

List of community mental health and wellbeing support services

General mental health		
Need to talk?	1737	24/7 txt or talk with a trained counsellor. Anyone feeling stressed, anxious, worried, depressed, needing advice on mental health or addictions issues can call or text us.
Samaritans	0800 726 666	For people experiencing loneliness, depression, despair, distress or suicidal feelings. Samaritans operates a 24/7 crisis help line, non-judgmental and non-religious, with trained volunteers from the community who are empathetic listeners.
Lifeline Aotearoa	0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)	Lifeline Aotearoa - helpline and text line provides 24/7, confidential support from qualified counsellors and trained volunteers.
Kidslines	0800 54 37 54 (0800 KIDSLINE)	Kidslines is available 24/7 however when kids ring between 4pm – 9pm Monday to Friday they will speak to a Kidslines Buddy – a specially trained year 12 and 13 volunteers (Branch of Lifeline Aotearoa)
Mental health crisis / suicide		
Waikato DHB Crisis Assessment Team	0800 505050	Available 24 hours a day, 7 days a week
Suicide Crisis Helpline	0508 828 865 (0508 TAUTOKO)	Available 24 hours a day, 7 days a week and is operated by highly trained and experienced telephone counsellors who have undergone advanced suicide prevention training. *Branch of Lifeline Aotearoa
General health		
Healthline	0800 611 116	Staffed by experienced team that includes nurses, paramedics and health advisors - provide information on health information and advice on care
Depression		
Depression Helpline	0800 111 757 or free text 4202	24/7 Helpline - You can talk with trained counsellors about how you are feeling or ask any questions.
SPARX.org.nz	0508 4 SPARX (0508 477 279) or free text to 3110	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

OUTLine NZ	0800 688 5463 (OUTLINE)	Provides confidential telephone support
Depression Helpline	0800 111 757 or free text 4202	Provides specific support on LGBTI - 24/7 Helpline - Talk with trained counsellors about how you are feeling or ask any questions.
RainbowYOUTH	09 376 4155	11am – 5pm, Monday to Friday. RainbowYOUTH is here to work with queer, gender diverse, takatāpui & intersex youth, their friends, whānau and wider communities.

Help for children and young people

What's Up	0800 942 8787	For 5–18 year olds. Phone counselling is available Monday to Friday, 12noon–11pm and weekends, 3pm–11pm. Online chat is available from 3pm–10pm 7 days a week, including all public holidays.
Kidslines	0800 54 37 54 (0800 KIDSLINE)	Kidslines is available 24/7 however when kids ring between 4pm – 9pm Monday – Friday they will speak to a Kidslines Buddy – a specially trained year 12 and 13 volunteers *Branch of Lifeline Aotearoa
Youthline	0800 376 633 or free text 234	Free between 8am – midnight - Work collaboratively to provide free, nationwide service.
The Low Down	0800 111 757 or free text 5626	Depression Helpline section aimed at supporting High School aged children.

Help for parents, family and friends

EDANZ	0800 2 EDANZ	Support, practical advice and understanding - to help loved ones recover from an eating disorder
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	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 New Zealand	0800 555 434	For families and whānau supporting a loved one who has a mental illness. Central North Island. Monday - Friday 8.30am - 5pm

Help with addiction

Alcohol and Drug Helpline	0800 787 797	Offer a 24/7 helpline. Also offer 3 specialist services:
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Gambling Helpline	0800 654 655 or Text 8006	<p>Provide help 7 days/week.</p> <p>Also offer 4 specialist counselling services:</p> <ul style="list-style-type: none"> ▪ Māori Gambling Helpline – 0800 654 656 ▪ Vai Lelei Pasifika Gambling Helpline – 0800 654 657 ▪ Gambling Debt Helpline – 0800 654 658 ▪ Youth Gambling Helpline 'In Ya Face' – 0800 654 659
Once and For All	0800 6623 4255	Coordinates all enquiries about smoking cessation in the Waikato and Tairāwhiti regions.
Quitline Me Mutu	0800 778 778 or Text 4006	Free non-judgemental smoking cessation help – 24/7
Alcoholics Anonymous	0800 229 6757	Free phone service – connect with others from all walks of life to attain and maintain sobriety.
Kina Families and Addictions Trust		For families affected by an addict.
Living Sober		Our ethos is one of tolerance and kindness. No judgement, just understanding and support.
Meth Help	0800 6384 4357 (0800 METH HELP)	Free service by trained counsellors at Odyssey House in Christchurch who have a range of experiences including lived experience of methamphetamine and other drugs. Available Monday to Friday with pre-arranged evening availability.

Other specialist areas

Rural Support Trust	0800 787 254	Free and confidential service for rural people and farming families across New Zealand. Can connect you with the professionals who can provide further support, including farming or business advice, financial information, health, mental health and counselling services.
Anxiety NZ Trust	0800 269 4389 (0800 ANXIETY)	24/7 Anxiety Helpline
Seniorline	0800 725 463	A free information service for older people
MusicHelps	0508 MUSIC HELP	24/7 online professional online, on-the-phone and face-to-face counselling service tailored to people who make live and recorded music possible.
Vagus Line	0800 56 76 666	Monday to Friday, 10am - 5pm. For Chinese community. Promotes family harmony, parenting skills, decreased conflict among family members (couple, parent-child, in-laws) and stop family violence

Sexual assault / rape support

Rape Crisis	0800 88 33 00	For support after rape or sexual assault
Tautoko Mai Sexual Harm Support	0800 227 233 (0800 2B SAFE)	Free 24/7 for anyone who has experienced sexual harm – Waikato and Bay of Plenty
Safe to Talk	0800 044 334 or Text 4334	We're here for you. We'll listen. We'll find the support you need, and we won't judge. Includes online chat with counsellors.
Male Survivors Aotearoa	03 377 6747	Free 24/7 Sexual Harm Helpline. Enabling the wellbeing of male survivors of sexual abuse

Family violence support services

Keeping Whanau Safe	0800 HEYBRO (0800 439 276)	24/7 Helpline for men who feel they're going to harm a loved one or whānau member.
Hohou Te Rongo Kahukura - Outing Violence		Is dedicated to building Rainbow communities in Aotearoa New Zealand free of partner and sexual violence.
Are You OK	0800 456 450	Family Violence is not ok – but it is ok to ask for help. Open every day of the year - 9am-11pm.
Women's Refuge	0800 733 843 (0800 REFUGE)	For women and their children living with violence, or in fear, in their relationship or family
Shine	0508 744 633	Confidential domestic abuse helpline
Shakti	0800 733 843	For migrant or refugee women living with family violence