

## Need to talk?

Youthline Helpline- free 24/7 support from trained volunteer helpline counsellors

Free call: 0800 376 633

Free text: 234

Email: [talk@youthline.co.nz](mailto:talk@youthline.co.nz)

Webchat: [www.youthline.co.nz](http://www.youthline.co.nz)

For confidential, non judgmental support, information, any problem (big OR small), advice, or a listening ear.

**Youthline**  
Changing lives.



## Contact Youthline Southland

**Shannon O'Connor**

Program Coordinator & Manager

Office: 03 2110031

Cell: 021 08456590

Email: [shannon@youthline.co.nz](mailto:shannon@youthline.co.nz)

## Thank you to our wonderful supporters

Youthline Southland are entirely reliant on community funding and donations. Thank you for supporting our mahi, our youth, and our volunteers.



## Youthline Southland



Southland Community House  
46 Kelvin Street, Invercargill  
[southland@youthline.co.nz](mailto:southland@youthline.co.nz)

03 2110031

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Changing lives.



## Youthline Southland

Connecting. Supporting. Engaging.

Youthline Southland has given me the training in what I need to know about myself and others, so that I can help someone who may be at their worst. The other volunteers, supervision, coordinator and board have made Youthline Southland a supportive place, where we can feel we can really make a difference.'

-Youthline Southland Volunteer Helpline Counsellor



## About us

Youthline Southland has been operating in our region since 1976 and became entirely locally led in late 2017. Our team consists of volunteer helpline counsellors, program coordinator, counsellor/supervisor and volunteer board members.

As part of nine Youthline centres nationally, Youthline Southland volunteers contribute to the national helpline which includes text, phone, email, and webchat counselling for young people.

Youthline Southland run free community workshops for young people such as Good2Great- a 2 day leadership and personal development course. Volunteers have opportunities to further their skills through youth facilitation, ongoing personal development, monthly supervision, and training.

### Our Core Purpose

Supporting Southland Youth through Connection and Engagement

### Our Core Values

Community. Realness. Growth.



## Our Services

### Support

#### Free Youth Helpline

- Phone counselling/support: 0800 376 633
- Text counselling/support: 234
- Email counselling/support: [talk@youthline.co.nz](mailto:talk@youthline.co.nz)
- Webchat counselling/support: [www.youthline.co.nz](http://www.youthline.co.nz)

### Connect

#### Free Volunteer Training & Development

- Personal Development Training
- Basic Counselling Skills Training
- Ongoing Supervision
- Events & Workshop opportunities
- Valuable Hands-On Experience in Youth Work/Counselling field

#### Connecting young people to local services and each other.

### Engage

- Good2Great Personal Development & Leadership Workshop for youth
- Rural Youth Outreach
- Volunteers are actively engaged in their community and their communities needs.



## Our Volunteer Training

Youthline Southland offer **free** training for local volunteers aged 17+. Training is held locally where possible but often work in collaboration with Youthline Otago.

Training is highly valuable and comprehensive, equipping volunteers with skills not only for helpline counselling, but for all other areas of their lives. We believe in quality and supportive training, with group monthly supervision with a qualified local counsellor.

- Stage 1: Personal Development
- Stage 2: Basic Counselling Skills
- Stage 3: Trainee Helpline Counsellor
- Stage 4: Solo Helpline Counsellor

### Time Commitment

Training for stages 1 & 2 are usually held over 4 days. Volunteers work alongside a mentor while a trainee until they are ready to work independently as a solo helpline counsellor. Shifts on the helpline are 3 hours and it is expected volunteers complete 2-3 shifts per month. Once Solo, volunteers have a great level of flexibility. We expect volunteers to commit to Youthline Southland for a minimum of 1 year.

### JOIN OUR VOLUNTEER CREW

Contact [shannon@youthline.co.nz](mailto:shannon@youthline.co.nz).

