

# Helplines and local mental health services

November 2025

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 10 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. rope, 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.

## For counselling and support

- **Lifeline**  
**0800 543 354**  
(0800 LIFELINE)  
**or free text 4357 (HELP)**  
– here to listen and support,  
7am – midnight
- **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  
**www.depression.org.nz**
- **Healthline**  
**0800 611 116**  
– for advice from experienced  
health staff for any health issues

**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**  
webchat at [youthline.co.nz](http://youthline.co.nz)  
DM on Instagram @youthlinenz  
message on WhatsApp  
09 886 56 96  
**www.youthline.co.nz**  
– for young people and their  
parents, whānau and friends
- **What's Up**  
**0800 942 8787**  
(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 tool for anyone who needs  
help working through problems
- **www.thelowdown.co.nz**  
– 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.

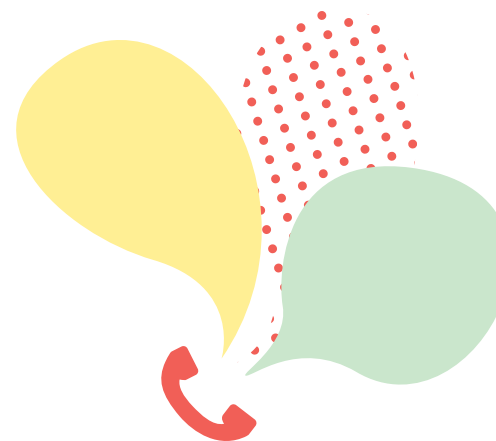
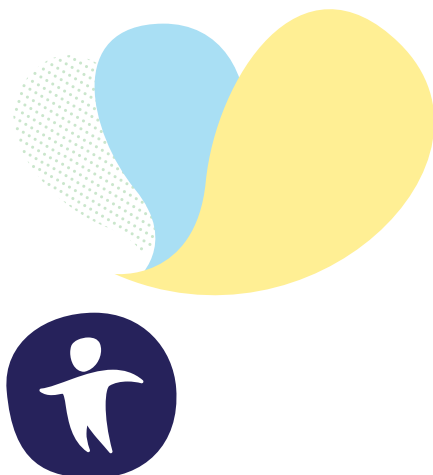


## Help for Deaf and hard-of-hearing people

- **NZ Relay**  
**www.nzrelay.co.nz**  
– helps users to connect with  
services over the phone
- **NZ Police 111TXT**  
**www.police.govt.nz/111-txt**  
– 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.

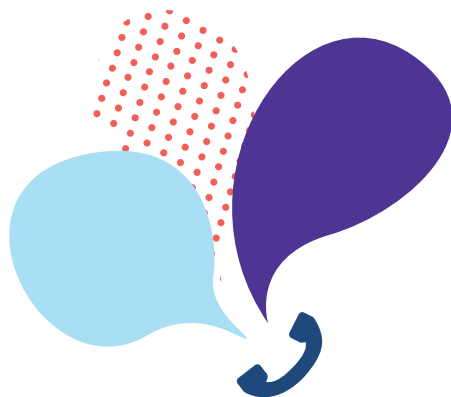
## For help with specific issues

- **0508 TAUTOKO Suicide Crisis Helpline**  
**0508 828 865**  
- if you, or someone you know, may be thinking about suicide, call for support from a trained counsellor, 7 am - midnight
- **OUTLine**  
**0800 688 5463**  
(0800 OUTLINE)  
- for sexuality or gender identity, issues 6pm - 9pm
- **Alcohol Drug Helpline**  
**0800 787 797,**  
**free text 8681**  
or online chat at [alcoholdrughelp.org.nz](http://alcoholdrughelp.org.nz)  
- for people dealing with alcohol or other drug problems. Māori, Pasifika and youth lines available
- **Gambling Helpline**  
**0800 654 655**  
**free text 8006**  
or online chat at [www.gamblinghelpline.co.nz](http://www.gamblinghelpline.co.nz)  
- for help if you are gambling or are concerned about someone else's gambling. Māori, Pasifika and youth lines available
- **1737 Peer Support**  
**call 1737 and chose Peer Support**  
- to talk to someone with personal experience about your mental health or addiction concerns, 2pm - 10pm daily
- **Rural Support**  
**0800 787 254**  
- for people in rural communities dealing with challenges, 8am - 6pm daily
- **Anxiety Helpline**  
**0800 269 4389**  
(0800 ANXIETY)  
[www.anxiety.org.nz](http://www.anxiety.org.nz)  
- for people with all forms of anxiety and families and friends
- **PlunketLine**  
**0800 933 922**  
- support for parents, including mothers experiencing postnatal depression
- **[www.smallsteps.org.nz](http://www.smallsteps.org.nz)**  
- a collection of **online tools** to help you calm your mind, manage your stress and lift your mood
- **Sexual Harm Helpline**  
**0800 044 334 or text 4334**  
or webchat at [www.safetotalk.nz](http://www.safetotalk.nz)  
- to talk about sexual harm and find help for yourself or others
- **Women's Refuge Crisis Line**  
**0800 733 843**  
(0800 REFUGE)  
- for women living with violence, or in fear, in their relationship or family
- **National Rape & Sexual Abuse Crisis Line**  
**0800 883 300**  
- for support after rape or sexual assault
- **24/7 HELPLine**  
**0800 623 1700 or txt 8236**  
[www.helpauckland.org.nz](http://www.helpauckland.org.nz)  
- support for sexual abuse survivors.
- **Shakti Crisis Line**  
**0800 742 584**  
(0800 SHAKTI)  
- multilingual helpline for migrant or refugee women living with family violence
- **Family violence info line**  
**0800 456 450**  
or chat at [www.areyouok.org.nz](http://www.areyouok.org.nz)  
- to talk about family violence and find help for yourself or others
- **EDANZ**  
**0800 233 269** (0800 2 EDANZ)  
- for information, support and resources about supporting someone with an eating disorder.  
[www.ed.org.nz](http://www.ed.org.nz)
- **Asian Family Services**  
**0800 862 342**  
[help@asianfamilyservices.nz](mailto:help@asianfamilyservices.nz)  
- provides professional, confidential support in multiple languages to Asians living in New Zealand, Mon-Fri 9am - 8pm
- **Netsafe**  
**0508 638 723**  
[netsafe.org.nz](http://netsafe.org.nz)  
- support for online safety, incl harassment or bullying, scams and fraud, and harmful digital content, Mon-Fri 8am - 8pm; Sat-Sun 9am - 5pm



## For families, whānau and friends

- **Yellow Brick Road**  
**0800 732 825**  
**[www.yellowbrickroad.org.nz](http://www.yellowbrickroad.org.nz)**  
- for families and whānau supporting a loved one who lives with a mental illness, Mon-Fri 8am - 4.30pm
- **Skylight**  
**0800 299 100**  
**[www.skylight.org.nz](http://www.skylight.org.nz)**  
- for information and support through trauma, loss and grief, Mon-Fri 8.30am - 4.30pm
- **Aoake te Rā**  
**0800 000 053**  
**[www.aoketera.org.nz](http://www.aoketera.org.nz)**  
- free counselling for people bereaved by suicide, Mon-Fri 8.30 - 5pm
- **The Grief Centre**  
**0800 331 333**  
**[www.griefcentre.org.nz](http://www.griefcentre.org.nz)**  
- for grief counselling, support groups and information about loss, grief, trauma or difficult change, Mon-Fri 9am - 4pm
- **Victim Support**  
**0800 842 846**  
- 24 hour support for people affected by crime
- **Le Va**  
**[www.leva.co.nz](http://www.leva.co.nz)**  
**[www.mentalwealth.nz](http://www.mentalwealth.nz)**  
- information and support for Pasifika families on mental health, addiction and suicide prevention
- **After a Suicide**  
**[www.aftersuicide.co.nz](http://www.aftersuicide.co.nz)**  
- a website offering practical information and guidance to people who have lost someone to suicide
- **Mental Health Foundation**  
**[www.mentalhealth.org.nz](http://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

| Region                    | During business hours            | After hours and weekends  |
|---------------------------|----------------------------------|---------------------------|
| <b>Northland</b>          |                                  |                           |
| Whangārei                 | 09 430 4101 ext 3537             | 0800 223 371              |
| Kaipara                   | (09) 439 3330 ext 65401          |                           |
| Mid North                 | 0800 643 647                     |                           |
| <b>Auckland</b>           |                                  |                           |
| Central                   | 0800 800 717                     |                           |
| North Shore               | (09) 487 1414                    | (09) 486 8900             |
| West                      | (09) 822 8501<br>or 0800 133 131 |                           |
| Rodney                    | (09) 427 0360<br>or 0800 432 523 |                           |
| East & South              | (09) 261 3700                    | 0800 775 222              |
| <b>Waikato</b>            |                                  |                           |
|                           | 0800 505 050                     |                           |
| <b>Bay of Plenty</b>      |                                  |                           |
| Tauranga                  | 0800 800 508                     |                           |
| Whakatāne                 | 0800 77 45 45                    |                           |
| <b>Rotorua and Taupō</b>  |                                  |                           |
|                           | 0800 166 167                     |                           |
| <b>Tairāwhiti</b>         |                                  |                           |
|                           | 0800 243 500                     | 06 869 0512 (After 10 pm) |
| <b>Hawke's Bay</b>        |                                  |                           |
|                           | 0800 112 334                     |                           |
| <b>Manawatū-Whanganui</b> |                                  |                           |
| Palmerston North          | 0800 653 357                     |                           |
| Whanganui                 | 0800 653 358                     |                           |

| Region                             | During business hours                                    | After hours and weekends |
|------------------------------------|--|--------------------------|
| <b>Taranaki</b>                    |  |                          |
|                                    | 0508 292 467   |                          |
| <b>Wairarapa</b>                   |  |                          |
|                                    | 0508 432 432   |                          |
| <b>Wellington, Hutt and Kāpiti</b> |  |                          |
| Wellington                         | 0800 745 477   |                          |
| Hutt                               |  |                          |
| <b>Nelson-Marlborough</b>          |  |                          |
| Nelson region                      | 0800 776 364   |                          |
| Marlborough                        | 0800 948 497   |                          |
| Golden Bay area                    | 0800 776 364   |                          |
| <b>Canterbury</b>                  |  |                          |
|                                    | 0800 920 092   |                          |
| <b>South Canterbury</b>            |  |                          |
|                                    | 0800 277 997   |                          |
| <b>West Coast</b>                  |  |                          |
|                                    | 0800 757 678   |                          |
| <b>Otago and Southland</b>         |  |                          |
|                                    | 0800 467 846<br>press 1 for Southland, press 2 for Otago |                          |

Phone numbers are subject to change. If you or someone else is in danger or at risk of harm, **please call 111**.









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