



# LifeLinenz Tidbits

Issue 32

November 2009

## Did You Know?

**Payroll Giving:** Comes into effect in January! Now is the time to start twisting arms and try to get some extra funds for your centre.

**National Appeal Day:** Friday, 19<sup>th</sup> February 2010. A chance to make some untagged money and raise awareness in your region. We will keep you informed of what LLNZ is planning.

**Important:** Check now with your local council that 19 February hasn't been allocated to any other group.

## AGM/Training Weekend: More feedback:

Keynote speaker was **Mathew Bolland of TelstraClear** who talked about the dangers for children using cyberspace and mobile phones. He outlined his own experience and concerns as a parent of young children. Text bullying is becoming more prevalent and there are dangers for children when surfing the net, using Bebo, Facebook etc. Mathew explained that TelstraClear was proactive in monitoring internet and mobile use by children and supported anti-bullying programmes. A very interesting and thought provoking speech.

<http://nz.linkedin.com/pub/mathew-bolland/9/6b1/153>

<http://www.scoop.co.nz/stories/BU0807/S00177.htm>

## Centre Cuts :

**Auckland:** "We are sad to announce that our CEO, Mr. Bryan Wilshire, has left to follow other business interests. Bryan has served for seven years as CEO, preceded by just under seven years' involvement as a Board Member, including three years as Chairman. Over that time Bryan has been instrumental in raising the profile of Lifeline and made a valuable contribution to the organisation." Nationally, Bryan will also be missed. His willingness to share his knowledge with all LifeLine centres has done much to draw the organisation together. Those 'horrible jafas' over the Bombay Hills are now deeply respected.

## Stress, Suicide and the Family Court

Principal Family Court Judge Boshier is today calling for more support for anguished families. He says, "I feel for people that use our courts who eventually cannot cope and take their own lives".

## Board Bits:

**Accreditations:** Melanie and her team have now completed the huge task of visiting every centre this year. Reports to centers have gone out or are in the process of being sent out.

**LifeLine's Website:** Next year the whole web site will be revamped by 'Hairy Lemon' - a young and enthusiastic firm which has just won a prodigious American award. In the meantime, the present site will undergo some cosmetic changes before Christmas to bring it into line with the new branding. 'Hairy Lemon' is to do both jobs pro bono!

**Call Stats Programme:** The whole system is to be overhauled. How do we collect stats? What programme would be best for us? What do we collect? What do we need to collect? What do we do with the result? Looking at various options and researching other agencies. Val Upton, data inputter, of LifeLine Christchurch is to be included in the workgroup.

**Policy Manual:** Is still being upgraded.

**National Day:** Text donations are to be asked for again next year. 50% of any takings to be divided between centers.

### **Minister breaks the silence on elder abuse**

Senior Citizens' Minister John Carter is taking the "It's Not OK" message on the road, travelling to Wairoa today to raise awareness of elder abuse and neglect.

### **CLINICAL CORNER with Melanie:**

According to the Ministry of Health New Zealand Suicide Prevention Action Plan 2008-2012 depression is the largest single contributor to suicidal behavior. Theoretically the elimination of major depression alone could reduce population rates of suicide by over 50% (Beatrais, Joyce, Mulder et al 1996). This is a sobering thought. This is big picture thinking.

With over 500 suicides in New Zealand each year what can telephone counsellors do to prevent suicide?

I believe as volunteers on the frontline LifeLine telephone counsellors have the ability to contribute to change. "LifeLiners" can increase the understanding and recognition of depression in callers and therefore raise callers' awareness of depression. TCs can also facilitate the ability of callers to seek help for mental health problems.

In fact the "Action Plan" acknowledges that as a telephone counselling service LifeLine has the potential to provide such a grassroots approach. This way each and every telephone counsellor makes a contribution to the "big picture".

The MOH NZ Suicide Prevention Action Plan 2008-2012 can be viewed at <http://www.moh.govt.nz/suicideprevention>

**Givealittle :** [Click here to Support LifeLine New Zealand at Givealittle!](#)

### **FAQ File :**

**0800 number:** The percentages have been changed (had to wait until TelstraClear 'built their own platform?!). So Auckland should no longer be swamped and all the other centers should receive more calls.

Some 0800 Call Statistics:

August: Answered 4095 (under 1second 118); Unanswered/abandoned 825; Busy Line 166

September: Answered 4827 (under 1 second 146); Blocked 7; Unanswered/abandoned 87

October: Answered 5901 (under1 second 110); Busy line 2; Blocked 12; Unanswered/abandoned 665

### **Inspiring Communities Newsletter**

The November 2009 Network News from the Inspiring Communities Exchange is now available. It is packed with examples of community-led development in action around New Zealand, and more.

### **Web Ruminations:**

**LifeLine:** Have you visited the LL Auckland or the LL Australia websites? Some interesting things going on in the LifeLine world. See [www.lifeline.org.nz](http://www.lifeline.org.nz) and [www.lifeline.org.au](http://www.lifeline.org.au) (and make sure you read Auckland's newsletter – it's always very interesting).

**CommunityCentral** is an online space for people in tangata whenua, community and voluntary, public health and other organisations in Aotearoa New Zealand to work together, share and converse online. [Find out more...](#)

**Diary Dates:**

**Next LLNZ Board Teleconference:** Tuesday, 15 December at 7.30pm

**National Appeal Day:** Friday, 19 February 2010

**LifeLine's Stress Down Day:** 24 July 2010

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