

Helpline List

Main helplines

Lifeline 24/7 – 0800 543 354 or free text 4357 (for any issues)

Suicide Crisis Helpline 24/7 – 0508 828 865

DHB Mental Health Crisis Team (CATT Team)

Each DHB has its own contact number:

<https://www.health.govt.nz/your-health/services-and-support/health-care-services/mental-health-services/crisis-assessment-teams>

0800 800 717 (Auckland Central) 24/7

09 486 8900 (Waitemata – North Shore & West Auckland) 24/7

09 261 3700 (Counties Manukau – South Auckland)

Healthline 24/7 – 0800 611 116 (For advice and information from a trusted registered nurse)

Samaritans 24/7 – 0800 726 666 (for any issues)

Depression-specific helplines

Depression Helpline 24/7 – 0800 111 757 or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions)

SPARX.org.nz – Online e-therapy tool provided by the University of Auckland that helps young people learn skills to deal with feeling down, depressed or stressed

Sexuality or gender identity helpline

OUTLine NZ – 0800 688 5463 provides confidential telephone support

Helplines for children and young people

Youthline – 0800 376 633, free text 234 or email talk@youthline.co.nz

thelowdown.co.nz 0800 111 757 – or email team@thelowdown.co.nz or free text 5626

What's Up – 0800 942 8787 (for 5–18 year olds). Phone counselling is available Monday to Friday, midday–11pm and weekends, 3pm–11pm. Online chat is available from 5pm–11pm 7 days a week, including all public holidays

Kidsline – 0800 54 37 54 (0800 kidsline) for young people up to 18 years of age. 24/7

Rainbow Youth – (09) 376 4155 for LGBT youth

Help for parents, family and friends

Parent Help – 0800 568 856 for parents/whānau seeking support, advice and practical strategies on all parenting concerns. Anonymous, non-judgemental and confidential.

Family Services 211 Helpline – 0800 211 211 for help finding (and direct transfer to) community based health and social support services in your area.

Skylight – 0800 299 100 for support through trauma, loss and grief; 9am–5pm weekdays.

Supporting Families In Mental Illness – For families and whānau supporting a loved one who has a mental illness. Auckland 0800 732 825.

Commonground – A website hub providing parents, family, whānau and friends with access to information, tools and support to help a young person who is struggling

Other specialist helplines

Alcohol and Drug Helpline – 0800 787 797

Are You OK – 0800 456 450 family violence

Shine – 0508 744 633 family violence

Gambling Helpline – 0800 654 655

Anxiety phone line – 0800 269 4389

Seniorline – 0800 725 463 A free information service for older people

Quit Line – 0800 778 778 smoking cessation help

Vagus Line – 0800 56 76 666 (Mon, Wed, Fri 12 noon – 2pm). Promote family harmony among Chinese, enhance parenting skills, decrease conflict among family members (couple, parent-child, in-laws) and stop family violence

Women's Refuge Crisisline – 0800 733 843 (0800 REFUGE) (for women living with violence, or in fear, in their relationship or family)

Shakti Crisis Line – 0800 742 584 (for migrant or refugee women living with family violence)

Rape Crisis – 0800 883 300 (for support after rape or sexual assault)

Warmlines for consumers of mental health services

Free peer support services for people experiencing mental illness or those supporting them

Canterbury and West Coast – 03 379 8415 / 0800 899 276 (1pm to midnight, seven nights)

Wellington 0800 200 207 (7pm–1am, Tuesday to Sunday)

Auckland Central 0508 927 654 or 0508 WARMLINE (8pm to midnight, seven nights)

For more information <https://www.mentalhealth.org.nz/get-help/in-crisis/helplines/>