

All services are available 24 hours a day, seven days a week unless otherwise specified

National helplines

Need to talk? Free call or text [1737](tel:1737) any time for support from a trained counsellor

[Lifeline](tel:0800543354) – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)

[Suicide Crisis Helpline](tel:0508828865) – 0508 828 865 (0508 TAUTOKO)

[Healthline](tel:0800611116) – 0800 611 116

[Samaritans](tel:0800726666) – 0800 726 666

[HELPLINES BROCHURE](#)

Depression-specific helplines

[Depression Helpline](tel:0800111757) – 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 – includes The Journal online help service

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](tel:08006885463) – 0800 688 5463 (OUTLINE) provides confidential telephone support

Helplines for children and young people

[Youthline](tel:0800376633) – 0800 376 633, free text 234 or email talk@youthline.co.nz or [online chat](#)

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

[What's Up](tel:08009428787) – 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](tel:0800543754) – 0800 54 37 54 (0800 kidsline) for young people up to 18 years of age. Open 24/7.

All services are available 24 hours a day, seven days a week unless otherwise specified

Help for parents, family and friends

EDANZ – improving outcomes for people with eating disorders and their families. Freephone 0800 2 EDANZ or 0800 233 269, or in Auckland 09 522 2679. Or email 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.

Other specialist helplines

Alcohol and Drug Helpline – 0800 787 797 or [online chat](#)

Are You OK – 0800 456 450 family violence helpline

Gambling Helpline – 0800 654 655

Anxiety phone line – 0800 269 4389 (0800 ANXIETY)

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

0508MUSICHELP – The Wellbeing Service is a 24/7 online, on the phone and in-person counselling service fully funded by the NZ Music Foundation and provided free of charge to those in the Kiwi music community who can't access the help they need due to hardship and other circumstances. Call 0508 MUSICHELP.

Shine – 0508 744 633 confidential domestic abuse helpline

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)