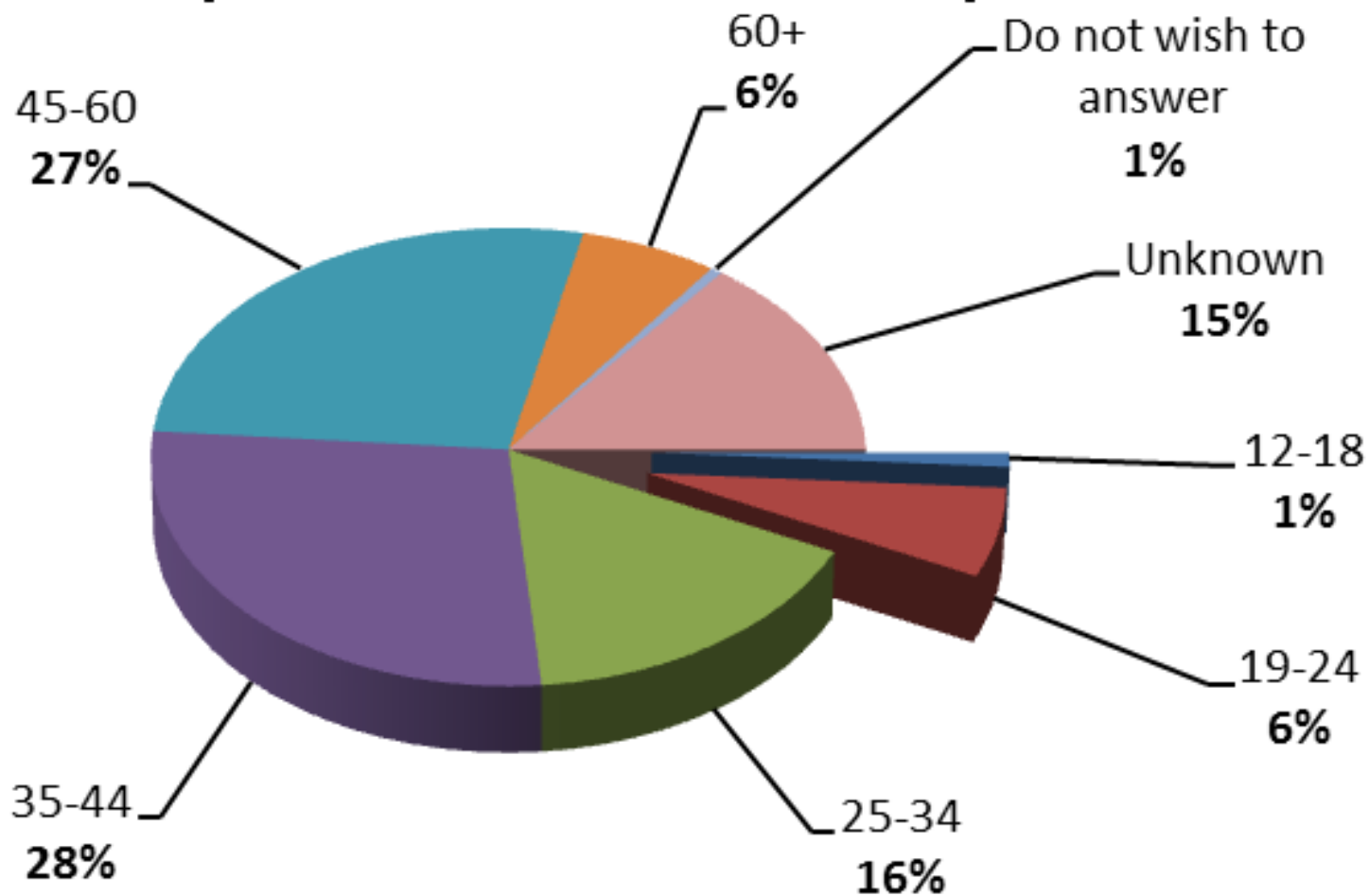


AlcoholDrugHelpline NZ

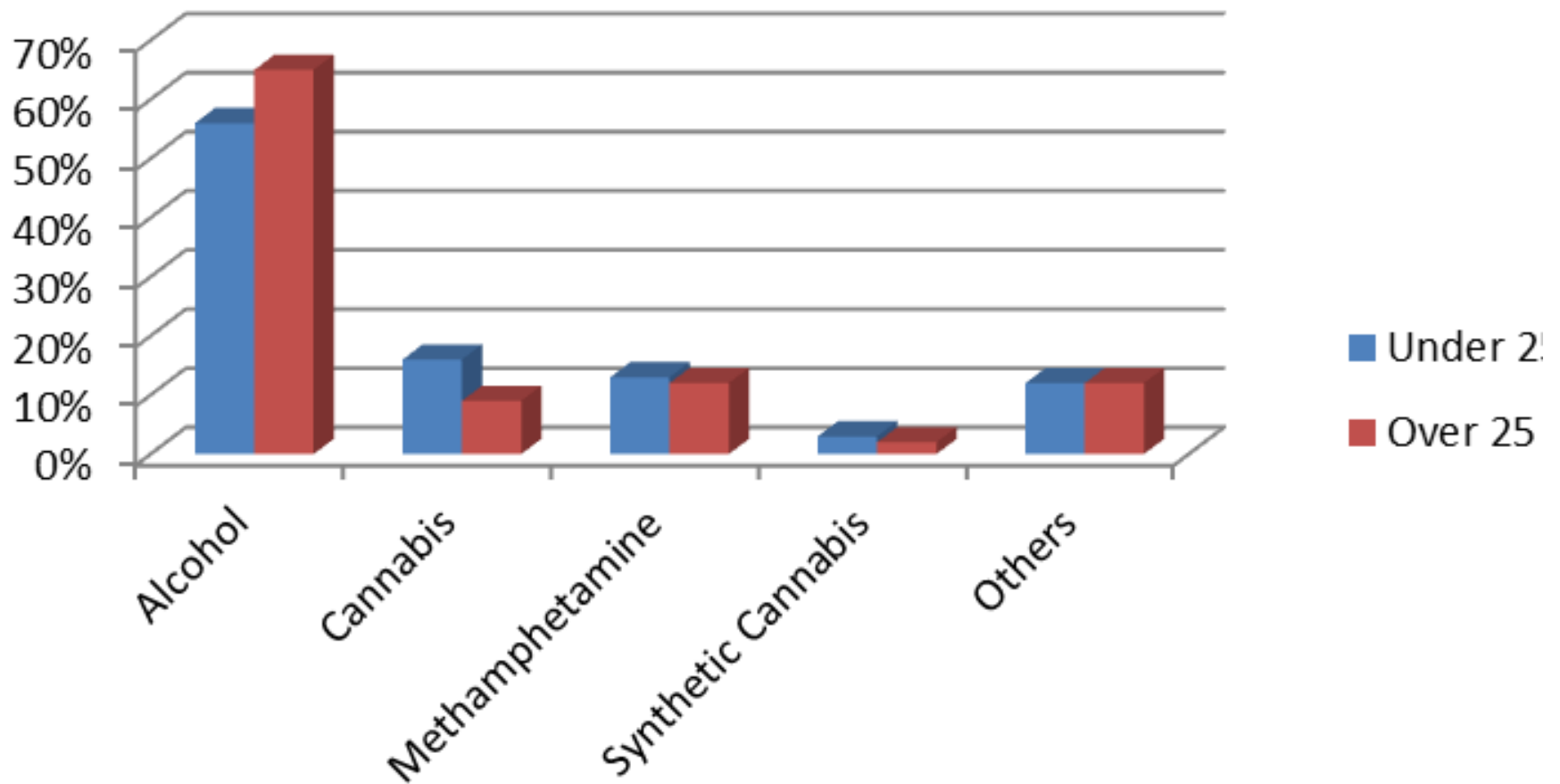
0800 787 797

- Nationwide
- Free calls & texts & livechat & email
- 10am – 10pm EVERY day (except Xmas Day)
- Confidential
- Information, free resources, & contact details for services throughout NZ
- Trained counsellors to talk to

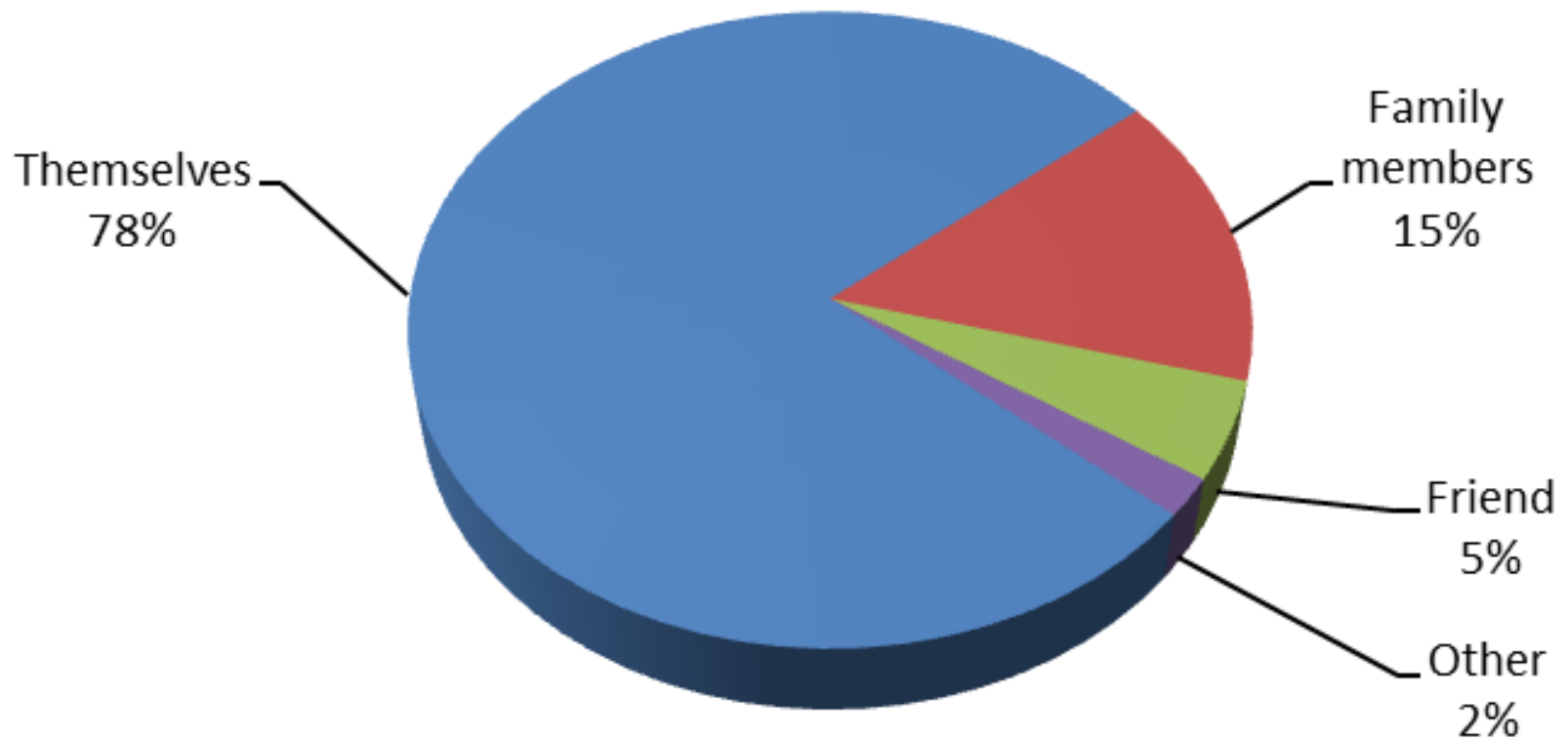
Age Groups of Callers to the Helpline



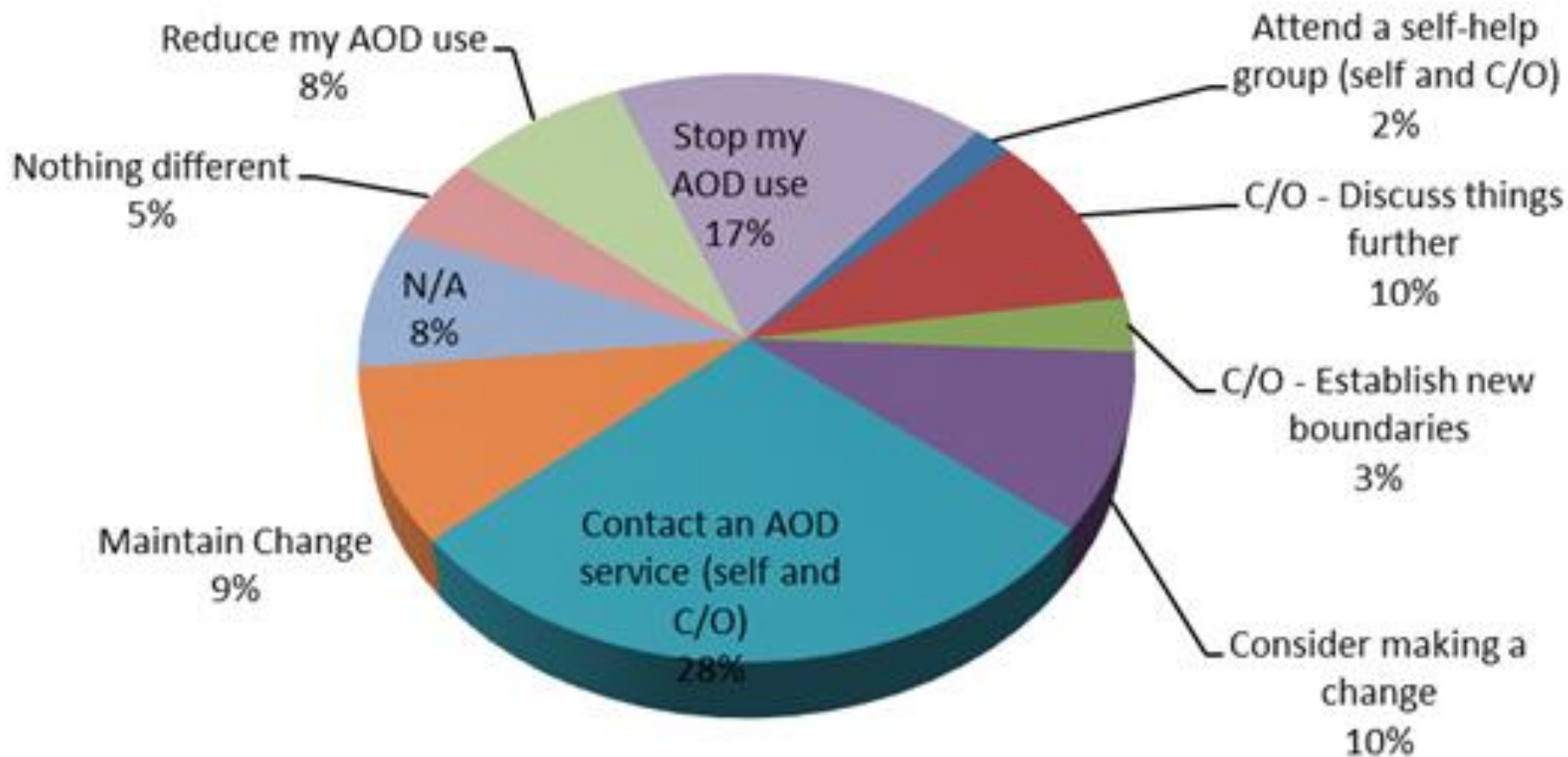
Comparison of Primary Drug: Under / Over 25



Who the person under 25 is calling about



What the caller (under 25) plans to do following the call



Call Backs (ie. we ring clients)

- Offered to callers
- We record first name, number, time to call and a brief outline of their plan/goal
- Any frequency from daily to weekly
- Brief notes are kept
- Average about 10-12 calls
- 2600+ Call-Backs – high client satisfaction

Common reactions to Call-Backs

- You are the only people who care
- You've saved my life
- It's good to know someone will ring me
- I like hearing different ideas from you people
- It makes me think "No, I won't – someone's going to call me later"
- I feel I'm not alone anymore
- You don't judge me