

alcohol**drug**helpline

**0800** 787 797 

He kai a te rangatira he korero

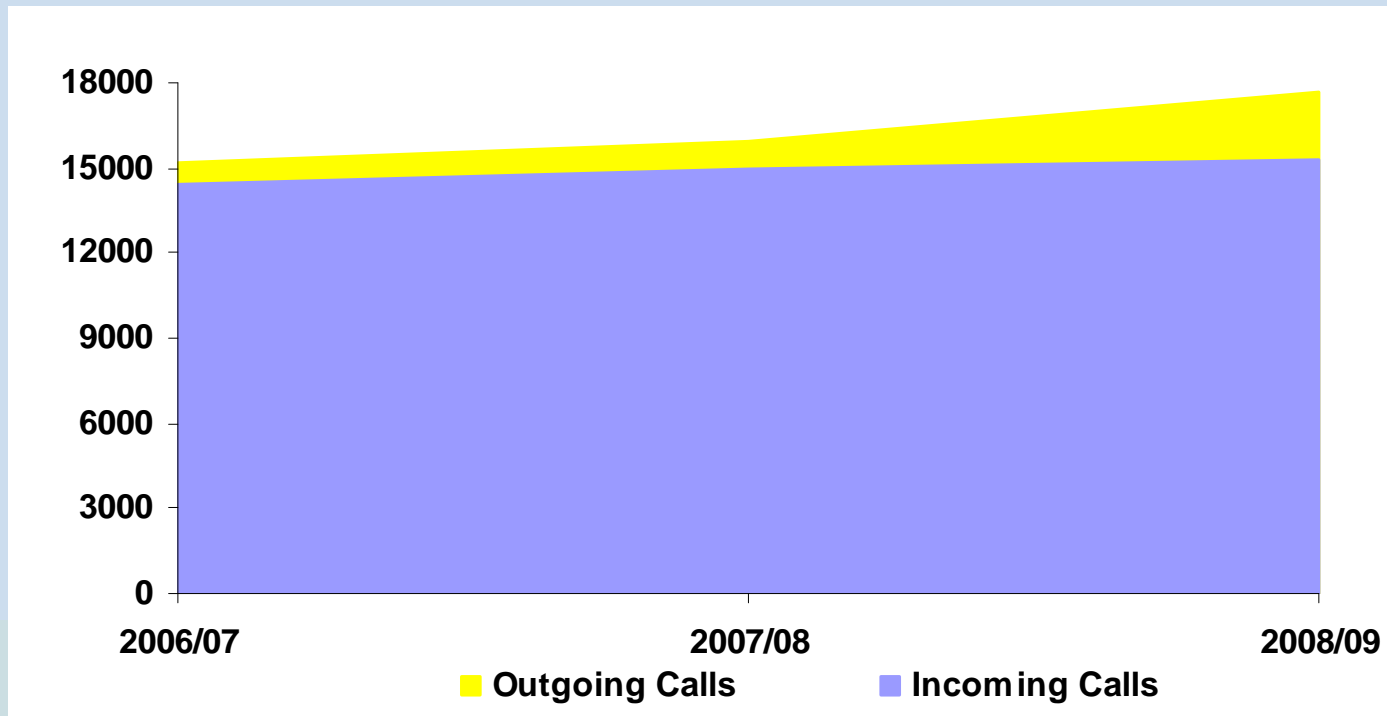
# 2008/09 Statistics and New Developments

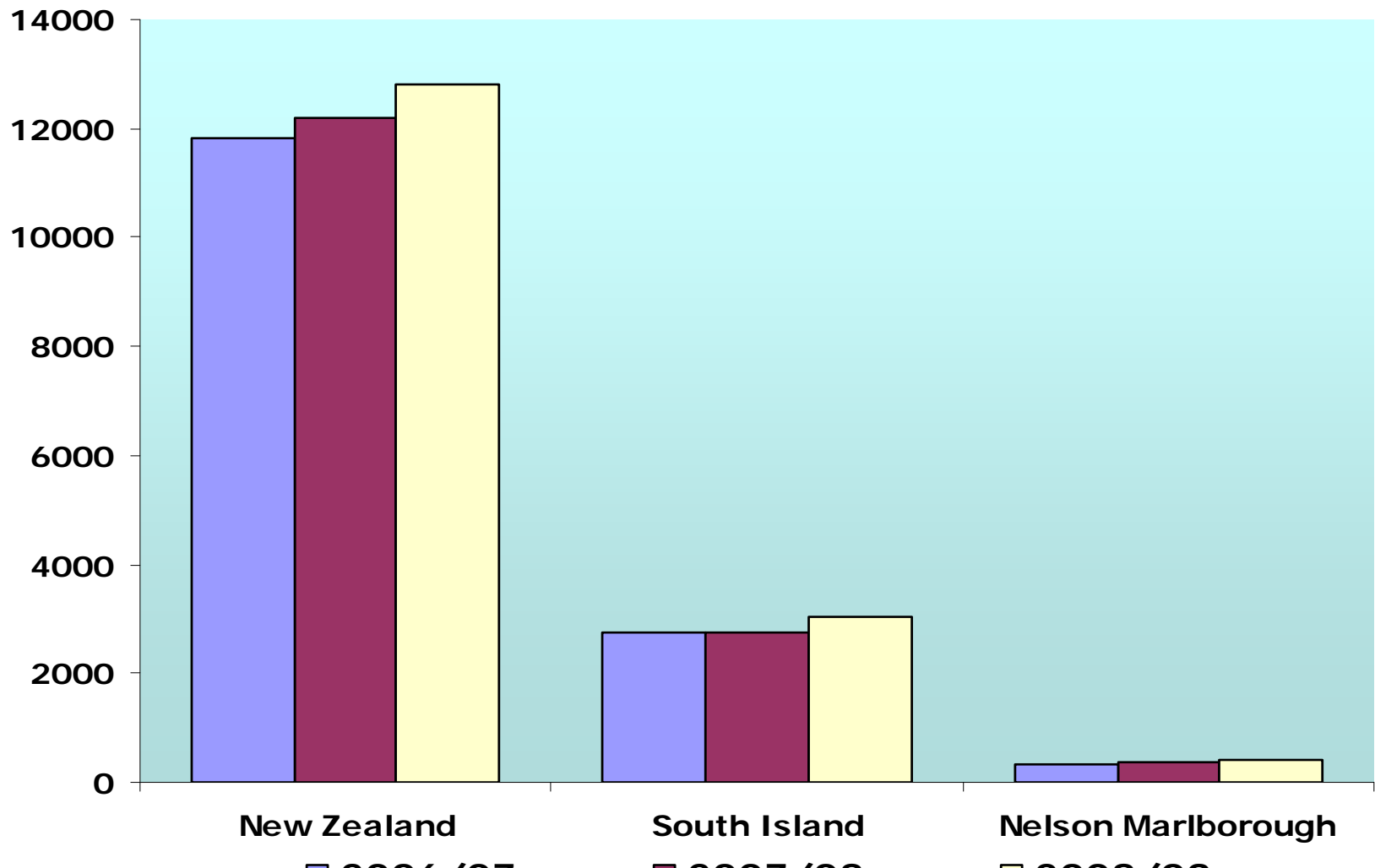


# Call Volume

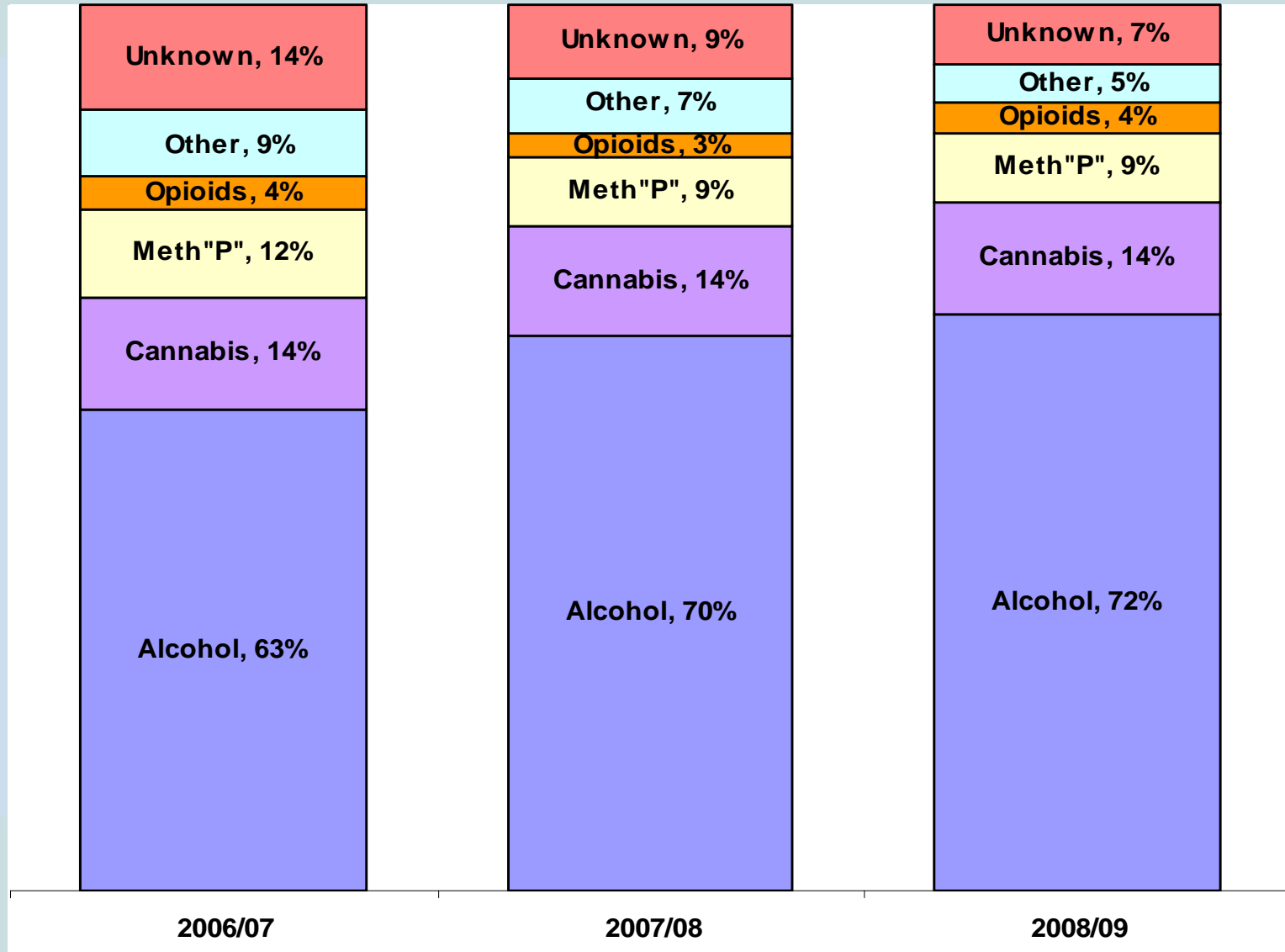
17,699 calls in 2008/09 - 11% increase  
2430 call back calls. 12,660 callers.

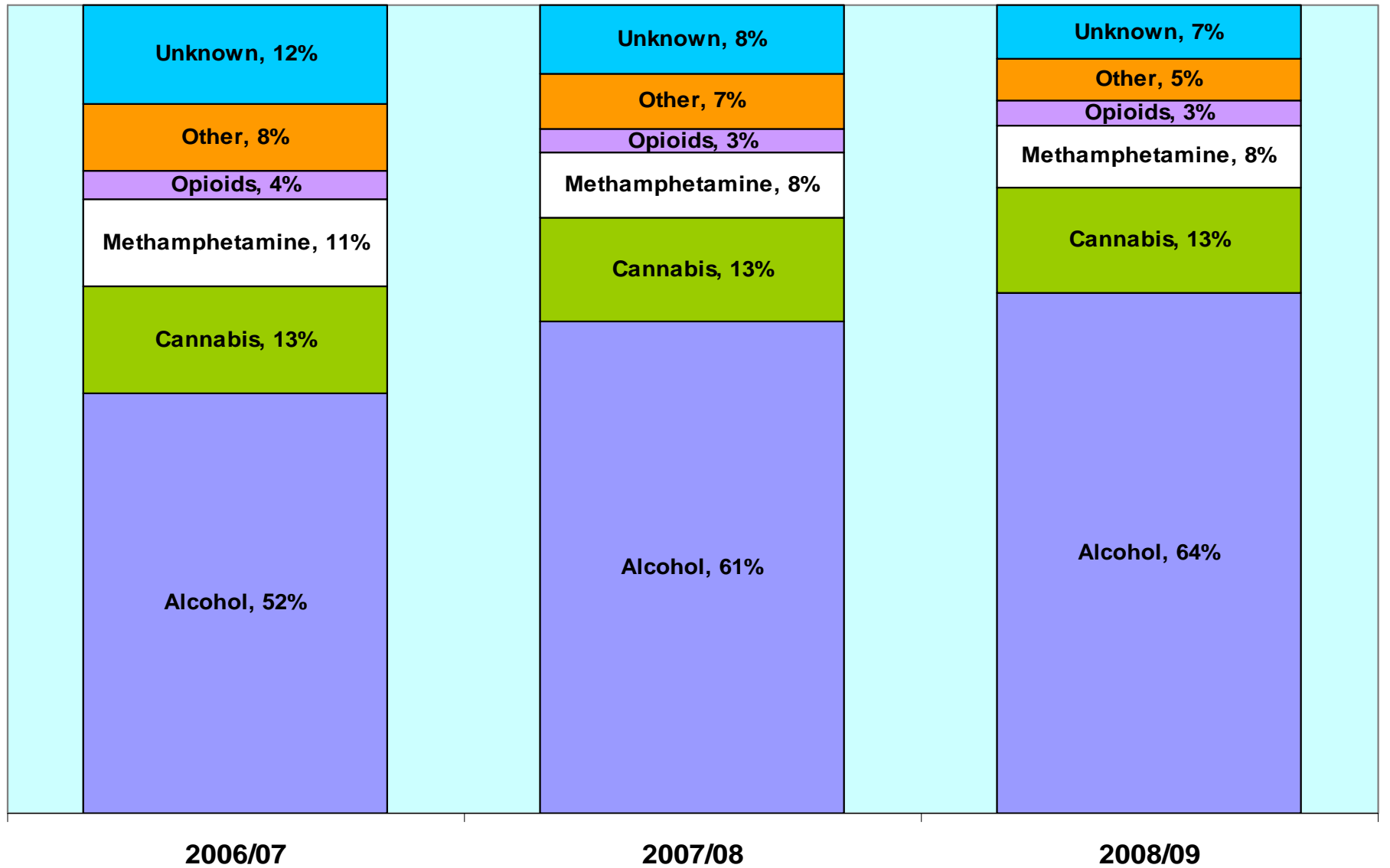
**Comparison of total valid calls to the Helpline: 2006/07 – 2008/09**

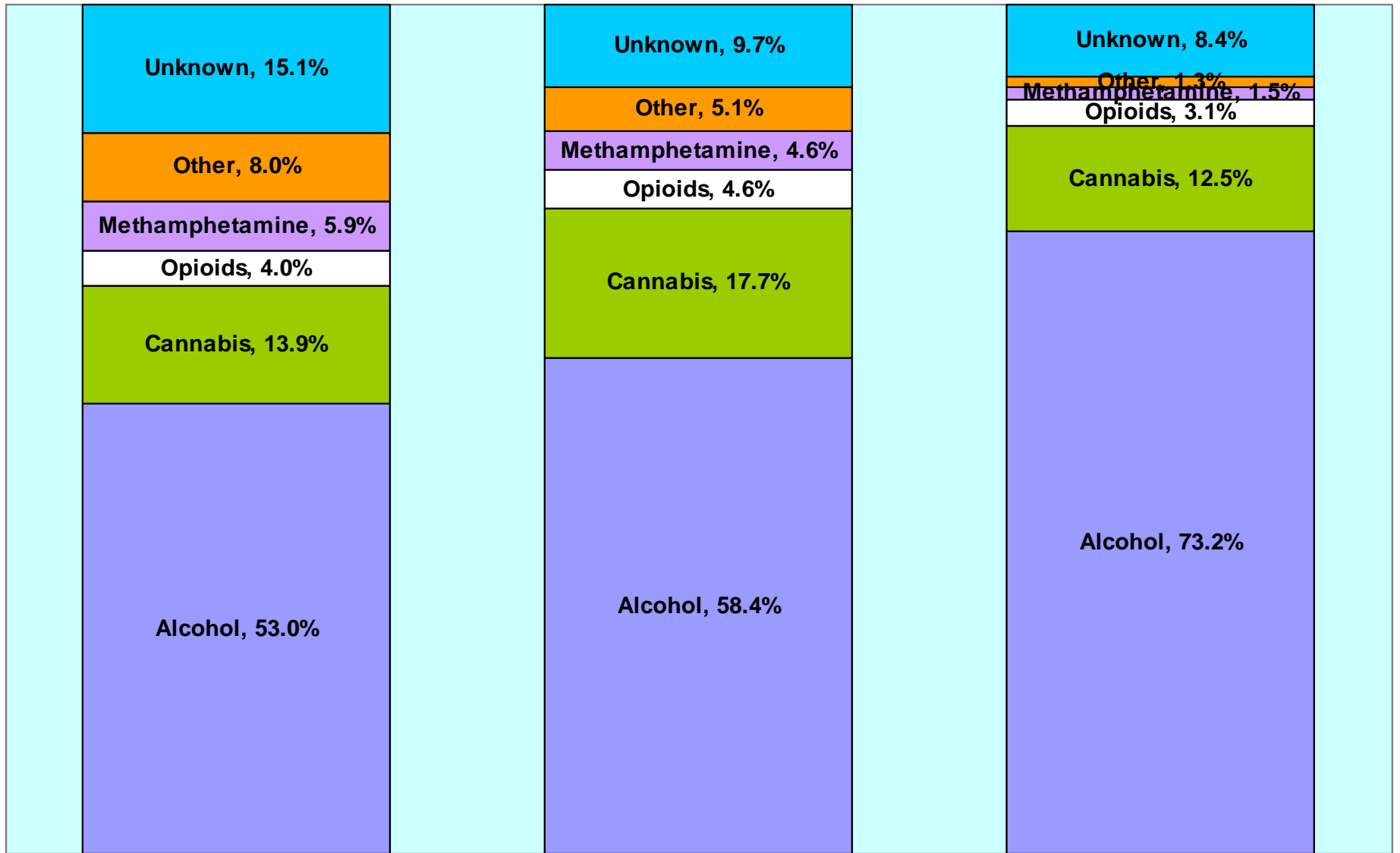


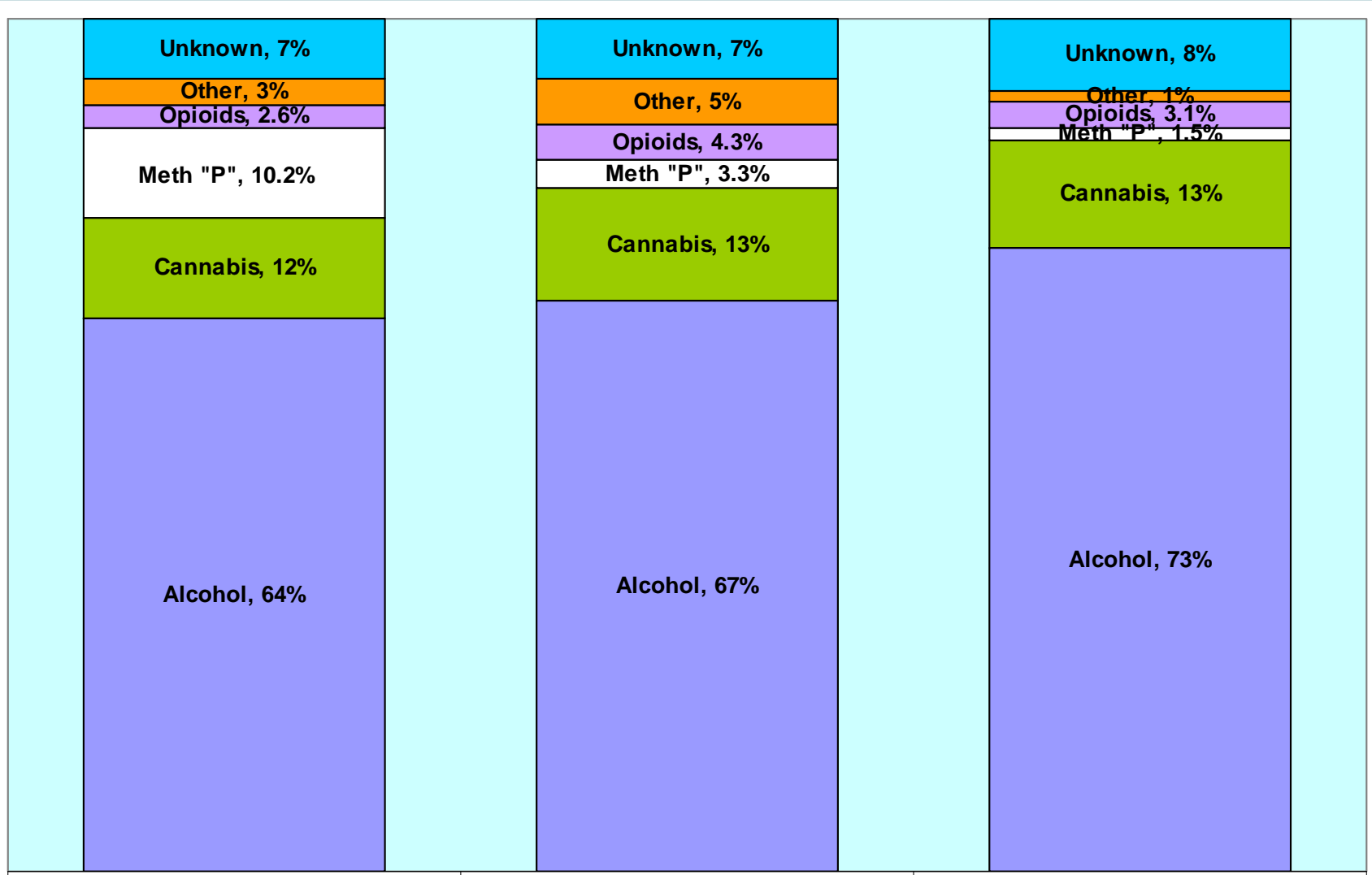


# Drugs Identified by Callers





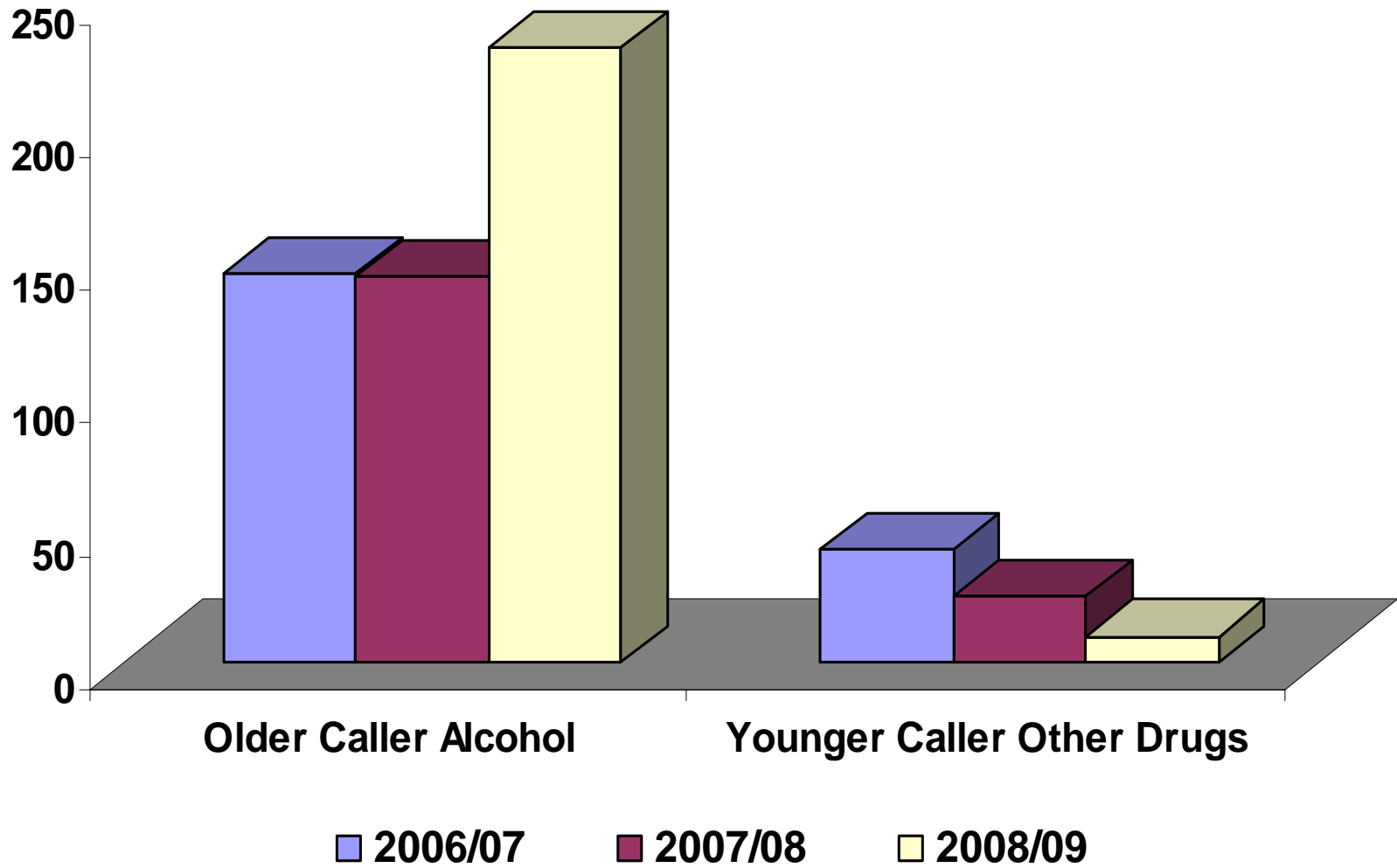




Northern

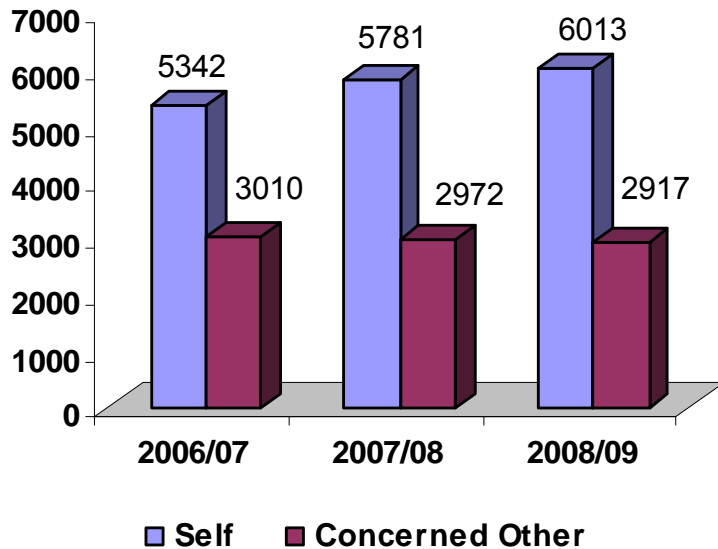
Southern

Nelson Marlborough

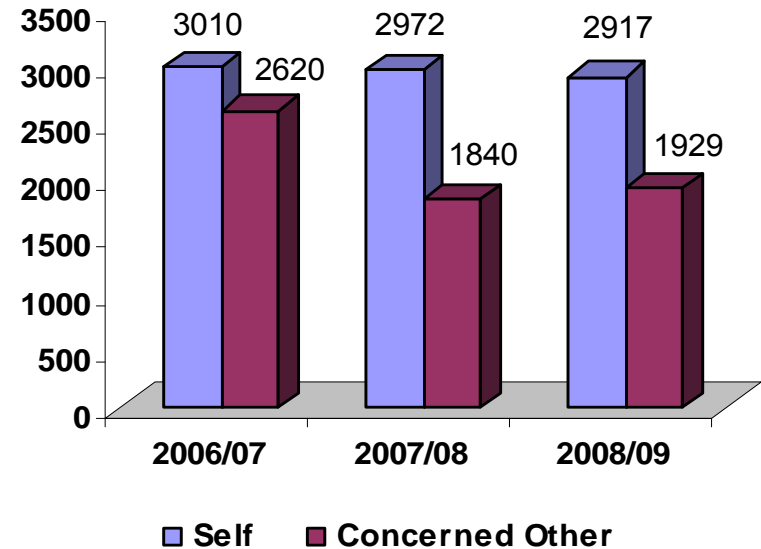


# CALLER RELATIONSHIP TO DRUG

## Alcohol Related Caller Type



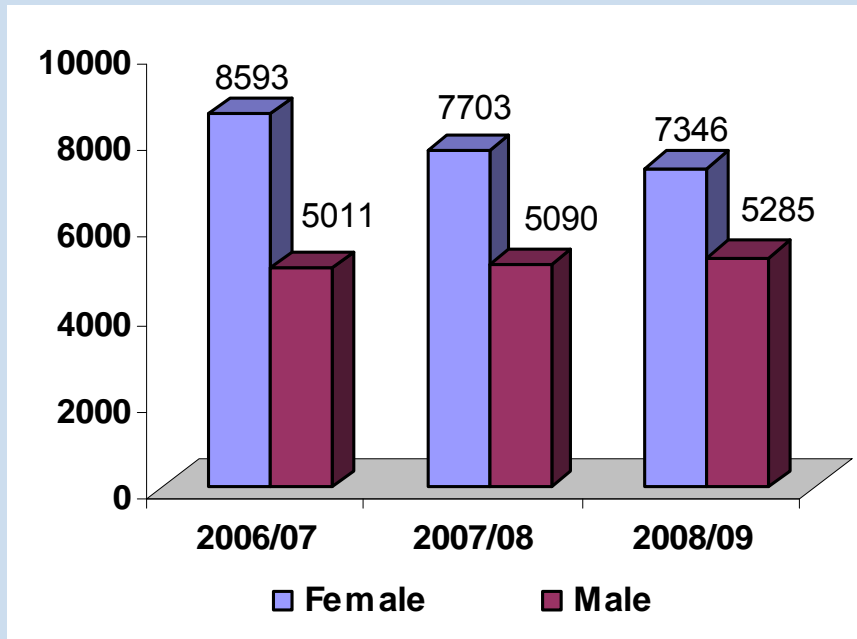
## Other Drug Caller Type



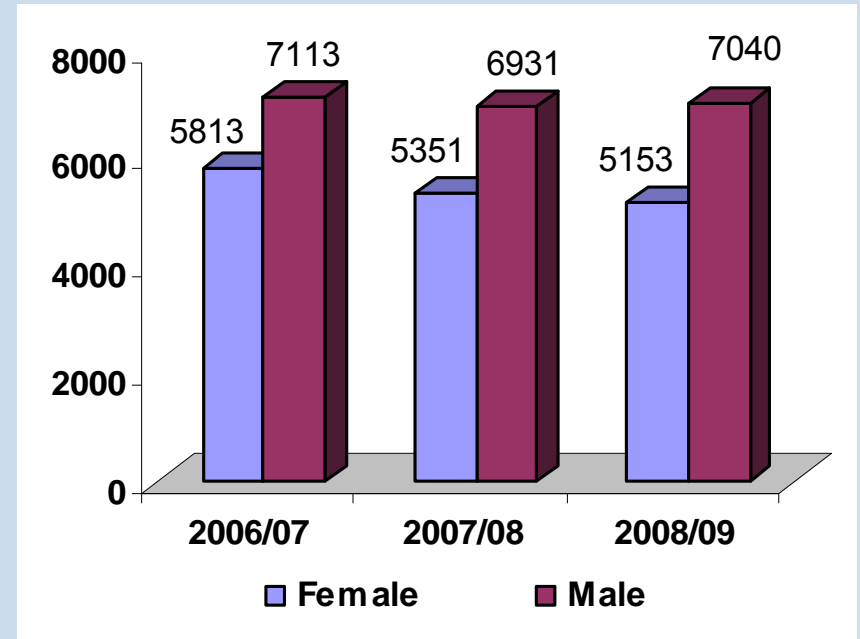
# Caller Gender

58% of callers were women and 42% men

## Caller Gender

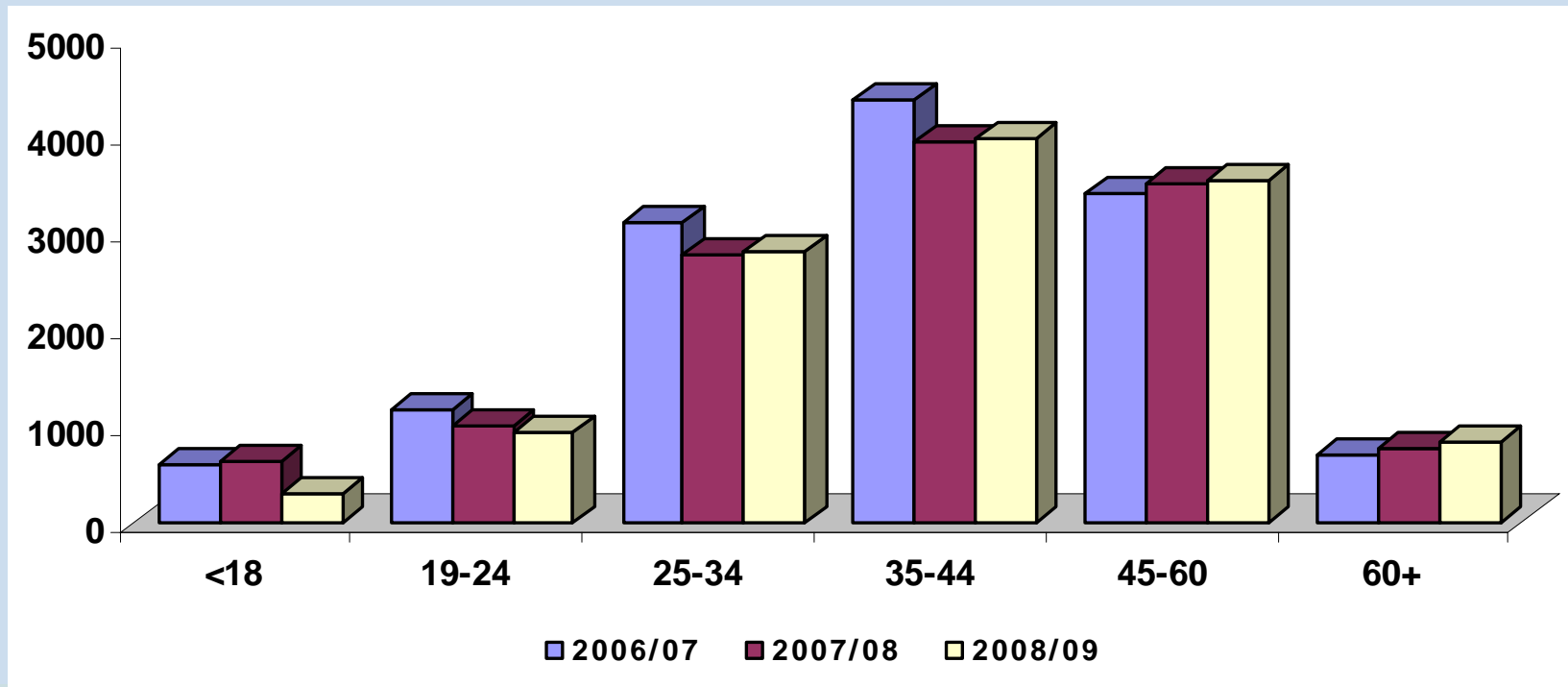


## Person with Problem Gender



# Caller Ages

## Caller Age Groups



# Caller Ethnicity

Ethnicity	2007/08		2008/09	
	Callers	%	Callers	%
NZ European	9721	77.7%	9368	75.8%
NZ Maori	2042	16.3%	2059	16.7%
Pacific Peoples	217	1.7%	282	2.3%
Indian/Asian	174	1.4%	207	1.7%
Other	350	2.8%	442	3.6%
Unknown	312	2.4%	303	2.4%



# Caller Relationship

Caller Relationship	2008/09	
	Callers	%
<b>Called About Themselves</b>	<b>7766</b>	<b>61.3%</b>
Other family member	2385	18.8%
Partner/spouse	1059	8.4%
Friend	633	5.0%
Health Professional	271	2.1%
Other Professional	215	1.7%
Employer	88	0.7%
<b>Total Non-self</b>	<b>4651</b>	<b>37%</b>

# New Developments

- Call Back Pilot.
- Māori Health Strategic Cultural Responsiveness Plan 2009-2012.
- Three year Pacific Strategy.
- New Helpline website – Launch late August.
- Dedicated Helpline practitioner competencies.
- Full update of the Addiction Treatment Directory.



# New Developments

alcoholdrughelpline  
0800 787 797   
He kai a te rangatira he korero



Pasifika Line  
20 hours per  
week

Maori Line  
40 hours per  
week

