

Helplines and local mental health services - HE2546

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 further below) or go with them to the emergency department (ED) of your nearest hospital

Waikato – CRISIS Team	Coromandel, Hamilton to National Park	Hamilton 0800 505 050
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- If they are in immediate physical danger to themselves or others, **call [111](tel:111)**
- **Stay with them** until support arrives
- **Remove any obvious means** of suicide they might use (e.g. ropes, 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.

**Need to talk? Free [call](tel:1737) or [text 1737](text:1737)
Talk with a trained counsellor, anytime.**

For counselling and support

- Lifeline [0800 543 354](tel:0800543354) (0800 LIFELINE) or **free text** [4357](tel:4357) (HELP) - here to help
- Samaritans [0800 726 666](tel:0800726666) – for confidential support for anyone who is lonely or in emotional distress
- Depression Helpline [0800 111 757](tel:0800111757) or **free text** [4202](tel: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](tel:0800611116) – for advice from experienced health staff

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](tel:0800376633), **free text** [234](tel:234), **email** talk@youthline.co.nz or online chat at www.youthline.co.nz (4:30pm – 10pm) – for young people and their parents, whānau and friends
- What's Up [0800 942 8787](tel:08009428787) (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 online tool for anyone who needs help working through problems
- www.thelowdown.co.nz visit the website or **free text** [5626](tel:5626) – 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
- 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 - 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 - more help and information for the Deaf community

For families, whānau and friends

- Skylight 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.aoaketera.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 - 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 or www.facebook.com/LeVaPasifika – information and support for Pasifika families on mental health, addiction and suicide prevention
- After a Suicide www.terasuicide.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

For help with specific issues

- 0508 TAUTOKO Suicide Crisis Helpline [0508 828 865](tel:0508828865) – if you, or someone you know, may be thinking about suicide, call for support from a trained counsellor
- OUTLine [0800 688 5463](tel:08006885463) (0800 OUTLINE) - for sexuality or gender identity issues 6pm – 9pm
- Alcohol Drug Helpline [0800 787 797](tel:0800787797), **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](tel:0800654655) **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.
- He Waka Tapu [0800 439 276](tel:0800439276) (0800 HEYBRO) - for men who feel they are going to harm a loved one or whānau member
- Vaka Tautua [0800 652 535](tel:0800652535) (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](tel:08002694389) (0800 ANXIETY) - for people with all forms of anxiety and families and friends
- Rural Support [0800 787 254](tel:0800787254) – for people in rural communities dealing with challenges
- PlunketLine [0800 933 922](tel:0800933922) – support for parents, including mothers experiencing post-natal depression
- Sexual Harm Helpline [0800 044 334](tel:0800044334) or text [4334](tel: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](tel:0800733843) (0800 REFUGE) – for women living with violence, or in fear, in their relationship or family
- Rape Crisis [0800 883 300](tel:0800883300) – for support after rape or sexual assault
- 24/7 HELPline [0800 623 1700](tel:08006231700) www.helpauckland.org.nz - support for sexual abuse survivors
- Shakti Crisis Line [0800 742 584](tel:0800742584) (0800 SHAKTI) – multi lingual helpline for migrant or refugee women living with family violence
- Family violence info line [0800 456 450](tel:0800456450) or chat at www.areyouok.org.nz - to talk about family violence and find help for yourself or others
- EDANZ [0800 233 269](tel:0800233269) or www.ed.org.nz – for information, support and resources about supporting someone with an eating disorder
- Asian Family Services [0800 862 342](tel:0800862342) or 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 - a collection of online tools to help you calm your mind, manage your stress and lift your mood

Mental health crisis team contact numbers

Waikato	Coromandel, Hamilton to National Park	Hamilton 0800 505 050
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	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
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 Marlborough	Nelson region	Nelson 0800 776 364
	Marlborough	Marlborough 0800 948 497
	Golden Bay area	Golden Bay 0800 776 364
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
	Make a note of the number for your local mental health service	

Phone numbers are subject to change. If you or someone else is in danger or at risk of harm, please [call 111](tel: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 registered nurses, including information about local health services throughout New Zealand
- Family and Community Services National Directory **[0800 211 211](#)** **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 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
- 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:

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