the International Auditing Standards issued by the NZ Institute of Chartered Accountants. We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatements, whether caused by fraud or error. In forming our opinion, we also evaluated the overall adequacy of the presentation of information in the financial statements.

Other than in our capacity as auditors, we have no other relationship with or interests in the Lifeline New Zealand Incorporated.

Opinion

We have obtained all the information and explanations we have required.

In our opinion the financial statements of Lifeline New Zealand Incorporated on pages 2 to 6:

- fairly reflect:
 - the financial position as at 31 March 2011 *and*
 - the results of its operations for the 12 months ended on that date.

Our audit was completed on the 23rd July 2011, and our unqualified opinion is expressed as at that date.



Peter Conaglen
Chartered Accountant
Manukau

Lifeline New Zealand Incorporated
Statement of Financial Performance
for the year ended 31 March 2011

		<u>This Year</u>	<u>Last Year</u>
<u>INCOME</u>			
Grants & Donations	Note 2	223,993	182,073
National Levies	Note 3	10,650	9,950
Indemnity Insurance Reimbursement		5,300	5,300
Interest Received		1,664	1,374
Other Income		-	1,500
Total Income		<u>241,607</u>	<u>200,197</u>
<u>EXPENDITURE</u>			
Audit Fee		1,174	1,220
Accreditation & Clinical Support		813	9,327
Advertising & Branding		1,466	15,049
AGM & Conference Expenses		2,907	8,713
Clinical Manager & Support Expenses		4,026	-
Computer & Website Expenses		4,228	7,079
Depreciation		499	1,046
General Expenses		604	3,202
Indemnity Insurance		5,300	5,300
National Executive Meeting Costs		3,606	3,715
Occupancy Costs		8,380	9,529
Printing & Stationery		756	1,546
Salaries & Wages		54,862	57,440
Telephone - 0800		117,938	86,852
Training & Travel		(122)	1,379
Total Expenditure		<u>206,437</u>	<u>211,397</u>
NET SURPLUS (DEFICIT)		<u>\$ 35,170</u>	<u>(\$ 11,200)</u>

Certified
integrity Financial
AUDITS

Lifeline New Zealand Incorporated
Statement of Movements in Equity
for the year ended 31 March 2011

	<u>This year</u>	<u>Last Year</u>
General Funds at start of the year	43,653	54,853
Net Surplus (Deficit) for the year	35,170	(11,200)
Total General Funds	78,823	43,653
<i>Specified Funds</i>		
Funds Held on Behalf of LifeLine Otago Note 5	1,427	1,427
Distribution of Funds	(1,427)	-
Total Specified Funds	-	1,427
Accumulated Funds (Equity) at end of the year	\$ 78,823	\$ 45,080

Certified
Integrity Financial
AUDITS

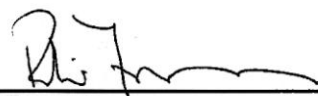
Lifeline New Zealand Incorporated
Statement of Financial Position
As at the 31 March 2011

	<u>This year</u>	<u>Last Year</u>
<u>ACCUMULATED FUNDS</u>		
Total Accumulated Funds	\$ 78,823	\$ 45,080
 <u>This is represented by :-</u>		
<u>CURRENT ASSETS</u>		
BNZ Bank Account	224,471	17,781
Accounts Receivable	26,355	-
Total Current Assets	250,826	17,781
<u>NON CURRENT ASSETS</u>		
Property Plant & Equipment	Note 4 325	824
BNZ Term Deposits	Note 6 10,000	90,000
Total Non Current Assets	10,325	90,824
Total Assets	261,151	108,605
 <u>CURRENT LIABILITIES</u>		
Accounts Payable	15,659	19,749
GST Payable	12,467	3,918
Income in Advance	154,202	39,858
Total Current Liabilities	182,328	63,525
Total Net Assets	\$ 78,823	\$ 45,080



 Chairperson

Dated 23 / 7 / 2011



 Treasurer

Dated 23 / 7 / 2011

Lifeline New Zealand Incorporated
Notes to the Financial Statements
for the year ended 31 March 2011

1. Statement of Accounting Policies

Lifeline NZ Incorporated is an incorporated society under the Incorporated Societies Act 1908.

General Accounting Policies

The general accounting policies recognised as appropriate for the measurement and reporting of results and the financial position have been followed in the preparation of these financial statements. The measurement base adopted is that of historical cost. Reliance is placed on the fact that Lifeline New Zealand Inc. is a going concern. Accrual accounting is used to match expenses and revenues.

Particular Accounting Policies

The following particular accounting policies which materially affect the measurement of earnings and the financial position have been applied.

Property, Plant & Equipment

Property, Plant & equipment is recorded at cost less accumulated depreciation.

Depreciation

Depreciation has been calculated on a straight line basis over the estimated useful life of the assets. The rates of depreciation are shown in the depreciation schedule.

Accounts Receivable

Accounts Receivable have been recorded at their net realisable value.

Tax Exemption

The organisation has income tax exemption and charitable status through registering with the Charities Commission on the 2 May 2008 [CC23765].

GST Exclusive

The entity is registered in terms of the Goods & Services Tax Act 1985. These statements have been prepared on a GST Exclusive basis of accounting, and the Statement of Financial Position reflects any GST owing or due at balance date.

Changes in Accounting Policies

There have been no changes in accounting policies. All policies have been applied on a basis consistent with those used in the previous years.

Differential Reporting

The reporting entity is a qualifying entity under the New Zealand Institute of Chartered Accountants Differential Reporting framework.

The society is not publicly accountable and qualifies under the size criteria and has taken advantage of all concessions available to it under the Differential Reporting framework.

Capital Commitments and Contingent Liabilities

The entity has no material Capital commitments or Contingent liabilities as at balance date. [Last year \$nil]

2. Grants & Donations

	<u>This Year</u>	<u>Last Year</u>
Bay Trust	15,000	10,000
Fonterra	10,000	10,000
First Sovereign Trust	11,440	-
J R McKenzie Trust	-	20,000
Ministry of Health	80,000	-
Ministry of Social Development	40,000	-
NZ Lottery Grants Board	89,000	81,720
Pub Charity	50,000	20,000
Solid Energy NZ	10,250	-
The Southern Trust	20,000	14,000
Un Cadeau Charitable Trust	10,000	20,000
Other Donations	2,647	19,782
Movement in Income in Advance	(114,344)	(13,429)
	<u>223,993</u>	<u>182,073</u>

Lifeline New Zealand Incorporated
Notes to the Financial Statements
for the year ended 31 March 2011

<u>3. National Levies</u>	<u>This Year</u>	<u>Last Year</u>
Auckland	1,650	1,650
Christchurch	1,650	1,650
Hawkes Bay	950	950
Marlborough	950	950
Nelson	950	950
Taranaki	950	950
Waikato	1,650	950
Wairarapa	950	950
Whangarei	950	950
	10,650	9,950

4. Property, Plant & Equipment

THIS YEAR

Depn Rate	Description	Cost	Depreciation YTD	Acc. Depn	Closing BV
33%	Website	4,125	-	4,125	-
33%	Software & Patent	3,501	-	3,501	-
33%	Datashow Projector & Laptop	3,000	-	3,000	-
33%	Computer No1	1,770	-	1,770	-
20%	Office Phone	464	-	464	-
20%	Office Desk	298	-	298	-
20%	Filing Cabinet	323	32	323	-
33%	Computer No2	1,307	-	1,307	-
33%	Laptop	1,415	467	1,090	325
		16,203	499	15,878	325

LAST YEAR

Depn Rate	Description	Cost	Depreciation YTD	Acc. Depn	Closing BV
33%	Website	4,125	-	4,125	-
33%	Software & Patent	3,501	-	3,501	-
33%	Datashow Projector & Laptop	3,000	-	3,000	-
33%	Computer No1	1,770	-	1,770	-
20%	Office Phone	464	46	464	-
20%	Office Desk	298	59	298	-
20%	Filing Cabinet	323	65	291	32
33%	Computer No2	1,307	409	1,307	-
33%	Laptop	1,415	467	623	792
		16,203	1,046	15,379	824

5. Funds held on behalf of LifeLine Otago

The funds from LifeLine Otago (\$1,427 received October 2005) were to be held for up to 5 years to provide for a LifeLine Otago initiative, or after that period to be distributed to charitable organisations in the Otago region. In February 2011 these funds were distributed to Dunedin Community House.

6. BNZ Term Deposit

Of funds held on term deposit \$10,000 was received from the wind-up of LifeLine South Canterbury. The interest received is to be used to fund 0800 number calls from the South Canterbury region.

Caller Profiles

Examples of types of calls and how a telephone counsellor would respond:

CALLER is male farmer who has moved up to Northland to a dairy farm on a 6 month contract.

He is living a long way out of town. He said he gets very lonely and misses female company.

The counsellor acknowledged caller's isolation and loneliness.

During the course of the call the counsellor checked the caller for any risk of suicide.

By the end of the call the caller felt heard and less alone. With the TC he explored some options to seek out support and was invited to phone again to reduce his isolation.

SHIRLEY, 64. Lives alone in a council flat.

Has had to move 3 times since the earthquakes last year .

This has been a financial strain and she does not like her new neighbourhood, particularly her neighbours two doors down who have rough people coming around all hours and play loud music all night.

Council noise control have visited but it starts again the next night.

She is not sleeping and miserable and her health problems have flared up again.

Shirley rings on a regular basis and the counsellors support her by calming her down and talking her through plans to assist her in making things better on a day to day basis.

KEVIN, 58.
Kevin's wife died 18 months ago and he is not coping on his own.

Misses his wife, is now unemployed, on depression medication, has had suicidal thoughts.

He does not cook for himself and is not eating properly and not exercising. Does have friends and is not drinking alcohol. Just generally feels life is not worth going on with now his wife has gone. Feels like he cannot continue offloading on to his friends.

Counsellor worked through some plans to assist his immediate needs (i.e. sleep and nutritious food). He needs to take small steps and feel he has achieved something positive each day, then work towards longer term goals like getting out on his bike and meeting a friend for coffee.

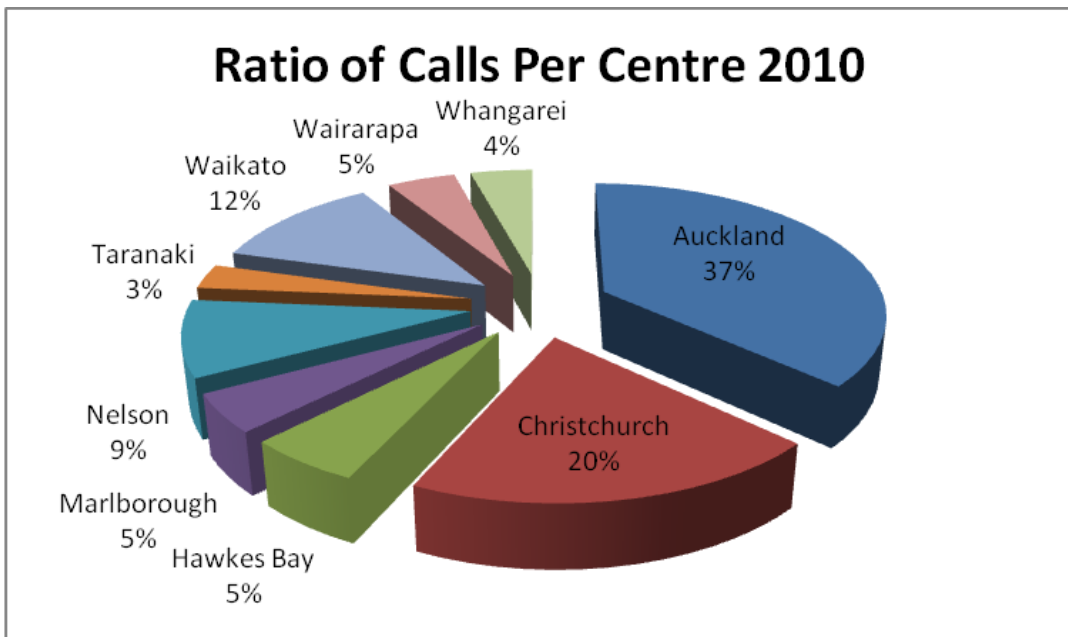
KYLIE, 32. Has been living with her partner for many years and is now 6 months pregnant but feels her partner is just using her to taxi him around (he is unemployed and has lost his license).

Worried about finances when she finishes work in a couple of months and how hard it will be when the baby arrives. Feels like she receives no support from her partner – he is always about himself.

She needs someone who is there for her, especially now, emotionally and financially.

Counsellor clarified how caller is feeling and caller will take better care of herself and think hard about where her future lies.

Active Calls for 2010

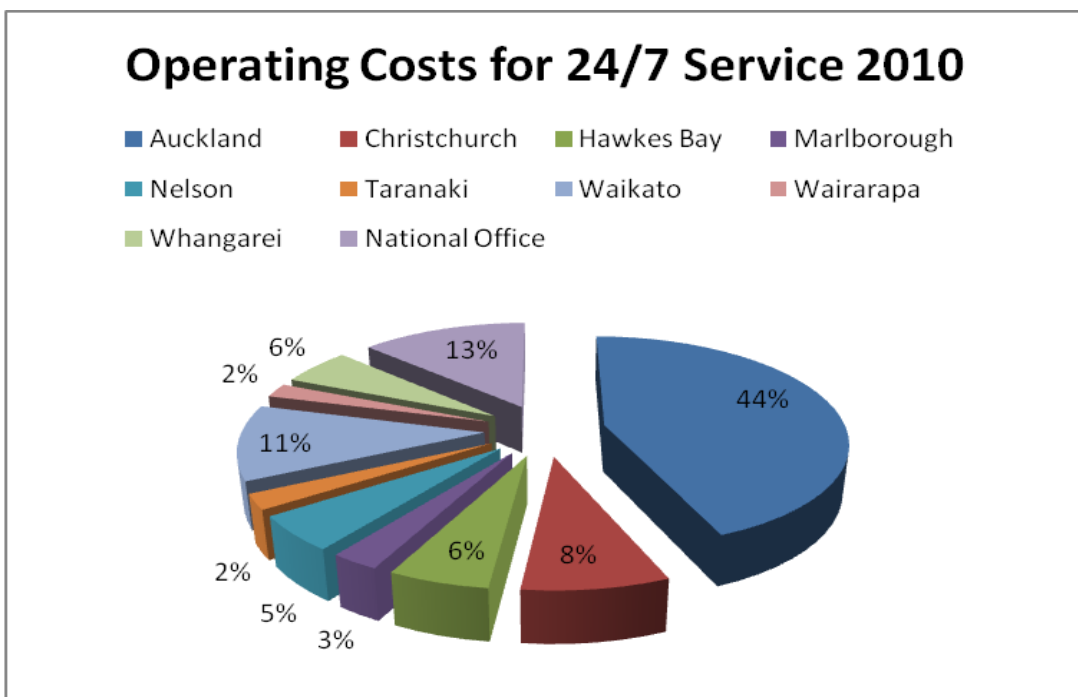


The largest centres, Auckland and Christchurch, together with Waikato and Nelson took 78% of all calls in 2010. (Christchurch was not operational for two weeks after the September earthquake.)

The other five Alliance centres covered the remaining 22% between them - an increase of 3% over 2009

Operating Costs 2010

Total Nationally: \$1,577,670



Selection & Training of Volunteers 2010

Applications Received: 352
Accepted for Training: 204
Successfully Trained: 141
Resignations the same year: 95



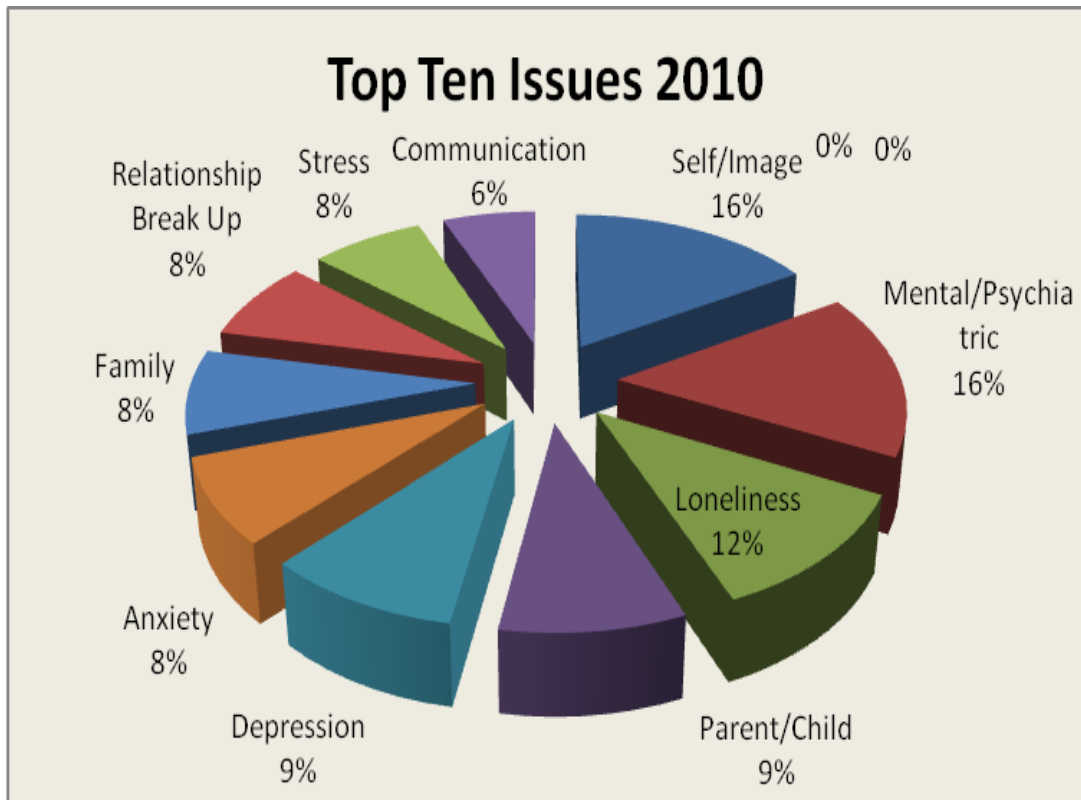
Compared to the 2009 figures, there was an increase of 4 people applying for training this year, and 25 fewer proceeded to active telephone counselling. Only 95 volunteers resigned in 2010 as opposed to 112 in 2009.



Top Ten Caller Issues 2010

Self /Image
Mental/Psychiatric
Loneliness
Parent/Child
Depression
Anxiety
Family
Relationship Breakup
Stress
Communication

Note: Suicide Related calls: 6%
This is an increase of 2% since 2009



"I want to say thanks to the lady I spoke to this morning". "The person I spoke to today was awesome she saved my life. I was at my lowest. I am an alcoholic. She helped me to look at some options".