



# HELPlines NZ

24 hours per day – 7 days per week



Emergency Mental Health Services HB **0800 112 334**

Suicide Crisis helpline **0508 828 865** (0508 TAUTOKO)

Lifeline – **0800 543 354** (0800 LIFELINE) or free text **4357** (HELP)



If you are worried about a child's care and protection call Oranga Tamariki call **0508 325 459** (0508 FAMILY) or email [contact@ot.govt.nz](mailto:contact@ot.govt.nz)



If you are a victim of family violence or in a relationship that makes you fearful about your own or anyone else's safety, seek help as soon as possible. You have the right to be safe.

- NZ Police – emergencies **111** non-emergencies **105**
- Women's Refuge crisis (link is external) line **0800 733 843** - 24 hours
- Family violence information line **0800 456 450**
- DOVE Hawkes Bay Family Violence Prevention **0800 368342** (0800 DOVEHB)
- Rape Crisis – **0800 883 300** (for support after rape or sexual assault)
- Shine – **0508 744 633** confidential domestic abuse helpline
- Shakti - for migrant and refugee women **0800 742 584** - 24 hours
- National network of stopping violence **03 391 0048**
- Elder Abuse Helpline **0800 32 668 65** - 24 hours
- Gandhi Nivas - supporting men to be free from violence **0800 426 344**
- Hey Bro helpline - supporting men to be free from violence **0800 HeyBro** (439 276)
- Safe to Talk – sexual harm helpline. Call **0800 044334**, text **4334** or email [support@safetotalk.nz](mailto:support@safetotalk.nz)
- Victim Support – call **0800 842 846**. 24-hour service for all victims of serious crime
- Victim Information Line/Victim Centre – call **0800 650 654** or email [victimscentre@justice.govt.nz](mailto:victimscentre@justice.govt.nz)



**National helplines** – For people who may just need to talk

- ❑ Need to talk? Free call or text **1737** any time for support from a trained counsellor
- ❑ Healthline – **0800 611 116**
- ❑ Samaritans – **0800 726 666**



**Depression/Anxiety Helplines** - If, over the last two weeks, you've been constantly worried, afraid or panicking about things that might happen or for no reason at all – you may be experiencing Anxiety. But with some help you can learn how to get back in control.

- ❑ Depression and Anxiety 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) – includes The Journal online support tool
- ❑ [SPARX.org.nz](http://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
- ❑ Anxiety phone line – **0800 269 4389** (0800 ANXIETY)



**Helplines for Children and Young People** – Children and young people sometimes don't have the knowledge or support to problem solve difficult thoughts and emotions so these helplines offer great guidance and support.

- ❑ **Youthline** – **0800 376 633**, free text **234**, email [talk@youthline.co.nz](mailto:talk@youthline.co.nz) or online chat from 10am–10pm
- ❑ [thelowdown.co.nz](http://thelowdown.co.nz) – or email [team@thelowdown.co.nz](mailto: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, 12noon–11pm and weekends, 3pm–11pm. Online chat is available Monday to Friday from 1pm–10pm and Saturday and Sunday from 3pm–10pm.
- ❑ **Kidsline** – **0800 54 37 54** (0800 kidsline) for young people up to 18 years of age. Open 24/7.



**Help for parents, family and friends** – There is no instruction manual for our children. They are different in so many ways so a one size fits all parenting practice often doesn't work so well.

- ❑ EDANZ – improving outcomes for people with eating disorders and their families. Freephone 0800 2 EDANZ or **0800 233 269**, or email [info@ed.org.nz](mailto:info@ed.org.nz).
- ❑ 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.

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## OTHER HELP lines

### Other specialist helplines

- ❑ Alcohol and Drug Helpline – **0800 787 797** or online chat
- ❑ Gambling Helpline – **0800 654 655**
- ❑ Seniorline – **0800 725 463** A free information service for older people
- ❑ Sexuality or gender identity helpline OUTLine NZ – **0800 688 5463** (OUTLINE) provides confidential telephone support, available evenings from 6pm–9pm.