

Support Services and Professional Organisations

Medical Emergency

Phone [111](tel:111)

If you are seriously concerned about someone's immediate safety:

Call 111 or take them to the Accident and Emergency Department (A&E) at your nearest hospital.

[Phone your nearest hospital, or your district health board's psychiatric emergency service or mental health crisis assessment team.](#)

Remain with them and help them to stay safe until support arrives.

A medical emergency also includes chest pain or tightness, difficulty breathing, choking, severe bleeding or bleeding that won't stop, sudden weakness or difficulty talking, fainting or unconsciousness.

General Support

1737 Community Support

1737.org.nz

Text 1737

For support with anxiety, distress or mental wellbeing, you can call or text to talk with a trained counsellor for free, 24 hours a day, 7 days a week.

COVID-19

covid19.govt.nz

Advice and support for everyone in the community about how New Zealand is uniting together against COVID-19, including wellbeing resources.

Depression and Anxiety Help Line

depression.org.nz

Phone [0800 111 757](tel:0800111757)

Text [4202](tel:4202)

This is part of a national public health programme, the National Depression Initiative. It is a component of the New Zealand government's approach to suicide prevention. The website has a partner site, [The Lowdown](#), designed to help young New Zealanders understand and deal with depression and anxiety.

District Health Board (DHB) and Māori Health Providers

health.govt.nz/new-zealand-health-system/my-dhb

Your district health board funds and provides health services in your area, including mental health [crisis assessment teams](#). There are also a number of Māori health providers contracted to district health boards throughout Aotearoa.

Healthline

health.govt.nz/your-health/services-and-support/health-care-services/healthline

Phone [0800 611 116](tel:0800611116)

Call Healthline if you don't have a family doctor, if you're feeling unwell but you're not sure if you need to see a doctor, for advice about what's happening for you and next steps, if you want some advice about a family member or a friend who's sick (if you are with them) or, if you want advice on finding services near you.

Lifeline

lifeline.org.nz

Phone [0800 543 354](tel:0800543354) (0800 LIFELINE)

Text 'Help' to [4357](tel:4357)

Lifeline Suicide Crisis Helpline

lifeline.org.nz/suicide-crisis-helpline

Phone [0508 828 865](tel:0508828865) (0508 TAUTOKO)

If you think you, or someone you know, may be thinking about suicide, call the Suicide Crisis Helpline for support. If you believe either you, or someone you know, is in immediate danger, please call emergency services immediately on 111.

Ministry of Health Helplines

health.govt.nz/your-health/services-and-support/health-care-services/mental-health-services/mental-health-services-where-get-help

Family Violence Info Line

Phone [0800 211 211](tel:0800211211)

Safe to Talk – Sexual Harm Helpline

Phone [0800 044 334](tel:0800044334)

Text [4334](tel:4334)

Email; support@safetotalk.nz

Victim Support

Phone [0800 842 846](tel:0800842846)

Mentemia

mentemia.com/nz/home

The Mentemia app provides practical tips and techniques to help you take control of your mental wellbeing. It was created by All Blacks legend and mental health advocate Sir John Kirwan, tech entrepreneur Adam Clark, and an expert team of medical advisor.

OUTLine

outline.org.nz

Phone [0800 688 5463](tel:08006885463) (0800OUTLINE)

Trained volunteers can discuss topics around sexual orientation, gender identity and diverse sex characteristics. They can help you find sources of trusted information, connection to community or peers, and medical or mental health services that welcome LGBTIQ+ people.

The Mental Health Foundation

mentalhealth.org.nz

The Mental Health Foundation's work is diverse and expansive, with campaigns and services that cover all aspects of mental health and wellbeing.

Counselling

New Zealand Association of Counsellors

nzac.org.nz

New Zealand College of Clinical Psychologists

nzccp.co.nz

New Zealand Association of Psychotherapists

nzap.org.nz

Support for Young People

Aunty Dee

auntydee.co.nz

Aunty Dee is a free online tool for anyone who needs some help working through a problem. It doesn't matter what the problem is, you can use Aunty Dee to help you work it through.

Common Ground

www.commonground.org.nz

The Common Ground website provided space for [sharing ideas and experiences](#), acknowledging the expertise and wisdom of parents, whānau, and young people themselves. The Common Ground was provided in collaboration with [Skylight](#) and [Youthline](#), with support from [Curative](#), and [Innovate change](#). It is an initiative of the [Prime Minister's Youth Mental Health Project](#). While the Common Ground project has concluded, the information and ideas on its website will soon be on the Mental Health Foundation website.

Youthline

www.youthline.co.nz/

Phone [0800 376 633](tel:0800376633)

Text [234](tel:234)

Email talk@youthline.co.nz

Chat [online](#)

Youthline works with young people, their families and those supporting young people. Our organisations are made up of volunteer and paid staff members - and we have centres based across the country.

SPARX

www.sparx.org.nz

SPARX is a computer program that helps young people with mild to moderate depression. It can also help if you're feeling anxious or stressed.

Addiction Support

Alcohol and Drug Helpline

alcoholdrughelp.org.nz

Phone [0800 787 797](tel:0800787797)

Gambling Helpline

choicenotchance.org.nz/help-support

Phone [0800 654 655](tel:0800654655)

Text [8006](tel:8006)

Living Sober

livingsober.org.nz

Friendly community where you can talk safely and honestly with others about your relationship with alcohol.

Smokefree New Zealand

smokefree.org.nz

Professional Organisations

Employee Assistance Programme (EAP)

eapservices.co.nz

Phone [0800 327 669](tel:0800327669)

Employers often sign up to this programme as part of meeting their health and safety in employment obligations. EAP is delivered via counsellors nationwide, and this is the main provider used by schools. Employers can sign up at any time, those in the state sector may be able to access a government rate.

Employment New Zealand

employment.govt.nz

Phone [0800 209 020](tel:0800209020)

The leading source of information on employment in New Zealand.

Ministry of Education Traumatic Incident Team

education.govt.nz/our-work/contact-us/regional-ministry-contacts/learning-support-services

Phone [0800 848 326](tel:0800848326)

Support if your school needs assistance to manage an incident or crisis.

New Zealand Council for Education Research

nzcer.org.nz

Email info@nzcer.org.nz

New Zealand's independent research and development organisation, NZCER carries out and disseminates education research, and provides independent information, advice, and assistance.

New Zealand Educational Institute Te Riu Roa (NZEI)

nzei.org.nz

Phone [0800 693 443](tel:0800693443) (0800 NZEI HELP)

As the professional voice of New Zealand principals, teachers and support staff NZEI Te Riu Roa are engaged in building on the high-quality education our schools and centres offer our children, and are committed to securing the best employment terms and conditions possible for all members.

New Zealand Kindergartens

nzkindergarten.org.nz

Phone [04 471 0775](tel:044710775)

The national organisation representing the collective interests of 23 regional kindergarten associations which provide over 500 kindergarten and other services nationwide.

New Zealand Post Primary Teachers' Association Te Wehengarua (PPTA)

ppta.org.nz

Phone [04 384 4241](tel:043844241)

Email enquiries@ppta.org.nz

PPTA Te Wehengarua is the professional association and union of teachers and principals committed to improving secondary education for New Zealand students.

New Zealand School Trustees Association (NZSTA)

nzsta.org.nz

Phone [0800 782 435](tel:0800782435)

NZSTA provides a range of services to all boards of trustees to support and enhance boards' capability in governance and employment.

New Zealand Secondary Principals' Council (NZSPC)

ppta.org.nz/communities/nzspc/

A [PPTA Te Wehengarua](http://ppta.org.nz/communities/nzspc/) community network that shares information and resources for principals nationally.

Secondary Principals' Association of New Zealand (SPANZ)

spanz.school.nz

Phone [09 571 2233](tel:095712233)

Email office@spanz.school.nz

SPANZ offers quality professional learning opportunities and supports strong, collaborative relationships across our sector and between sectors. It also plays a unique and important role in the New Zealand educational landscape.

Teaching Council

teachingcouncil.nz

Phone [04 471 0852](tel:044710852)

Email enquiries@teachingcouncil.org.nz