

## TheHopeLine: Rescuing from “Down Under”

*Reproduced with permission from TheHopeLine; names and other identifying information have been changed to protect the identities of the coach and the chatter.*

**Rescuing from “down under”? Yes, rescuing from the deep problems of life, the snares of the enemy, and the pit of despair, for sure. But, in this case, also rescuing from halfway around the globe—down under in Australia! A nine-year cutting addiction led to a Yahoo Answers search...to TheHopeLine...to peace with God—all in an hour’s time!**

*Due to the length, yellow highlights appear to allow readers to quickly scan the document for salient moments.*

1:54 AM

**Hope Coach:** Jane, What would you like to discuss at TheHopeLine tonight?

1:55 AM

**Jane Doe:** i was just wondering if i could have some advice on how to stop self harming.. or at least delay it? i have been self harming for close to 9 years and I'm desperate to stop, but recently the urges to hurt myself have been too hard to control.

1:56 AM

**Hope Coach:** Well, I'm sure glad you reached out tonight, Jane. We're going to help you.

1:56 AM

**Hope Coach:** NIne years is too long to suffer with this affliction.

1:56 AM

**Jane Doe:** thank you, I know i cant live like this anymore

1:56 AM

**Hope Coach:** What are your triggers?

1:57 AM

**Jane Doe:** anger, upset, memories, frustration sometimes even being happy makes me want to do it, because i never feel like on top of the world happy anymore and i want to remember it

1:57 AM

**Hope Coach:** cutting is an addiction

1:58 AM

**Hope Coach:** how's your home life?

1:59 AM

**Jane Doe:** stressful, it always has been, the atmosphere is intense and there is always tension.. i have been raised well but i have a brother with ADD so theres always some kind of argument to be had and theres nearly always shouting and doors slamming.

1:59 AM

**Hope Coach:** ooo...that doesn't sound very peaceful

2:00 AM

**Hope Coach:** How many siblings do you have?

2:00 AM

**Jane Doe:** its not.. theres a lot going on cause we just emigrated to australia so i have no friends or anything yet.

2:00 AM

**Jane Doe:** just one brother

2:00 AM

**Hope Coach:** emigrated from where?

2:00 AM

**Jane Doe:** England

2:01 AM

**Hope Coach:** got it...you've covered the globe!

2:01 AM

**Hope Coach:** who knows about the cutting?

2:01 AM

**Jane Doe:** you're telling me.. the jet lag was a killer!! i just think since i've been given such a great opportunity, i need to clean up my act and get straight.

2:02 AM

**Jane Doe:** mum, brother, stepdad and dad

2:03 AM

**Hope Coach:** have you gotten help for the cutting before?

2:04 AM

**Jane Doe:** not really.. i've been to counselling and stuff but none of it really got to the route of it all.. i stopped cutting for a few months with no help but i think this time i just need the extra push

2:05 AM

**Hope Coach:** So, things in the home have been out of control. You have some anger/upset/whatever, and instead of expressing it constructively, you turn it on yourself and cut. Is that right?

2:07 AM

**Jane Doe:** yeah, mainly because i have no one anymore.. im so detached from my family and they all over react and crazy about stuff, plus i dont really feel listened too, i dont have a good relationship with any of my parents and my real dad is probably partly to blame for some of the problems i have

2:08 AM

**Hope Coach:** because...

2:10 AM

**Hope Coach:** Jane, you there?

2:11 AM

**Jane Doe:** because he bullied my whole life.. when i was little he used to call me fat and stuff and tell my i need to lose weight and all this crap and hes been like it my whole life, no goal or achievement is ever high enough for him and because his side of the family are so far up their own butts they dont know what day it is they just dont accept me, because im not fake and i have my own mind, he expects me to be something that im not and i tried, i developed and eating disorder for 4 year and was hospitalised, the first thing he said to me after i "recovered" and was put on fluoxetine was "wow you've put on weight"

2:11 AM

**Jane Doe:** it broke my heart, completely, i cried every day for the week i was there

2:12 AM

**Hope Coach:** I'm sorry.

2:12 AM

**Jane Doe:** i have such low confidence and stuff anything like that just pushes me over the edge and upsets me

2:12 AM

**Hope Coach:** It must be very difficult

2:13 AM

**Jane Doe:** i was bullied all through school and thats had a massive effect on me, i dream about it still and i left school when i was 16

2:13 AM

**Hope Coach:** It sounds like you'll need to work hard to forgive your father and others....or else they will still have control over you.

2:14 AM

**Hope Coach:** I can see why you are angry

2:14 AM

**Hope Coach:** What did your counselor tell you before?

2:14 AM

**Jane Doe:** i just dont know how.. i've physically detached myself from all the drama and upset in my life but i can seem to do it mentally.. i still remember how i felt when they said what they did and i have dreams about it all

2:15 AM

**Jane Doe:** she said to write stuff down and burn it

2:15 AM

**Jane Doe:** i tried, but it didnt work.. it just seemed a bit lame.

2:16 AM

**Hope Coach:** It is going to be a long process, but you will get over this

2:16 AM

**Hope Coach:** It didn't happen overnight and it probably won't go away overnight.

2:17 AM

**Jane Doe:** i just cant see the light at the end of the tunnel at the moment, i dont know how im gonna make things better for myself..

2:17 AM

**Hope Coach:** but you do need to get your story out

2:17 AM

**Hope Coach:** I'm glad you are chatting with me tonight

2:17 AM

**Hope Coach:** I hope it helps to vent a little

2:18 AM

**Jane Doe:** i dont want to upset people, i've written so many letters and torn them up, because it kills me to see my family upset with what i say.

2:18 AM

**Jane Doe:** it does, i havent ever said this stuff to anyone before

2:18 AM

**Hope Coach:** It took courage for you to reach out. That was a positive step. You just need to keep doing it.

2:19 AM

**Hope Coach:** Do you have any spiritual beliefs?

2:19 AM

**Jane Doe:** im unsure.. i believe in God but have mixed feelings about the Bible..

2:19 AM

**Hope Coach:** Do you mind if I share some Scripture that I think will help you?

2:20 AM

**Jane Doe:** please do

2:21 AM

**Hope Coach:** But He was wounded for our transgressions, He was bruised for our iniquities; The chastisement for our peace was upon Him, And by His stripes we are healed.

2:22 AM

**Hope Coach:** That refers to Jesus

2:22 AM

**Hope Coach:** They whipped him before He was crucified

2:23 AM

**Jane Doe:** what does it mean?

2:23 AM

**Hope Coach:** Jesus died on the cross to forgive us of our sins and to make a way for us to make peace with God

2:24 AM

**Jane Doe:** thank you

2:24 AM

**Hope Coach:** Peace with God will be a huge factor in your healing

2:24 AM

**Hope Coach:** That scripture indicates Jesus suffered greatly for us

2:24 AM

**Hope Coach:** He can identify with your pain.

2:24 AM

**Jane Doe:** how do i make peace with God?

2:25 AM

**Hope Coach:** Your repent of your sins, believe that Jesus came to save you, that He is God in the flesh, and ask Him into your life, to make you the kind of person He wants you to be

2:26 AM

**Hope Coach:** The Bible explains that all have sinned and fallen short of th glory of God

2:26 AM

**Hope Coach:** That includes me, you, and your father, among everyone else

2:26 AM

**Hope Coach:** The wages of our sin is death---some refer to this as eternal separation from the love of God

2:27 AM

**Jane Doe:** Why has God put me through this pain and upset?

2:27 AM

**Hope Coach:** But the good news is that while we were yet sinners, Christ died for us

2:28 AM

**Hope Coach:** That is a reasonable question, but there is a good explanation. He didn't want you to get hurt anymore than he wants wars on this earth

2:28 AM

**Hope Coach:** HOWEVER, He has given man free will.

2:28 AM

**Hope Coach:** He is a gentleman and doesn't force Himself on us.

2:28 AM

**Hope Coach:** So, your father took his own free will and made some very poor, selfish, hateful decisions with it.

2:29 AM

**Jane Doe:** i can believe that.

2:29 AM

**Hope Coach:** God didn't want him to, but he allowed him to. There is good and evil active in our world

2:29 AM

**Hope Coach:** Back in the Garden of Eden, when man first sinned, he destined all of us to wrestle with good and evil.

2:30 AM

**Hope Coach:** But God didn't want it that way in the beginning.

2:30 AM

**Jane Doe:** how can i forgive him for what hes done to me?

2:30 AM

**Jane Doe:** how can i forgive the people that have hurt me in life?

2:30 AM

**Hope Coach:** You will be able to forgive him only after you experience God's forgiveness in your own life.

2:31 AM

**Hope Coach:** You see, just as your father has committed offenses against you, so have we committed offenses toward God.

2:31 AM

**Jane Doe:** thank you for your help today, it has really helped clarify a lot of things for me, i really appreciate your time.

2:32 AM

**Hope Coach:** YOU're welcome, but I think we can make more progress. I can offer you some resources to help you.

2:32 AM

**Jane Doe:** yes please, that would be great

2:33 AM

**Hope Coach:** But first, are you following my explanation of how God can begin to unloose you from your problems?

2:33 AM

**Jane Doe:** yes, it makes sense

2:33 AM

**Hope Coach:** So, if it makes sense, then you can make peace with God right now! Would you like to do that?

2:34 AM

**Jane Doe:** i am very interested in that

2:35 AM

**Hope Coach:** All you need to do is to cry out to Jesus. God loved you so much that He sent His Son Jesus to die for you. Your part is simply to accept the free gift of salvation. Why don't you simply pray to God, ask forgiveness of your sins, and then ask Jesus to come into your life.

2:36 AM

**Hope Coach:** If that sounds like a good idea, just type out a brief prayer. If you need more help in how to do that, just ask.

2:37 AM

**Jane Doe:** do i type a prayer here?

2:37 AM

**Hope Coach:** yes

2:37 AM

**Jane Doe:** Okay

2:39 AM

**Jane Doe:** Dear God, thank you for sending and sacrificing your son for me, I want to embrace you in my life and have you with me every step of the way for this healing process. I want to make better choices. I am so very thankful that I found hopeline and it has opened my eyes to how you can help me. Thank you, God.

2:40 AM

**Hope Coach:** beautiful Jane. Let me say a short follow up prayer and then we have more work we can do....

2:41 AM

**Jane Doe:** okay :)

2:41 AM

**Hope Coach:** Dear Heavenly Father, thank you that Jane has reached out tonight for help. Lord, I pray you would give her the assurance that You have saved her and will walk with her every step of the way, just as she asked. Thank You Jesus for dying for our sins and making this all possible. In Jesus' name we pray, amen.

2:42 AM

**Jane Doe:** amen

2:42 AM

**Jane Doe:** thank you for your help

2:42 AM

**Hope Coach:** Jane, that is the single most important step you could have taken to begin the healing process. Congratulations...and welcome to God's kingdom.

2:42 AM

**Hope Coach:** Here's another scripture that should encourage you:

2:42 AM

**Hope Coach:** that if you confess with your mouth the Lord Jesus and believe in your heart that God has raised Him from the dead, you will be saved. 10 For with the heart one believes unto righteousness, and with the mouth confession is made unto salvation. 11 For the Scripture says, "Whoever believes on Him will not be put to shame."]

2:43 AM

**Jane Doe:** what does that scripture mean?

2:44 AM

**Hope Coach:** It means that it wasn't just the words you said, it is the condition of your heart that brings you to salvation.

2:44 AM

**Hope Coach:** and with Christ in your life, you will not be put to shame

2:44 AM

**Jane Doe:** thank you, that makes sense

2:44 AM

**Hope Coach:** Are you feeling any better now?

2:45 AM

**Jane Doe:** i feel a lot better now, i feel like a weight has been lifted off of my shoulders and i dont have to do this on my own anymore

2:45 AM

**Hope Coach:** wow

2:45 AM

**Hope Coach:** exactly

2:45 AM

**Hope Coach:** you have great insights, Jane

2:46 AM

**Jane Doe:** i wish i did this sooner, because i feel so relieved

2:46 AM

**Hope Coach:** Praise God!

2:46 AM

**Hope Coach:** I'm just glad you did it!

2:46 AM

**Hope Coach:** Do you have any connections in Australia to Bible-believing churches?

2:48 AM

**Jane Doe:** Thank you so much for your help, i have to go now though, unfortunately, i have to look after my neighbours children. Thank you for the scriptures, your advice and your prayer, it means a lot to me, more importantly, thank you for your time, it has helped me so much. its amazing how an hour long chat has helped me more than 5 years of counselling etc. Thank you God!

2:48 AM

**Hope Coach:** Can I send you some material to help you?

2:48 AM

**Jane Doe:** yes please

2:48 AM

**Hope Coach:** It is all free and we will ship it internationally.

2:49 AM

**Jane Doe:** that would be great!

2:49 AM

**Hope Coach:** I'd like to send a book called Cut: Mercy for Self-Harm

2:49 AM

**Hope Coach:** And also a New Believer's packet, which includes a New Testament Bible. This will help you in your new walk with the Lord.

2:49 AM

**Jane Doe:** id be interested to read that

2:49 AM

**Jane Doe:** thank you so much thats so great

2:50 AM

**Hope Coach:** It will be important for you to get connected with other Christians. And you may find better counseling at a local church.

2:50 AM

**Hope Coach:** What address should I send this material to?

2:50 AM

**Jane Doe:** [Jane Doe's address]

2:50 AM

**Jane Doe:** [Jane Doe's address]

2:50 AM

**Jane Doe:** [Jane Doe's address]

2:50 AM

**Jane Doe:** [Jane Doe's address]

2:51 AM

**Jane Doe:** [Jane Doe's address]

2:51 AM

**Jane Doe:** [Jane Doe's address]

2:55 AM

**Hope Coach:** OK, I've submitted those requests. They don't exactly fit our USA address boxes, but I'll email my manager to make sure you get them. We also have a partnership with an organization called Lighthouse Network. They may be able to help you locate self-harm addiction treatment services in your area. Would you like that free referral?

2:56 AM

**Jane Doe:** i cant thank you enough for this help and i would love that referral?

2:56 AM

**Jane Doe:** oops, didnt mean to press the question mark key

2:56 AM

**Hope Coach:** ok... while I input it, here's two more....first, You might want to see what Dawson has to say about this subject. You can find some great advice on his blog. To find his blog go to [www.thehopeline.com/blogs](http://www.thehopeline.com/blogs) and then select the appropriate topic on the right.

2:57 AM

**Jane Doe:** thanks i will look when we are finished and i get home

2:58 AM

**Hope Coach:** Here's another: [www.findingbalance.com](http://www.findingbalance.com)

2:59 AM

**Hope Coach:** ...and we can assign you an email mentor if you'd like. That is a woman with whom you can email for as long as you would like to or need to

3:00 AM

**Jane Doe:** i cant get on the internet too often, can i ask for one at a later date.. our internet is rubbish here cause its just temporary

3:00 AM

**Hope Coach:** Yes...just reconnect to TheHopeLine and ask the coach for one.

3:00 AM

**Jane Doe:** okay, thank you

3:01 AM



**Hope Coach:** I'm having trouble getting the Lighthouse info, so that may come to you by email later.

3:01 AM

**Hope Coach:** Could I pray for you before we disconnect?

3:01 AM

**Jane Doe:** thank you, i'll check before i go to sleep tonight.

3:01 AM

**Jane Doe:** yes please i'd like that

3:02 AM

**Hope Coach:** OK. The lighthouse info will probably be 24 hours or so... Dear Heavenly Father, thank...

3:03 AM

**Hope Coach:** ...you again for Jane's chat. Lord, I pray You would bring her some local resources that can help her. I pray she would find a local church and You would connect her with some Christian friends. I pray for her long-term healing. In Jesus' name, amen.

3:04 AM

**Jane Doe:** amen, thank you again for all your help, i honestly cant tell you how its made me feel. i will be forever thankful for it.

3:04 AM

**Hope Coach:** Sorry for keeping you so long, Jane, but I sensed we were making good headway. God bless you and good night, or day as the case may be!

3:04 AM

**Jane Doe:** God bless you too. Thank you again. x

3:04 AM

**System Message:** The client has disconnected by hitting the End Chat button.