Helplines and local mental health services

November 2026

Tēnā koe

This resource is a directory of free national helplines, support services and regional mental health services in Aotearoa New Zealand.

At the back of this resource, you'll find blank pages where you can add your own local services and personal support networks.

For more information about suicide prevention and wellbeing or to access the Mental Health Foundation's free tools and resources visit **mentalhealth.org.nz**

Please reach out if you or someone else needs support. Help is available.



In a crisis or emergency

If you are worried about someone's immediate safety, stay with them and do the following:

If they are in immediate physical danger to themselves or others, **call 111**

OR



Call your local mental health crisis assessment team (numbers are on page 10-11 of this booklet) or go with them to the emergency department (ED) of your nearest hospital

Stay with them until support arrives, or until you arrive at the support service. Provide first aid as necessary.

If it's safe for you to do so, remove any obvious means of suicide they might use (e.g. rope, medication, guns, car keys, knives, poisons).

If they live in a high-rise building, help them find somewhere to stay in single-level accommodation.

Ask if there's someone else they'd like you to contact.



Stay calm, take some deep breaths. Let them know you care.

Keep them talking. Listen and ask questions without judgment.

Make sure **you are safe.**

More information and support

For more information and support, talk to your general practitioner (GP), 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.

The following pages contain information and contact details for free helplines and support services.

For counselling and support

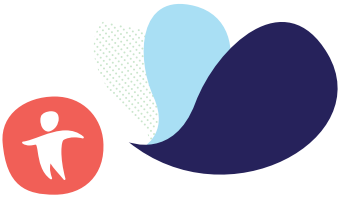
- **1737**
  – free call or text to talk with a trained counsellor, anytime
- **Lifeline**
  0800 543 354 (0800 LIFELINE)
  or free text 4357 (HELP)
  – here to listen and support, 7am – midnight
- **Samaritans**
  0800 726 666
  – for confidential support for anyone who is lonely or in emotional distress
- **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
  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.sparx.org.nz**
  – an online game to help young people with life skills to work through difficult emotions
- **www.headstrong.org.nz**
  – a free app for young people to help you navigate everyday challenges and feel more in control



Help for Deaf and hard-of-hearing people

- **NZ Relay**
  www.nzrelay.co.nz
  – helps users to connect with services over the phone
- **TXT, messenger, online chat**
  – many services in this brochure offer txt, messenger or online chat services
- **NZ Police 111TXT**
  www.police.govt.nz/111-txt
  – register with the 111 TXT service so you can contact Fire, Ambulance or Police in an emergency

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
  – 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
  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 lived experience of mental health challenges, 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
  - for people with all forms of anxiety, as well as families and friends

- **PlunketLine**
  0800 933 922
  - support for parents, including mothers experiencing postnatal depression

- **groovnow.com/groov-app**
  – a **free app** for practical, science-based guidance and instant answers to everyday questions

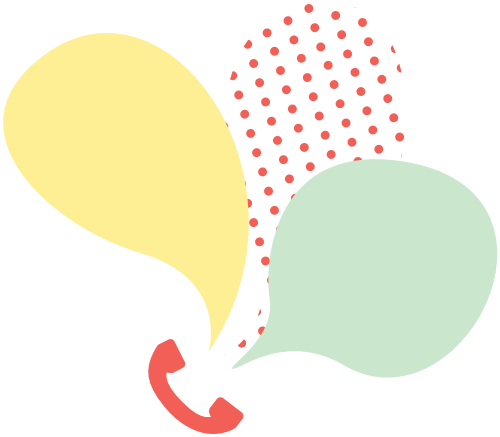


- **Sexual Harm Helpline**
  0800 044 334 or text 4334
  or webchat at **www.safetotalk.nz**
  - to talk about sexual harm and find help for yourself or others

- **Women's Refuge Crisis Line**
  0800 733 843
  (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 survivors of rape and sexual abuse

- **24/7 HELPline**
  0800 623 1700 or txt 8236
  www.helpauckland.org.nz
  – support for sexual abuse survivors



- **Shakti Crisis Line**
  0800 742 584
  (0800 SHAKTI)
  – multilingual helpline for migrant or refugee women facing family violence

- **Family violence info line**
  0800 456 450
  or chat at **www.areyouok.org.nz**
  - to talk about family violence and find help for yourself or others

- **EDANZ**
  0800 233 269 (0800 2 EDANZ)
  www.ed.org.nz
  – for information, support and resources about supporting someone with an eating disorder

- **Asian Family Services**
  0800 862 342 or text 832
  help@asianfamilyservices.nz
  – provides professional, confidential support in multiple languages to Asians living in New Zealand, Mon-Fri 9am – 8pm

- **Netsafe**
  0508 638 723
  help@netsafe.org.nz
  netsafe.org.nz
  - for free, confidential and non-judgmental advice about an online issue impacting you or someone you know, Mon-Fri 9am – 5pm

For families, whānau and friends

- **Yellow Brick Road**
  0800 732 825
  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
  – for children, young people and whānau going through tough times, Mon-Fri 8.30am – 4.30pm

- **Aoake te Rā**
  0800 000 053
  www.aoaketera.org.nz
  - free counselling for people bereaved by suicide, Mon-Fri 8.30 – 5pm

- **Huarahi Ora**
  0800 437 009
  www.terauora.com/huarahi-ora
  - 24hr National Bereavement Coordination Service for anyone impacted by suspected suicide

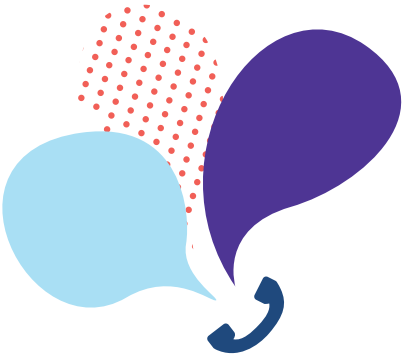
- **The Grief Centre**
  0800 331 333
  www.griefcentre.org.nz
  – for grief counselling, support groups and information about loss, grief, trauma or difficult change, Mon-Fri 9am – 4.30pm

- **Manaaki Tāngata Victim Support**
  0800 842 846
  – 24 hour support for people affected by crime and traumatic events

- **Le Va**
  www.leva.co.nz
  www.mentalwealth.nz
  – information and support for Pasifika families on mental health, addiction and suicide prevention

- **After a Suicide**
  www.afterasuicide.nz
  – a website offering practical information and guidance to people who have lost someone to suicide

- **Mental Health Foundation**
  www.mentalhealth.org.nz
  – for information on everyday actions that lift mental wellbeing, and free tools that support people through tough times





Mental health crisis team contact numbers

Region	During business hours	After hours and weekends
Northland		
Kaitaia	0800 68 87 28 or 09 408 9187	0800 223 371
Kerikeri, Kaikohe	0800 643 647	
Whangārei	0800 55 44 75	
Hokianga	09 405 7709 (select option 4)	
Dargaville	09 439 3330 (select option 3, then option 1)	
Auckland		
Rodney	09 427 0360 or 0800 432 523	
North Shore	09 487 1414 or 0800 647 000	09 486 8900 or 0800 647 000
West (Henderson)	09 822 8501 or 0800 133 131	
Central	0800 800 717	
East and South	09 261 3700	0800 775 222
Waikato		
Hamilton	0800 505 050	
Bay of Plenty		
Tauranga	0800 800 508	
Whakatāne	0800 77 45 45	
Rotorua and Taupō		
	0800 166 167	
Tairāwhiti		
Gisborne	0800 243 500	06 869 0512 (After 10 pm)

Region	During business hours	After hours and weekends
Hawke's Bay		
Napier and Hastings	0800 112 334	
Taranaki		
New Plymouth	0508 292 467	
Manawatū-Whanganui		
Palmerston North	0800 653 357	
Whanganui	0800 653 358	
Wairarapa		
Masterton	0508 432 432	
Wellington, Hutt and Kāpiti		
	0800 745 477	
Nelson, Marlborough and Tasman		
Nelson	0800 776 364	
Marlborough	0800 948 497	
Golden Bay	0800 776 364	
Canterbury		
Christchurch	0800 920 092	
South Canterbury		
Timaru	0800 277 997	
West Coast		
Greymouth	0800 757 678	
Otago and Southland		
	0800 467 846 press 1 for Southland, press 2 for Otago	

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

For more information and services

- **Family Services Directory**
  www.familyservices.govt.nz/directory
  Find local community services to support you with all manner of issues such as parenting, special needs, family support, custody and access, grief and loss and more
- **Wellbeing support**
  www.wellbeingsupport.health.nz
  Access free, confidential mental health support nationwide.
- **Healthify Te Puna Waiora**
  www.healthify.nz
  Access up-to-date, Aotearoa-based information about a range of health issues and conditions
- **Healthpoint**
  www.healthpoint.co.nz
  Find a health provider in your region and for your health concern. Up-to-date information about healthcare providers, referral expectations and services offered.

  Seach for kaupapa Māori health providers here:
  www.healthpoint.co.nz/kaupapa-maori-7
- **Just a thought**
  www.justathought.co.nz
  Free online courses, resources and tools to learn about common mental health challenges such as depression, anxiety, stress and addiction, and improve your wellbeing.

For more information about mental health, suicide prevention and wellbeing, or to access free resources and tools, visit the Mental Health Foundation website:

www.mentalhealth.org.nz

Add your own numbers here. You may like to include contact details for your local mental health service, local helplines, organisations, iwi services, whānau and other personal supports.



MANATŪ HAUORA
MINISTRY OF HEALTH

Mental Health Foundation
OF NEW ZEALAND
mauri tū, mauri ora
www.mentalhealth.org.nz



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