



Helplines and local mental health services


JANUARY 2019

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

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

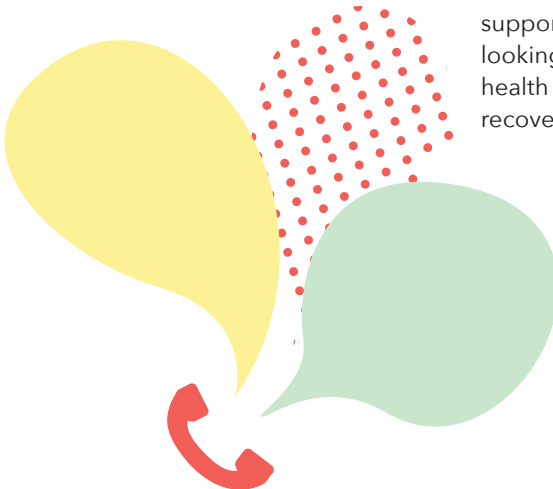
- **Youthline**
0800 376 633,
free text 234,
email talk@youthline.co.nz
or webchat at www.youthline.co.nz
(webchat available 7pm – 11pm)
- for young people and their
parents, whānau and friends
- **What's Up**
0800 942 8787
(0800 WHATSUP) or webchat at
www.whatsup.co.nz from
5pm – 10pm for 5-18 year 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

For help with specific issues

- **0508 Tautoko 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 (10am - 9pm Monday to Friday, and 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
- **Women's Refuge Crisis Line**
0800 733 843
(0800 REFUGE)
- for women living with violence, or in fear, in their relationship or family
- **Māori Women's Refuge Crisis Line**
0800 733 843
or visit womensrefuge.org.nz/get-help/maori-wahine/
- **Anxiety Helpline**
0800 269 4389
(0800 ANXIETY)
- **Shakti Crisis Line**
0800 742 584
(0800 SHAKTI)
- for migrant or refugee women living with family violence
- **Rape Crisis**
0800 883 300
- for support after rape or sexual assault
- **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
- **EDANZ**
0800 233 269
www.ed.org.nz
- for information, support and resources about supporting someone with an eating disorder

For families, whānau and support workers

- **Skylight**
0800 299 100
- for support through trauma, loss and grief (9am - 5pm weekdays)
- **Supporting Families in Mental Illness**
0800 732 825
- 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
- **Common Ground**
www.commonground.org.nz
- a central hub providing parents, family, whānau and friends with access to information, tools and support to help a young person who is struggling
- **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 0800 223 371
Waitemata	Wellsford to North Shore	West Auckland and North Shore 09 487 1414 After Hours 09 486 8900 (ask for North Crisis team)
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 0508 277 478
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	Top of South Island to Hanmer Springs	Nelson 03 546 1421 After Hours 03 546 1800 Marlborough 03 520 9907 After Hours 03 520 9999 Golden Bay 03 525 7647
Canterbury	Kaikoura to Ashburton	Ashburton 0800 222 955 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
09 623 4812



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