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
Webchat: www.youthline.co.nz

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

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
Changing lives.

Contact Youthline Southland

Shannon O’Connor
Program Coordinator & Manager
Office: 03 2110031
Cell: 021 08456590
Email: shannon@youthline.co.nz

Youthline Southland
Southland Community House
46 Kelvin Street, Invercargill
southland@youthline.co.nz
03 2110031

Youthline Southland

‘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
- Webchat counselling/support: 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.