

Online Café Group

Dharshana Ponnampalam | Supporting tamariki and rangatahi





**WE'RE HERE
TO KŌRERO**

**A SAFE PLACE TO TALK
ABOUT ANYTHING**



A service of Barnardos New Zealand



Barnardos

What we do

- 0800 What's Up is a free, confidential, professional telephone & online counselling service provided by Barnardos.
- Aotearoa's **only** nationwide helpline for children and young people aged 5-19 years.
- What's Up is part of Barnardos' broad range of child-centered services



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Phone Counselling

0800 What's Up
operates
11am – 11pm **every day**
of the year.

On average – every year
we support between
3000 and 4000 young
people/adults on the
phone

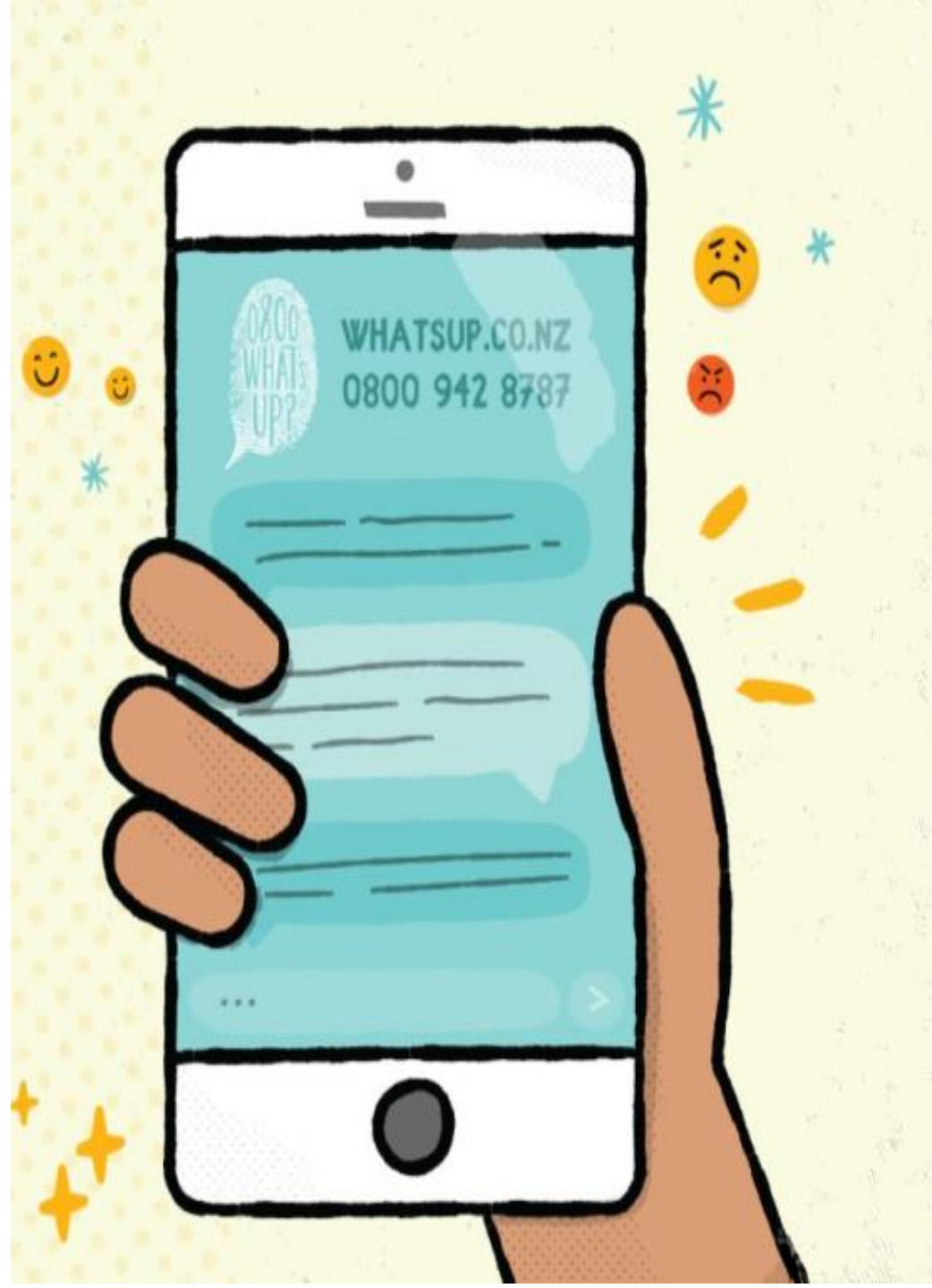
Webchat

Increasing preference for use of chat, particularly with rangatahi.

Many of presentations on the online chat service involve serious and complex issues.

On average we supported 8000 tamariki and rangatahi on chat yearly

Duty of care contact: 120 last year



What makes us different:

- All calls & chats are answered by paid trained counsellors with a background in counselling, psych & psychotherapy/social work.
- Counsellors use a Child-Centred Practice, Empowerment & strength-based approach
- Tamariki and rangatahi can ask to speak with the same counsellor who they can positively relate to on an ongoing basis.
- Case management plans to monitor progress /effectiveness

Impact lab results

1:\$2 with active advertising

1:\$1.8 with no advertising



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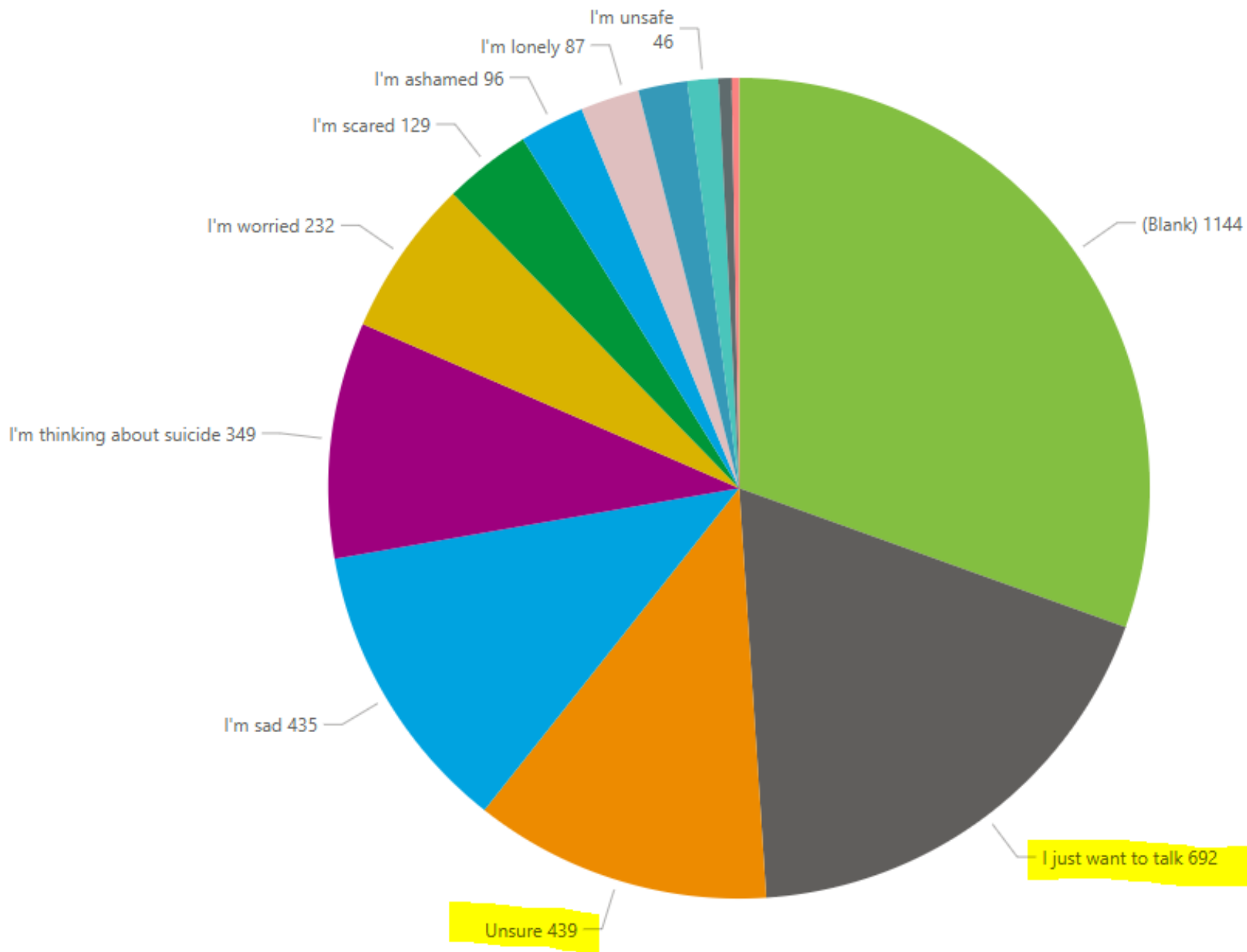
Counselling Contacts

What's Up has a unique approach to non-counselling presentations where children are allowed to be playful or try to 'trick' or 'test' us. They don't have to come on 'ready to talk about big issues'.

Non - Counselling Contacts

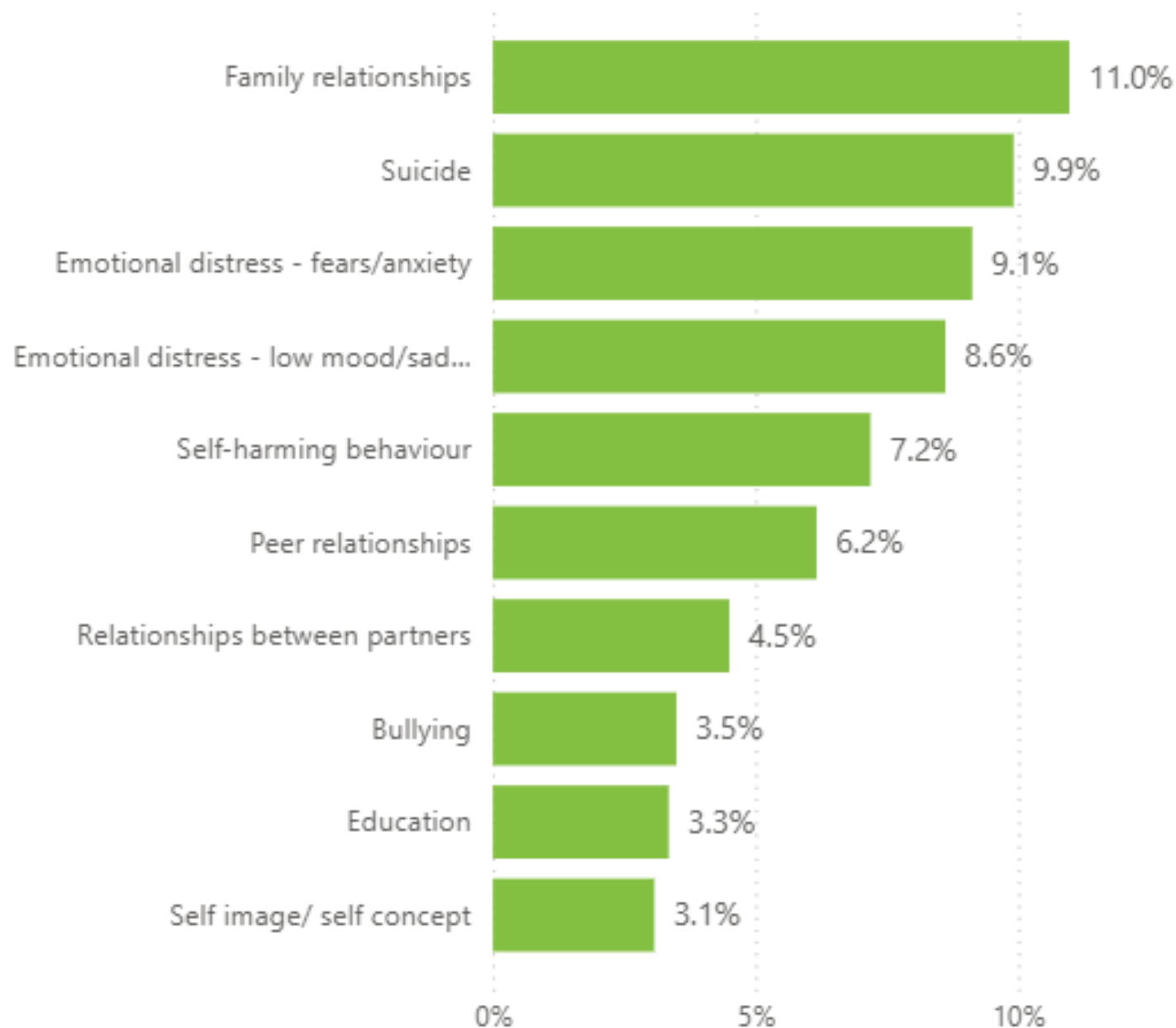
We respond based on their unique developmental stage and context.

Having regular relationships also means we can set boundaries – role model healthy relationships, beyond one-off interactions.



Top 10 Counselling Themes

Each call/chat document can record up to 3 themes.





Area	Challenges Faced	Needs Identified
 Education	Missed school, poor academic performance, lack of teacher understanding	Teacher awareness, future planning support, school-based counselling
 Socialisation	Isolation, loneliness, difficulty forming friendships, bullying	Peer connection, respite, awareness among peers
 Health & Wellbeing	Unaddressed grief, non-finite loss, emotional strain	Grief counselling, information about loved one's condition
 Service Provision	Avoidance of formal services due to stigma, poor fit, or past negative experiences	Holistic, individualized support, better awareness among professionals



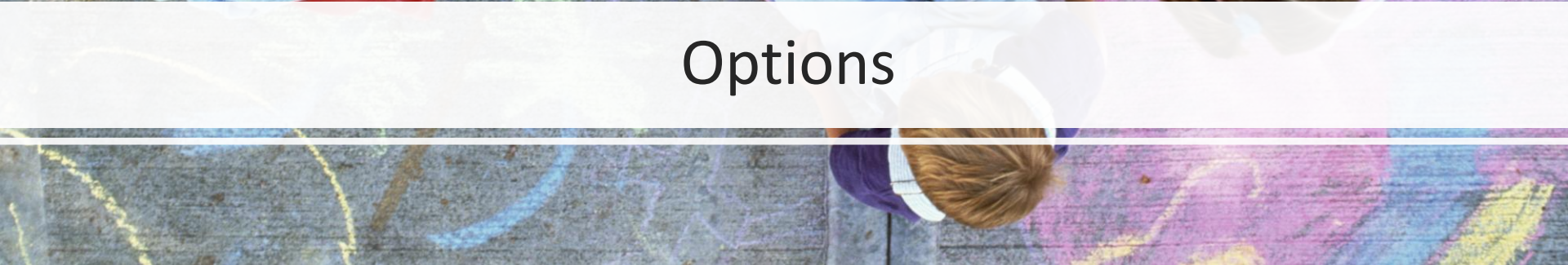
Why we do it

Research indicates 50% of mental health challenges faced by adults are already established by the age of 14 years.

Early intervention is the key having significant and life-changing consequences for the young person's mental health.



Options



What you can do:

- ❖ Talk to your children/young people about their options
- ❖ Normalize having difficult emotions (but reminding them they are not responsible for adults' difficult emotions)
- ❖ Support the young person to give us a call while you are with them.
- ❖ Talk to your school organization about including flyers/cards to inform whanau and young people about what we do.
- ❖ Have posters in rooms / around the school / fridge magnet or cards in the house
- ❖ Print out a resource and give it to them to read.
- ❖ You can ask them what they'd like us to know in advance – if anything and email whatsup@barnardos.org.nz



Resources

- Lots of resources can be found on our website
- Information about issues kids, teens can face but also information for parents.
<https://whatsup.co.nz/kids>
- You can also access our community toolkit where you can find posters, brochures and social media tile
- Support a young person to give us a call.
- Contact us for cards / stickers

DOWNLOAD - Social Media Tiles

Digital Banners

Our digital banners can be used across your school intranet, or throughout online community groups. You will find a range of different sizes here and we welcome you to email us if you require a more specific size.



DOWNLOAD - Digital Banners

Adam

Adam is 6 years old. Adam stumbled upon a What's Up poster in a public phone booth. Out of curiosity, he picked up the phone and called. That one small moment of bravery led him to discover a place where he felt safe — and over the next few months, Adam began reaching out to What's Up regularly.

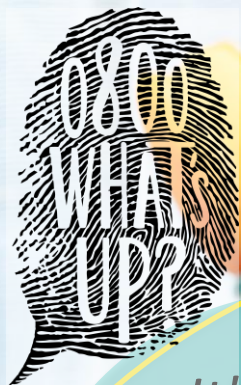
Initially, he just talked about his day. Soon, we learnt he was being bullied, and on top of that there were signs neglect at home. He shared games he played on the street, one called 'chicken', grief from his granddad passing, asking strangers for food, using skills he learnt at Scouts like lighting a fire in the woods... The counselor gently guided him to stay safe.

Adam's calls weren't only about the hard things. He also shared his joys and lighter moments. Over time, Adam developed a special connection with one male counsellor, Shaun. Being able to speak with the same trusted person regularly gave him the stability he longed for. Together, they built a relationship where Adam could process challenges, set goals, and continue to keep his safety at the centre of their conversations, while Adam still had the experience of having a supportive adult.



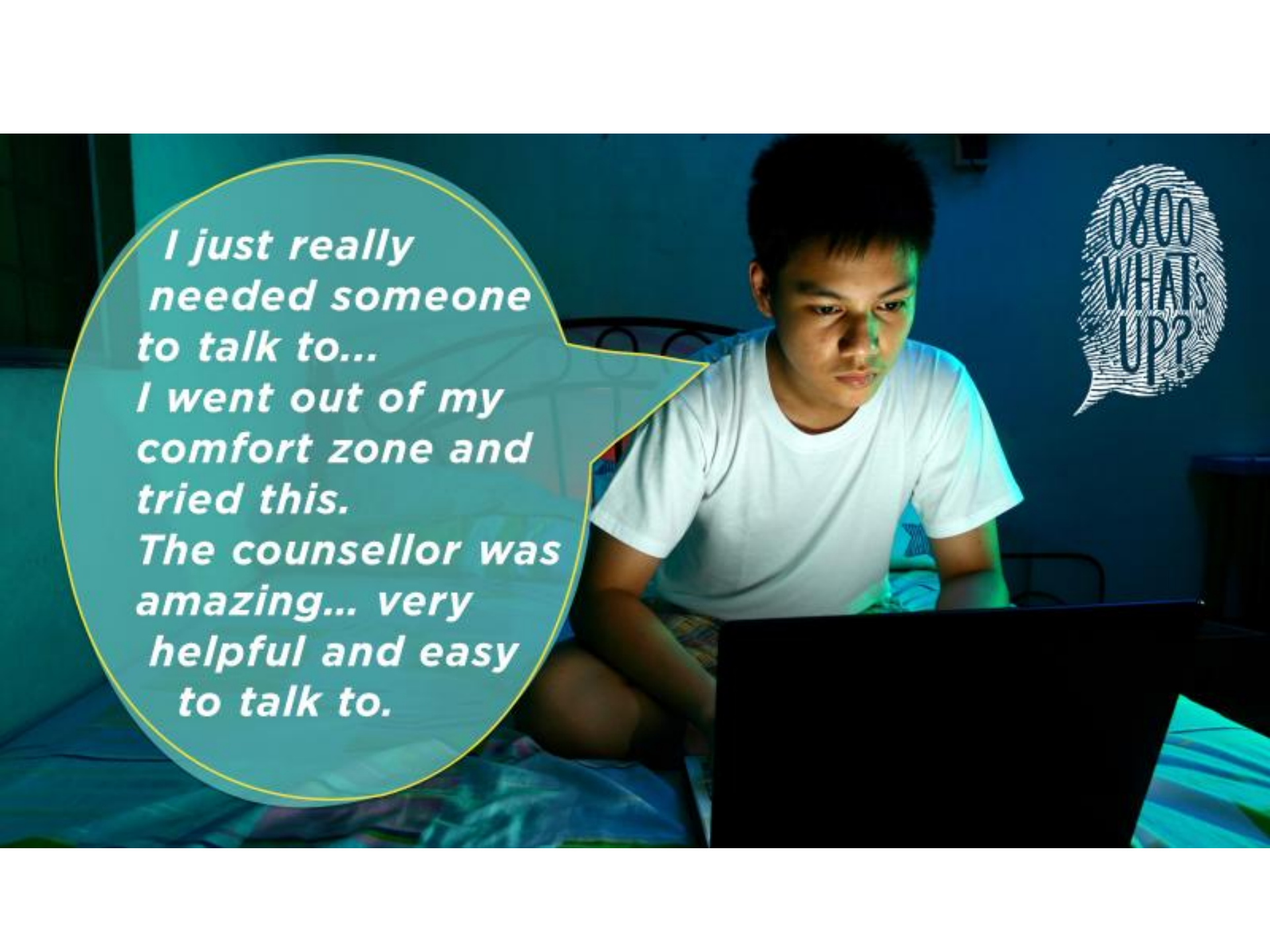
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It's always so nice and helpful talking to Kelly. She is so nice and sympathetic. Kelly makes me feel so heard and understood. ❤️





*I just really
needed someone
to talk to...
I went out of my
comfort zone and
tried this.
The counsellor was
amazing... very
helpful and easy
to talk to.*

