



Helplines and local mental health services

SEPTEMBER 2020

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 8 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)
- for counselling 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**
- 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



Deaf and hard-of-hearing people

Phone numbers in this brochure can be reached using the relay service, text or video. Visit www.nzrelay.co.nz to find out more.

Register with New Zealand Police for the **111 TXT service**.

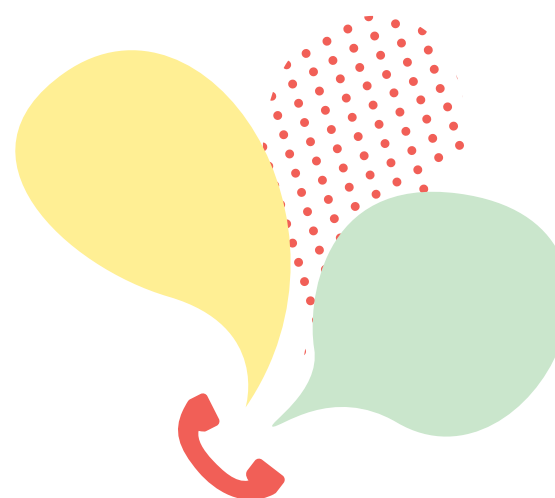
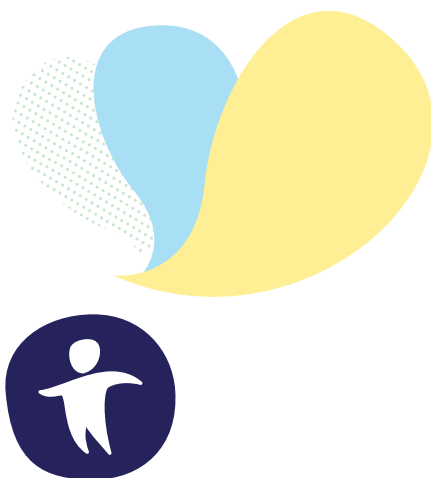
Many services offer text, webchat or messenger options.

For children and young people

- **Youthline**
0800 376 633,
free text 234,
email talk@youthline.co.nz
or webchat at www.youthline.co.nz
(webchat 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 webchat at www.whatsapp.co.nz
(1pm - 10pm Monday to Friday, and 3pm - 10pm weekends) for 5-18 year olds
- **www.auntydee.co.nz**
- a free online tool for anyone who needs help working through problems
- **Kidslines**
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.sparx.org.nz**
- an online self-help tool that teaches young people the key skills needed to help combat depression and anxiety

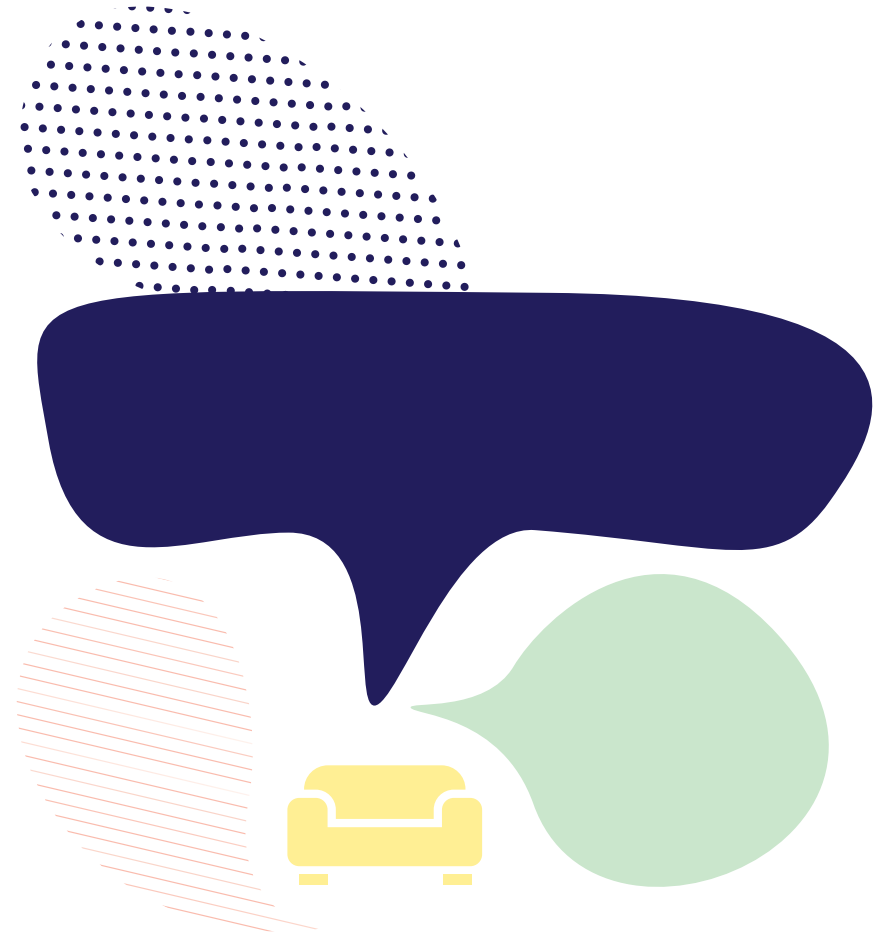
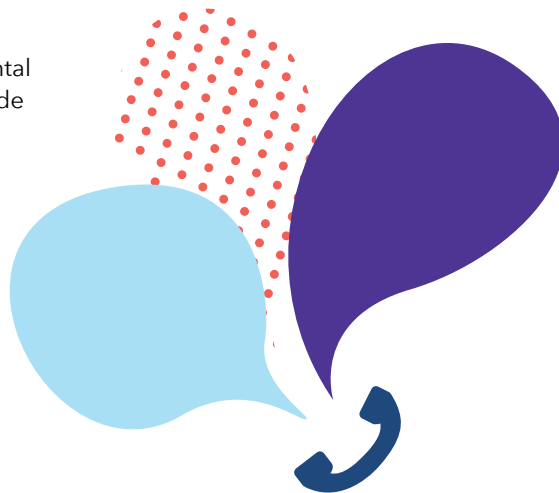
For help with specific issues

- **0508 Tautoko Suicide Crisis Helpline**
0508 828 865
- for support if you're in distress, or worried that someone may be at risk of suicide or for those who are grieving a loss
- **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
- **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
- provides professional, confidential support in multiple languages to Asians living in New Zealand, Monday to Friday 9am - 8pm



For families, whānau and support workers

- **Skylight**
www.skylight.org.nz
0800 299 100
- for support through trauma, loss and grief (9am - 5pm weekdays)
- **Supporting Families in Mental Illness**
0800 732 825
(Northern Region)
0800 555 434
(Central North Island)
0800 876 682
(South Island)
- for families and whānau supporting a loved one who has a mental illness
- **Le Va**
www.leva.co.nz
www.facebook.com/LeVaPasifika
- information and support for Pasifika families on mental health, addiction and suicide prevention
- **Victim Support**
0800 842 846
- 24 hour support for people affected by crime, trauma and suicide
- **After a Suicide**
www.aftersuicide.nz
- a website offering practical information and guidance to people who have lost someone to suicide
- **Mental Health Foundation**
www.mentalhealth.org.nz
- for more information about supporting someone in distress, looking after your own mental health and working toward recovery



Mental health crisis team contact numbers

Northland	Topuni to North Cape	Whangarei (09) 430 4101 ext 3537 Kaipara (09) 439 3330 ext 6701 Mid-North (09) 430 4101 ext 5871 Far-North (09) 408 0010 ext 4720 or 4749 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 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 Waikanae	Mid Central 0800 653 357
Wairarapa	Masterton to Martinborough	Te Haika 0800 745 477
Hutt Valley	Lower and Upper Hutt	Te Haika 0800 745 477
Capital & Coast	Kapiti to Wellington	Te Haika 0800 745 477
Nelson Marlborough	Nelson - Tasman region	Nelson 0800 776 364 Press 2
	Marlborough region	Marlborough 0800 948 497 Press 2
	Golden Bay region	Golden Bay Te Whare Mahana (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

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.



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