



# Helplines and local mental health services

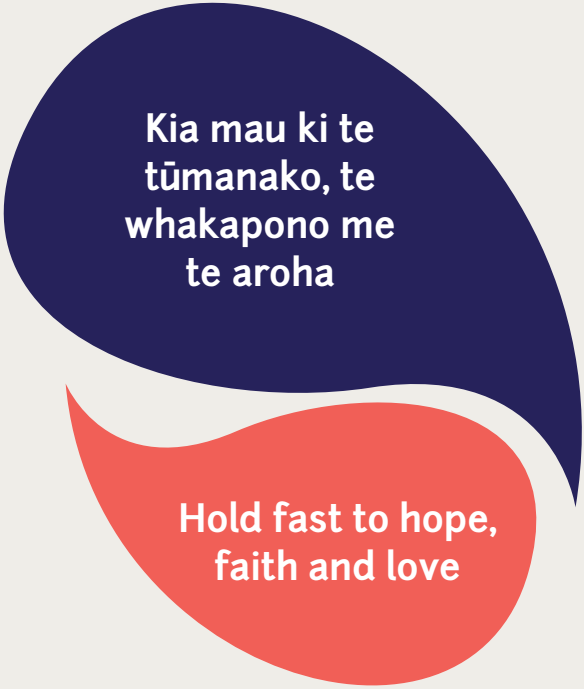
April 2023

## 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 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](http://www.depression.org.nz)
- **Healthline**  
**0800 611 116**  
- for advice from experienced health staff

**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](http://www.youthline.co.nz) (4.30pm – 10pm)  
– 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](http://www.whatsup.co.nz) (11am – 10.30pm) every day.  
– for 5-19 year olds
- **[www.auntydee.co.nz](http://www.auntydee.co.nz)**  
– a free online tool for anyone who needs help working through problems
- **[www.thelowdown.co.nz](http://www.thelowdown.co.nz)**  
**Visit the website or free text 5626**  
– a space for rangatahi to find support for your hauora, identity, culture and mental health
- **[www.sparx.org.nz](http://www.sparx.org.nz)**  
– an online game to help young people who are feeling down
- **[www.headstrong.org.nz](http://www.headstrong.org.nz)**  
– a free app for young people to help you cope with stress. Includes the Aroha chatbot.

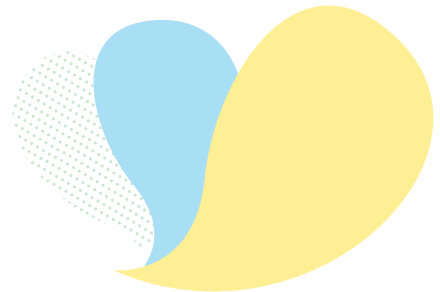


## Help for Deaf and hard-of-hearing people

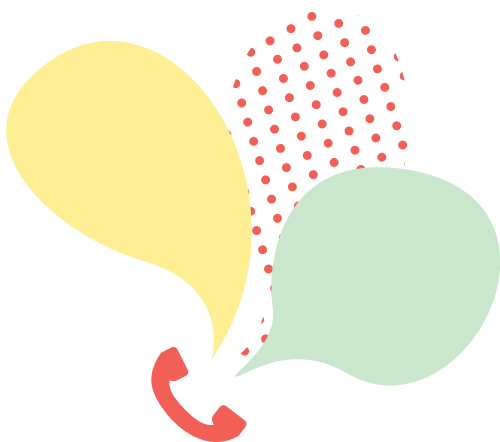
- **NZ Relay**  
**[www.nzrelay.co.nz](http://www.nzrelay.co.nz)**  
– helps users to connect with services over the phone
- **NZ Police 111TXT**  
**[www.police.govt.nz](http://www.police.govt.nz)**  
– Register with the New Zealand Police for the 111TXT service.
- **TXT, messenger, online chat**  
– many services in this brochure offer txt, messenger or online chat services.
- **[depression.org.nz/get-better/your-identity/deaf](http://depression.org.nz/get-better/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
- **Alcohol Drug Helpline**  
**0800 787 797,**  
**free text 8681**  
or online chat at [alcoholdrughelp.org.nz](http://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](http://www.gamblinghelpline.co.nz)  
- for help if you are gambling or are concerned about someone else's gambling. Māori, Pasifika and youth lines available.
- **He Waka Tapu**  
**0800 439 276**  
(0800 HEYBRO)  
- for men who feel they are going to harm a loved one or whānau member
- **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
- **Rural Support**  
**0800 787 254**  
- for people in rural communities dealing with challenges
- **PlunketLine**  
**0800 933 922**  
- support for parents, including mothers experiencing post-natal depression

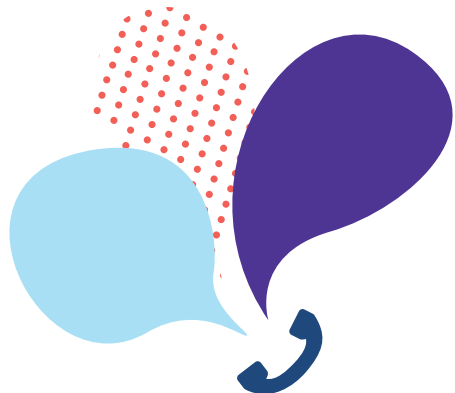


- **Sexual Harm Helpline**  
**0800 044 334 or text 4334**  
or webchat at [www.safetotalk.nz](http://www.safetotalk.nz)  
- to talk about sexual harm and find help for yourself or others
- **Women's Refuge Crisis Line**  
**0800 733 843**  
(0800 REFUGE)  
- for women living with violence, or in fear, in their relationship or family
- **Rape Crisis**  
**0800 883 300**  
- for support after rape or sexual assault
- **24/7 HELPLine**  
**0800 623 1700**  
**[www.helpauckland.org.nz](http://www.helpauckland.org.nz)**  
- support for sexual abuse survivors
- **Shakti Crisis Line**  
**0800 742 584**  
(0800 SHAKTI)  
- multi lingual helpline for migrant or refugee women living with family violence
- **Family violence info line**  
**0800 456 450**  
or chat at [www.areyouok.org.nz](http://www.areyouok.org.nz)  
- to talk about family violence and find help for yourself or others
- **EDANZ**  
**0800 233 269**  
**[www.ed.org.nz](http://www.ed.org.nz)**  
- for information, support and resources about supporting someone with an eating disorder
- **Asian Family Services**  
**0800 862 342**  
**[help@asianfamilyservices.nz](mailto:help@asianfamilyservices.nz)**  
- provides professional, confidential support in multiple languages to Asians living in New Zealand, Monday to Friday 9am - 8pm
- **[www.smallsteps.org.nz](http://www.smallsteps.org.nz)**  
- a collection of **online tools** to help you calm your mind, manage your stress and lift your mood



# For families, whānau and friends

- **Skylight**  
[www.skylight.org.nz](http://www.skylight.org.nz)  
**0800 299 100**  
- for support through trauma, loss and grief (8.30am - 4.30pm weekdays)
- **Aoake te Rā**  
**0800 000 053**  
[www.aoketera.org.nz](http://www.aoketera.org.nz)  
- free counselling for people bereaved by suicide.
- **Yellow Brick Road**  
**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
- **The Grief Centre**  
**0800 331 333**  
[www.griefcentre.org.nz](http://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](http://www.leva.co.nz)  
[www.facebook.com/LeVaPasifika](https://www.facebook.com/LeVaPasifika)  
**LeVaPasifika**  
- information and support for Pasifika families on mental health, addiction and suicide prevention
- **After a Suicide**  
[www.aftersuicide.co.nz](http://www.aftersuicide.co.nz)  
- a website offering practical information and guidance to people who have lost someone to suicide
- **Mental Health Foundation**  
[www.mentalhealth.org.nz](http://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

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

<b>Mid Central</b>	Palmerston North to Peka Peka	<b>Mid Central</b> 0800 653 357
<b>Wairarapa</b>	Masterton to Martinborough	<b>Wairarapa</b> 0508 432 432
<b>Hutt Valley</b>	Lower and Upper Hutt	0800 745 477
<b>Capital &amp; Coast</b>	Kāpiti to Wellington, incl Porirua	0800 745 477
<b>Nelson Marlborough</b>	Nelson region	<b>Nelson</b> 0800 776 364
	Marlborough	<b>Marlborough</b> 0800 948 497
	Golden Bay area	<b>Golden Bay</b> 0800 776 364
<b>Canterbury</b>	Kaikōura to Ashburton	<b>Christchurch</b> 0800 920 092
<b>West Coast</b>	West Coast, South Island	<b>Greymouth</b> 0800 757 678
<b>South Canterbury</b>	Timaru, Mt Cook, Tekapo, Temuka, Waimate	<b>Timaru</b> 0800 277 997
<b>Southern</b>	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 local and national services

- **Need to talk?**  
**Free call or text 1737**  
Talk with a trained counsellor, anytime
- **Healthline**  
**0800 611 116**  
For advice from trained health staff, including information about local health services throughout New Zealand
- **Family and Community Services National Directory**  
**0800 211 211**  
**[www.familyservices.govt.nz/directory](http://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
- **Wellbeing support**  
**[www.wellbeingsupport.health.nz](http://www.wellbeingsupport.health.nz)**  
A directory of local and online support services for people with mental health and addiction needs
- **Healthpoint**  
**[www.healthpoint.co.nz](http://www.healthpoint.co.nz)**  
Up-to-date information about healthcare providers, referral expectations, services offered and common treatments
- **Māori Health Provider Directory**  
**[www.health.govt.nz/your-health/services-and-support/health-care-services/Māori-health-provider-directory](http://www.health.govt.nz/your-health/services-and-support/health-care-services/Māori-health-provider-directory)**  
There are 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 locally

**For more information about support and services in your area, contact the Mental Health Foundation Resource and Information Service:**

**[www.mentalhealth.org.nz](http://www.mentalhealth.org.nz)**  
**[info@mentalhealth.org.nz](mailto:info@mentalhealth.org.nz)**



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MINISTRY OF HEALTH



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