

Helplines and local mental health services

January 2025

Tēnā koe

In this resource you will find a directory of helplines and local mental health service contact details.

To help connect people with their local communities for specific or wider support, this resource includes a blank page for you to fill in with any local helplines and personal supports.

It's okay to reach out for help - never hesitate if you are concerned about yourself or someone else.



Kia mau ki te
tūmanako, te
whakapono me
te aroha

Hold fast to hope,
faith and love

In a crisis or emergency

If someone has attempted suicide or you're worried about their immediate safety, do the following:



Call your local mental health crisis assessment team (numbers are on page 10 of this booklet) or go with them to the emergency department (ED) of your nearest hospital



If they are in immediate physical danger to themselves or others, **call 111**



Stay with them until support arrives



Remove any obvious means of suicide they might use (e.g. rope, pills, guns, car keys, knives, poisons).

If they live in a high-rise building, help them find somewhere to stay in single-level accommodation.



Try to stay calm, take some deep breaths. Let them know you care



Keep them talking: listen and ask questions without judging



Make sure **you are safe**

More information and support

For more information and support, talk to your local doctor, medical centre, hauora, community mental health team, school counsellor or counselling service.

If you don't get the help you need the first time, keep trying.

Below is a list of some services available which offer support, information and help.

For counselling and support

- **Lifeline**
0800 543 354
(0800 LIFELINE)
or free text 4357 (HELP)
– here to listen and support
- **Samaritans**
0800 726 666
– for confidential support for anyone who is lonely or in emotional distress
- **Depression Helpline**
0800 111 757 or free text 4202
– to talk to a trained counsellor about how you are feeling or to ask any questions
www.depression.org.nz
- **Healthline**
0800 611 116
– for advice from experienced health staff for any health issues

Need to talk?
Free call or text 1737
Talk with a trained counsellor, anytime.

All services are free, and are available 24 hours a day, seven days a week unless otherwise stated.

For children and young people

- **Youthline**
0800 376 633,
free text 234,
email talk@youthline.co.nz
or online chat at
www.youthline.co.nz
– for young people and their
parents, whānau and friends
- **What's Up**
0800 942 8787
(0800 WHATSUP)
call (11am – 11pm) or online
chat at **www.whatsup.co.nz**
(11am – 10.30pm) every day.
– for 5-19 year olds
- **www.auntydee.co.nz**
– a free tool for anyone who needs
help working through problems
- **www.thelowdown.co.nz**
– a space for rangatahi to find
support for your hauora, identity,
culture and mental health
- **www.sparx.org.nz**
– an online game to help young
people who are feeling down y
- **www.headstrong.org.nz**
– a free app for young people to
help you cope with stress. Includes
the Aroha chatbot.



Help for Deaf and hard-of-hearing people

- **NZ Relay**
www.nzrelay.co.nz
– helps users to connect with
services over the phone
- **NZ Police 111TXT**
www.police.govt.nz/111-txt
– register with the New Zealand
Police for the 111TXT service.
- **TXT, messenger, online chat**
– many services in this brochure
offer txt, messenger or online chat
services.

For help with specific issues

- **0508 TAUTOKO Suicide Crisis Helpline**
0508 828 865
- if you, or someone you know, may be thinking about suicide, call for support from a trained counsellor
- **OUTLine**
0800 688 5463
(0800 OUTLINE)
- for sexuality or gender identity issues 6pm - 9pm
- **Alcohol Drug Helpline**
0800 787 797,
free text 8681
or online chat at **alcoholdrughelp.org.nz**
- for people dealing with alcohol or other drug problems. Māori, Pasifika and youth lines available.
- **Gambling Helpline**
0800 654 655
free text 8006
or online chat at **www.gamblinghelpline.co.nz**
- for help if you are gambling or are concerned about someone else's gambling. Māori, Pasifika and youth lines available
- **1737 Peer Support**
call 1737 and chose Peer Support
- to talk to someone with personal experience about your mental health or addiction concerns.
2pm - 10pm daily.
- **Rural Support**
0800 787 254
- for people in rural communities dealing with challenges
- **Vaka Tautua**
0800 652 535
(0800 OLA LELEI)
- free national Pacific helpline.
Mon-Fri 8.30am - 5pm. The team speaks Samoan, Tongan, Cook Islands Māori and English
- **Anxiety Helpline**
0800 269 4389
(0800 ANXIETY)
- for people with all forms of anxiety and families and friends.
www.anxiety.org.nz
- **PlunketLine**
0800 933 922
- support for parents, including mothers experiencing postnatal depression



- **Sexual Harm Helpline**
0800 044 334 or text 4334
or webchat at www.safetotalk.nz
- to talk about sexual harm and find help for yourself or others
- **Women's Refuge Crisis Line**
0800 733 843
(0800 REFUGE)
- for women living with violence, or in fear, in their relationship or family
- **National Rape & Sexual Abuse Crisis Line**
0800 883 300
- for support after rape or sexual assault
- **24/7 HELPline**
0800 623 1700 or txt 8236
- support for sexual abuse survivors.
www.helpauckland.org.nz
- **Shakti Crisis Line**
0800 742 584
(0800 SHAKTI)
- multilingual helpline for migrant or refugee women living with family violence
- **Family violence info line**
0800 456 450
or chat at www.areyouok.org.nz
- to talk about family violence and find help for yourself or others
- **EDANZ**
0800 233 269 (0800 2 EDANZ)
- for information, support and resources about supporting someone with an eating disorder.
www.ed.org.nz
- **Asian Family Services**
0800 862 342
help@asianfamilyservices.nz
- provides professional, confidential support in multiple languages to Asians living in New Zealand, Mon-Fri 9am - 8pm
- **Netsafe**
0508 638 723
netsafe.org.nz
- support for online safety, incl harassment or bullying, scams and fraud, and harmful digital content
- **www.smallsteps.org.nz**
- a collection of **online tools** to help you calm your mind, manage your stress and lift your mood



Mental health crisis team contact numbers

Northland	Topuni to North Cape	Whangārei (09) 430 4101 ext 3537 Kaipara (09) 439 3330 ext 65401 Mid North 0800 643 647 Far North (09) 408 9187 After Hours (all) 0800 223 371
Waitematā	Wellsford to North Shore	North Shore (09) 486 8900 Henderson (09) 822 8501 Rodney (09) 427 0360
Auckland	Auckland City	Central Auckland 0800 800 717
Counties Manukau	South Auckland to Te Kauwhata	South Auckland (09) 261 3700 After hours: 0800 775 222
Waikato	Coromandel, Hamilton to National Park	Hamilton 0800 505 050
Bay of Plenty	Tauranga, Whakatāne to Te Kaha	Tauranga 0800 800 508 Whakatāne 0800 774 545
Tairāwhiti	Hicks Bay to Gisborne	Gisborne 0800 243 500 or after 10pm call (06) 869 0512
Lakes	Rotorua, Taupō, Tūrangi	Lakes 0800 166 167
Hawke's Bay	Wairoa, Napier, Hastings, Waipukurau	Napier, Hastings 0800 112 334
Taranaki	New Plymouth to Waverly	New Plymouth 0508 292 467
Whanganui	Ohakune, Whanganui to Bulls	Whanganui 0800 653 358

Mid Central	Palmerston North to Peka Peka	Mid Central 0800 653 357
Wairarapa	Masterton to Martinborough	Wairarapa 0508 432 432
Hutt Valley	Lower and Upper Hutt	0800 745 477
Capital & Coast	Kāpiti to Wellington, incl Porirua	0800 745 477
Nelson	Nelson region	Nelson 0800 776 364
Marlborough	Marlborough	Marlborough 0800 948 497
	Golden Bay area	Golden Bay 03 525 7647
Canterbury	Kaikōura to Ashburton	Christchurch 0800 920 092
West Coast	West Coast, South Island	Greymouth 0800 757 678
South Canterbury	Timaru, Mt Cook, Tekapo, Temuka, Waimate	Timaru 0800 277 997
Southern	Dunedin, Milford Sound south to Stewart Island	0800 467 846 Press 1 for Southland Press 2 for Otago

Phone numbers are subject to change. If you or someone else is in danger or at risk of harm, **please call 111.**

For more information and services

- **Family Services Directory**
[familyservices.govt.nz/
directory](http://familyservices.govt.nz/directory)
To help you find local community services to support you with all manner of issues such as parenting, special needs, family support, family violence, custody and access, child behaviour, life skills, counselling, addiction, sexual abuse, grief and loss and more
- **Healthpoint**
www.healthpoint.co.nz
Find a health provider in your region and for your health concern. Up-to-date information about healthcare providers, referral expectations and services offered.
Search for kaupapa Māori health providers here:
[www.healthpoint.co.nz /
kaupapa-maori-7/](http://www.healthpoint.co.nz/kaupapa-maori-7/)
- **Wellbeing support**
[www.wellbeingsupport.
health.nz](http://www.wellbeingsupport.health.nz)
Find local support services through the Access and Choice programme, which can provide people with support and guidance through challenging times
- **Healthify**
www.healthify.nz
Access up-to-date, Aotearoa-based information about a range of health issues and conditions
- **Just a thought**
www.justathought.co.nz
Free online courses, resources and tools to learn about depression, anxiety and stress and improve your wellbeing

For more information about mental health and supporting your wellbeing, visit the Mental Health Foundation website:

www.mentalhealth.org.nz

Order our free resources here: shop.mentalhealth.org.nz

 **Mental Health Foundation**
mauri tū, mauri ora OF NEW ZEALAND
www.mentalhealth.org.nz