

Helplines and local mental health services


MARCH 2021

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
tu^ā manako,
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 7 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. ropes, pills, guns, car keys, knives.)



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 help
- **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**
- includes The Journal free online self-help tool
- **Healthline**
0800 611 116
- for advice from trained registered nurses

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.

- **Covid-19 Healthline**
0800 358 5453
- for Covid-19 health advice and information

More information and support

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
(available 7pm – 10pm) - for young people
and their parents, whānau and friends
- **What's Up**
0800 942 8787
(0800 WHATSUP)
(12pm – 11pm Monday to Friday, and
3pm – 11pm weekends) or online chat at
www.whatsup.co.nz (1pm – 10pm
Monday to Friday, and 3pm - 10pm
weekends) for 5-19 year olds
- **Kidsline**
0800 543 754
(0800 KIDSLINE)
- for young people up to 18 years of age
- **www.thelowdown.co.nz**
Visit the website or
free text 5626
- for support for young people
experiencing depression or anxiety
- **www.auntydee.co.nz**
- a free online tool for anyone who needs
help working through problems
- **www.sparx.org.nz**
- an online self-help tool that teaches young
people the key skills needed to help combat
depression and anxiety



Help for Deaf and hard-of-hearing people

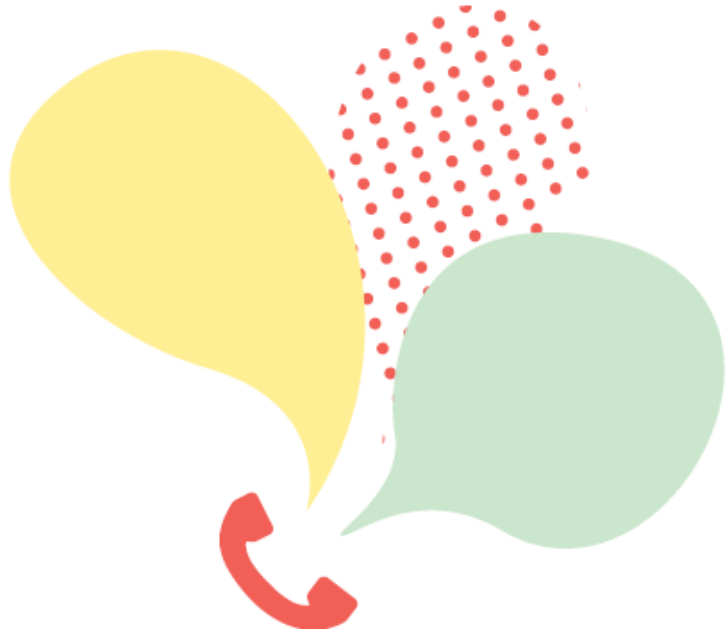
- **NZ Relay**
www.nzrelay.co.nz
- helps users to connect with
services over the phone
- **NZ Police 111TXT**
www.police.govt.nz
- Register with the New Zealand
Police for the 111TXT service.
- **TXT, messenger, online chat**
- many services in this brochure
offer txt, messenger or online chat
services.
- **[www.depression.org.nz/
get-getter/your-identity/
deaf](http://www.depression.org.nz/get-getter/your-identity/deaf)**
- more help and information for
the Deaf community

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 weekends)
- **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
- **He Waka Tapu**
0800 439 276 (0800 HEYBRO)
- - for men who feel they are going to harm a loved one or whanau member
- **Anxiety Helpline**
0800 269 4389
(0800 ANXIETY)
- **Women's Refuge Crisis Line**
0800 733 843
(0800 REFUGE)
- for women living with violence, or in fear, in their relationship or family
- **Rape Crisis**
0800 883 300
- for support after rape or sexual assault
- **24/7 HELPLine**
0800 623 1700
www.helpauckland.org.nz
- support for sexual abuse survivors



- **Shakti Crisis Line**
0800 742 584
(0800 SHAKTI)
- for migrant or refugee women living with family violence
- **EDANZ**
0800 233 269
www.ed.org.nz
- for information, support and resources about supporting someone with an eating disorder
- **PlunketLine**
0800 933 922
- support for parents, including mothers experiencing post-natal depression
- **Rural Support**
0800 787 254
- for people in rural communities dealing with financial or personal challenges
- **Refugees as Survivors**
0800 472 769
www.rasnz.co.nz
- psychological support for refugees and asylum seekers, weekdays 9am – 5pm
- **Asian Family Services**
0800 862 342
help@asianfamilyservices.nz



For families, whānau and support workers

- **Skylight**
www.skylight.org.nz
0800 299 100
- for support through trauma, loss and grief (9am – 5pm weekdays)
- **Yellow Brick Road**
0800 732 825
(Northern Region)
0800 555 434
(Central North Region)
0800 876 682
(South Island)
- for families and whanau supporting a loved one who has a mental illness
- **The Grief Centre**
0800 331 333
www.griefcentre.org.nz
- for support for all forms of loss, grief, trauma or difficult change
- **Victim Support**
0800 842 846
- 24 hour support for people affected by crime, trauma and suicide
- **Le Va**
www.leva.co.nz
www.facebook.com/LeVaPasifika
- information and support for Pasifika families on mental health, addiction and suicide prevention
- **After a Suidice**
www.aftersuicide.nz
- a website offering practical information and guidance to people who have lost someone to suicide



Mental health crisis team | contact numbers

Northland	Topuni to North Cape	Whangarei (09) 430 4101 ext 3537 Kaipara (09) 439 3330 ext 65401 Mid-North 0800 643 647 Far-North (09) 408 9187 After Hours 0800 223 371
Waitematā	Wellsford to North Shore	(09) 486 8900 North Shore (09) 487 1414 Henderson (09) 822 8601
Auckland	Auckland City	Central Auckland 0800 800 717
Counties Manukau	South Auckland to Te Kauwhata	South Auckland (09) 261 3700
Waikato	Coromandel, Hamilton to National Park	Hamilton 0800 505 050
Bay of Plenty	Tauranga, Whakatane to Te Kaha	Tauranga 0800 800 508 Whakatane 0800 774 545
Tairāwhiti	Hicks Bay to Gisborne	Gisborne (06) 867 2435 0800 243 500
Lakes	Rotorua, Taupo, Turangi	Lakes 0800 166 167
Hawke's Bay	Wairoa, Napier, Hastings, Waipukurau	Napier, Hastings 0800 112 334
Taranaki	New Plymouth to Waverly	New Plymouth (06) 753 6139 ext 7680
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
Hutt Valley (04) 566 699
Lower Hutt (04) 570 9801
Upper Hutt (04) 587 2860

Capital & Coast Kapiti to Wellington **Te Haika** 0800 745 477

Nelson Marlborough Nelson - Tasman **Nelson** (03) 546 1421
After hours (03) 546 1800
Marlborough **Marlborough** (03) 5209907
After hours (03) 520 9999
Golden Bay area **Golden Bay** (03) 525 7647

Canterbury Kaikoura 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

Write the number for your local mental health service here

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Phone numbers are subject to change. If you are concerned about someone and the number you are calling is not working, call 1737 and ask to be put through to the crisis team in your area. If you're in danger right now, please call 111.

To find local services, check out

- **Need to talk?**
Free call or text 1737
Talk with a trained counsellor, anytime
- **Healthline**
0800 611 116
For advice from trained registered nurses, including information about local health services throughout New Zealand.
- **Family and Community Services National Directory**
www.familyservices.govt.nz/directory
For information about community services that can help with issues relating to parenting, special needs, family support, family violence, custody and access, child behaviour, life skills, counselling, addiction, sexual abuse, grief and loss
- **Māori Health Provider Directory**
www.health.govt.nz/your-health/services-and-support/health-care-services/Māori-health-provider-directory
There a number of Māori health providers contracted to District Health Boards, or iwi and kaupapa Māori organisations that work independently throughout Aotearoa – contact a provider in your area to find out more about what is available in your area
- **Healthpoint**
www.healthpoint.co.nz
Up to date information about healthcare providers, referral expectations, services offered and common treatments

For more information about supports and services in your area contact the Mental Health Foundation resource and information service during office hours:

www.mentalhealth.org.nz
info@mentalhealth.org.nz

