



1,027,821

calls answered to date

November 2009

In this issue:

Happy Christmas 2
Plumbing Industry supports
What's Up 2
What's Up "vital" 2
Social networking support 2
UNCRC turns 20 3
Thank you donors..... 3
Terenzo's news..... 4
Giant Day out..... 4

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One million calls in eight years

In September this year, 0800WHATSUP reached two significant milestones: the service celebrated its eighth anniversary since it opened the lines for the first time on 22 September 2001; and it answered its one millionth call one Friday afternoon.

Both these achievements tell us something about the success of What's Up.

However, the financial situation for What's Up has been everything but pleasing or promising this year. The current economic downturn has seriously challenged What's Up, and the service is hit by a funding crisis.

0800WHATSUP needs to develop a sustainable funding situation to survive, as the service is struggling to meet the high demand of hundreds of unanswered calls each week.

More funding is critical otherwise we will lose this valuable service over the next few months. The \$200,000 grant that What's Up has received in September through the Community Response Fund is not enough to keep the service running in the long term. In order to meet the increasing needs of tens of thousands of children and young people who turn to the service for help each year, What's Up needs more support and funds.

Ever since the lines opened, children and young people have responded very strongly to this service that places an emphasis on child-centred practice, empowerment and confidentiality. It is also clear that What's Up is doing very well in meeting the needs of children and young people, as most of our callers say that they have heard about the service from other children and young people.

What's Up Counsellors have answered an average of 377 calls per day this year, yet hundreds of calls remain unanswered due to insufficient funds to pay the Counsellors' wages and the cost of the calls. The future of What's Up is not looking bright if we can't find sufficient funding to keep the service running.

Feedback received via the What's Up website

"I have found What's Up really useful when I'm feeling down. I have learnt a lot from Whats Up, which has helped me deal with these situations. I know that acceptance is probably a main issue for me. I think that What's Up has done a great job in listening and offering support to us and I would like to thank them all for that. I feel if I don't have the support I need, then things won't change for me when I'm going through a hard time."

- Female caller aged 15 (original text edited for clarity).

Happy Christmas

It has been quite a year, with economic and natural forces impacting upon us in many ways.

Like it was for many, What's Up's plans for 2009 had to be dramatically revised as the recession bit into our funding. What might have been a year of growth became a year of survival.

Like many, we are grateful to our whānau for giving us the resilience to pull through.

To our whānau within What's Up – for the talent, skill, knowledge, commitment, maturity and aroha that you all bring to the children who call;

To our whānau around What's Up – the individuals and organisations who enable and support us to serve the children who call;

To our tamariki, rangatahi mā e karanga mai nei, rātou e whai kaha ai mātou – the children and young people who call; who give us so much strength to do what we do;

As we approach the Christmas festival and the coming of a new year, I wish you all good health and happiness.

Whāia te kotahitanga o te wairua, mā te rangimarie me te aroha, e paihere. Pursue a oneness in spirit and bind it in peace and unconditional love.

Grant Taylor, Executive Director

Plumbing industry supports 0800WHATSUP

The annual Plumbing Industry Charity Event once again supported What's Up in 2009. The event comprised a series of golf tournaments held throughout the country and ended with a gala charity ball and auction on 2 May 2009. The event engages people throughout the New Zealand plumbing industry in celebrating their industry community and supporting charities working for youth at risk.

Despite the impact of the recession, the Plumbing Industry Charity Event was able to present What's Up with a wonderful cheque for \$30,000 – enough to pay the average cost of answering more than 13,000 calls.



Plumbing Industry Charity Event Chair Garry Ivill (third from left) and the event committee present What's Up Executive Director Grant Taylor with a cheque from the event.

0800WHATSUP recognised as “vital social service”

In May this year a fund set up by Minister for Social Development and Employment, Hon Paula Bennett, has supported What's Up to the tune of \$200,000 in the first round of grants awarded in September.

The Community Response Fund was described in the Minister's funding announcement as supporting “vital social services during the recession”. A total of \$8.8 million dollars was distributed to 164 social services groups in the first round of grants.

What's Up Executive Director, Grant Taylor, said the grant was extremely welcome and critical to What's Up's continued availability to the children and young people of New Zealand at a time when they too are feeling the impact of the recession on their lives.

“Major stressful events like the loss of the family home or income have the potential to make an impression on developing children that will affect them throughout the course of their lives. It is important that they have the opportunity to talk through what is happening to them and how it makes them feel so that they can adjust to the changes that have been thrust upon them”, Mr Taylor added.

Mr Taylor also said that it is important that the role the What's Up service plays in the lives of New Zealand's children and young people has been recognised as critical to the community by the Community Response Fund.

Social networking support

Facebook, MySpace and Bebo have become household names in recent years as people use the internet for “social networking”. These international internet brands are not alone. They are joined on the internet by many smaller sites that focus on groups of people with common interests. An example of this is a New Zealand-based social networking site for parents of young children, Parentbook.

Parentbook is run by Waiheke Island mother and businesswoman, Hannah Shone, in conjunction with her online organic babies and children's clothes shop, Earthlings.co.nz. Members of Parentbook can ask questions, offer their opinions and advice, and support one another as a group with a lot in common as parents.

Internet sites like Parentbook can help overcome the isolation that parents of young children can experience, making it easier to reach out to others who understand.

Parentbook is providing online advertising free of charge to What's Up. What's Up is grateful to Parentbook for its support.

For more information visit:
www.parentbook.earthlings.co.nz

International Children's Treaty turns 20

On 20 November 2009, the United Nations Convention On The Rights Of The Child (UNCRC) celebrated its 20th anniversary. UNCRC is an international treaty, establishing the civil, political, economic, social and cultural rights of children. All nations that ratify UNCRC are bound to it by international law. A UN Committee monitors that compliance, and countries that have ratified the Convention are required to submit periodic reports on their country's status of child rights.

Every member of the United Nations has ratified the Convention with the exception of the United States of America and Somalia. New Zealand became a party to the Convention in 1993 but maintains formal reservations regarding Article 37(c) on the separation of juvenile and adult offenders in prisons, and Article 32(2) on the economic exploitation of children.

Two Articles of the Convention are particularly relevant to What's Up.

Article 12 affirms the right of all children to hold and express personal views on any matter that affects them and the right to opportunities to express those views. As a service committed to working with children on their own terms and available to everyone in New Zealand aged between 5 and 18, What's Up is an excellent way for New Zealand as a nation to honour this obligation under the Convention. The very successful survey run by What's Up on the 2009 Citizen's Initiated Referendum on child discipline was a great example of the upholding of this right.

Although What's Up speaks to around 400 callers every day, with greater financial support, it could be answering more calls and doing an even better job of helping New Zealand to honour children's right to express their views.

Article 13 says that children have the right to freedom of expression, which includes seeking, receiving and imparting information and ideas of all kinds and in all forms, within the bounds of law, order, morality and respect for the rights of others.

What's Up is an important source of information of all kinds for children, from their legal rights to how to get a stain out of the carpet or who could help their mother to stop crying.

The UNCRC helps us to remember that children are people in their own right, full citizens of New Zealand and the world from the moment of their birth. They are entitled to the same protection, respect and dignity as everyone else. They are not anyone's private property.

We are proud of the UNCRC and proud of New Zealand's acknowledgement of it (notwithstanding the reservations). We are proud of What's Up role in helping New Zealand society to meet its obligations to children as articulated in the Convention.

We couldn't have done it without you

What's Up could not provide its young callers with counselling, support and information without the financial support of the public. During the past year we received substantial donations from the following. We thank you all for your support during this period of financial uncertainty.

Takahe Group, more than \$10,000

ASB Community Trust
Barnardos New Zealand
Ministry for Social Development
Rodmor No. 2 Charitable Trust
Telecom NZ Ltd
The Grocery Charity Ball Trust
The NZ Lotteries Grants Board
The Plumbing Industry Charity Event
The Todd Foundation Trust

Kakapo Group, \$1,000 - \$9,999

ASB Community Fund
BNZ Standard
Coastal Otago/Waitaki COGS
Friedlander Foundation
Hamilton/ Kirikiriroa City COGS
Kahungunu Ki Heretaunga COGS
Kaitaia COGS
Manawatu/Horowhenua COGS
Manuakau City COGS
North Taranaki COGS
Samson Corporation
Television New Zealand "Dancing With The Stars"
Trust Waikato
Waitakere City COGS
Wellington COGS
Whangarei/Kaipara COGS

Kea Group \$100 - \$999

Alteration Specialists Ltd
Console NZ Ltd
Garden Chess Ltd
GiveALittle Donations
Kym Noone
Leyland Bottomley
Rewa Cleave
Stratos Ltd
Graeme Mackay

What's Up Ambassador Terenzo Bozzone

I am currently back home in beautiful New Zealand. It is great to be home, even if it is for a short time after a busy year on the road, training and racing. I have just finished racing the Ironman World Championships three weeks ago in Kona, Hawaii. The conditions out there are like nowhere you would have ever experienced. The winds can blow you off your bike, and the temperatures hit the mid 40's with 80% humidity. Let's not forget the sharks!

I had spent the seven weeks leading up to the event training on the island with the 2007 World Champion Chris "Macca" McCormack. His knowledge was invaluable and we had a great time drilling each other into the ground.

Race day soon rolled around and everything was unfolding greatly. I came out of the 3.8km swim in a good position and rode the 180km bike well. I was on the verge of cracking into the top 5 in the 42km run when my body started to shut down. When I eventually crossed the finish line in 11th position my whole body had swollen terribly. All in all I had a great time in the race and learnt a lot that will help me in future years to achieve my goal of being the World Ironman Champion.

2009 had been an interesting year, prior to Kona. I started off the season with the New Zealand Ironman down in Taupo—my first time racing over this distance. I had a great day and came in second behind eight-time winner Cameron Brown. From there, I went up to America and participated in five events during April and July, with three firsts and a second. This was followed by another Ironman in Germany, the European Ironman Championships. The competition in this event was probably the second toughest Ironman outside of the World Championships. Hundreds of thousands of people lined the streets and there was seldom a quiet moment out on the course. I ended up having a tough day but still finished 9th.

After 4 weeks at home and a period of preparation in the Philippines, it was off to Hawaii for the Ironman World Championship. This was one of the highlights of my year. We were treated like rock stars and the whole event was of a world class standard. Among the top competitors racing were Cameron Brown and Chris McCormack. I managed to have a great race and come away with the victory.

My final race of the season is the World Half Ironman Championships in Florida. I am returning to the event as defending champion but with the Ironman World Champs being only five weeks prior, I am a little unsure of my expectations.

It has been an honour to be associated with What's Up. I believe the work they are doing for the youth of New Zealand is making a dramatic difference. Thanks guys and keep up the great work.

Kind regards

Terenzo Bozzone



What's Up Giant Day Out

The inaugural What's Up Giant Day Out of fun and games for the whole family was on Sunday, 11 October at the ASB Showgrounds. Jointly organised with ActivePhysio, a chain of physiotherapy clinics in northern New Zealand, the Giant Day Out provided free entry for families to enjoy playing together with giant games. One metre long pick-up sticks, half a metre tall chess pieces, and tower blocks as tall as a ten year old, all entertained those at the event.

Sticky TV presenters Sam, Kanoa and Geoff joined in the games with the kids. The adults suffered a real handicap when it came to going under the limbo bar, and everyone found that when it comes to huge pick-up sticks, age is no great advantage!

ASB Showgrounds provided the venue at a greatly discounted rate and Alcatel-Lucent covered a number of the inevitable costs involved.

What's Up is very grateful for the large contributions made by all supporters of the event. It truly would not have been able to take place without them.

Key Facts

- 0800WHATSUP is a free telephone counselling service for five to 18 year olds.
- 0800WHATSUP is open seven days a week from noon to midnight.
- 0800WHATSUP counsellors are paid professionals, trained specifically in techniques and skills for counselling children and young people by telephone.
- The key principles of counselling at 0800WHATSUP are child-centred practice, empowerment and confidentiality.
- Since 0800WHATSUP was launched in September 2001, counsellors have answered more than 970,307 calls. 0800WHATSUP relies primarily on donations and sponsorship for its funding.

0800WHATSUP is run by The Kids Help Foundation Trust, a registered charitable trust. It is approved as a service provider under the Children, Young Persons and Their Families Act 1989. 0800WHATSUP works in association with Barnardos New Zealand and is supported by Telecom's Community Connection programme.

The 0800WHATSUP registration number with the Charities Commission is CC28670.