

MAST Learner Support: Contact your training Adviser to support you. MAST has an EAP service with a trained psychologist who can refer you to specialist support.

Services you can contact if I don't feel safe:

Auckland Based Mental Health Crisis Teams:

- Auckland Central 0800 800 717
- North Shore 09 486 8900
- West Auckland 09 822 8600
- South Auckland 092704742

Other Support Services

- Emergency Services: 111
- 24/7 Counselling support: text or call 1737
- Puawaitanga – provides 6 sessions of counselling virtually: 0800 782 999
- Domestic Violence Support:
Shine: 0508 744 633
Shakti: 0800 742 584
- Rainbow Mental Health Support, Outline: 0800 688 5463

Links to good information on suicide wellbeing, Kaupapa Māori Resources. Some of these resources are free and some are available to purchase. They maybe good for your workplace.

<https://shop.mentalhealth.org.nz/>

National Help lines and Support Services

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

Need to talk – 0800543354 (0800 LIFELINE) or free text to 4357 (HELP)

Youthline – 0800 376 633, free text 234 or email talk@youthline.co.nz or online chat.

Samaritans – 0800 726 666

Suicide Crisis Helpline – 0508 828 865 (0508 TAUTOKO)

Healthline – 0800 611 116

Depression – specific helpline

OutLine Aotearoa–Click on the title link or call 0800 688 5463 (0800 OUTLINE) provides confidential telephone support and online chat support between 6pm-9pm every day.

Helplines for children and young people

Youthline – Click on the title link or call 0800 376 633, free text 234 or email talk@youthline.co.nz or online chat.

thelowdown.co.nz – click on the title link or email team@thelowdown.co.nz or free text 5626.

What's Up – Click on the title link or call 0800 942 8787 (for 5–18 year olds). Phone counselling is available every day of the week, 365 days of the year, 11am–11pm. Online chat is available from 11am–10:30pm 7 days a week, including all public holidays.

Helplines for Parents, family and friends

EDANZ – click on the link title for information on 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 – Click on the title link or call 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 – Click on the link title or call 0800 211 211 for help finding (and direct transfer to) community based health and social support services in your area.

Yellow Brick Road – Click on the title . Supporting families towards mental wellbeing.

Find a Helpline – Click on the title. Search for international helplines.

Other Specialist helplines

Alcohol and Drug Helpline – Click on the title link or call 0800 787 797 or **online chat**.

Are You OK – Click on the title link or call 0800 456 450 family violence helpline.

Gambling Helpline – Click on the title link or call 0800 654 655

Anxiety NZ – Click on the title link or call 0800 269 4389 (0800 ANXIETY).

Seniorline – Click on the title link or call 0800 725 463 A free information service for older people.

0508MUSICHELPS – Click on the title link. 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).

Safe to Talk – 0800 044 334 or free text 4334 for help to do with sexual harm. Available 24/7 and staffed by trained counsellors.