

# How to access mental health services in a crisis

Do you, or does someone you know, need help now?  
Contact Te Haika 0800 745 477  
(Wellington and Hutt Valley)  
0508 432 432 (Wairarapa).

[www.mhaid.health.nz](http://www.mhaid.health.nz)

## Te Haika

0800 745 477.

Call now if you or someone you know needs help.

Te Haika is the Mental Health, Addiction and Intellectual Disability Service (MHAIDS) call centre for people in crisis or experiencing moderate to severe mental health or addiction problems. It is staffed seven days a week, 24 hours a day (24/7) by registered mental health professionals.

If you or someone you know is in immediate danger, call emergency services on 111.

## Crisis Resolution Service (CRS)

CRS covers Wellington, Porirua, Kāpiti and the Hutt Valley. CRS operates 24 hours, seven days a week and are available by contacting Te Haika.

- The service works with the person, their whānau and other relevant services to understand the nature of the crisis and provide support, advice and treatment.
- CRS will remain involved with the person and their whānau until their crisis or immediate care and support-needs in the community have been resolved, or a suitable service has been recommended for further support.

They provide a range of treatment options including:

- education about mental health and addiction needs with the person and their whānau
- opportunities to talk through current problems
- support with daily living including problem solving and engaging with helping agencies
- self-management, including understanding and management of symptoms, medications, and brief interventions

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## Mental Health and Addiction support services

### Anxiety Helpline

If you are feeling anxious and would like to talk to someone about anxiety or seek advice for a friend or family member.

**0800 ANXIETY (0800 269 4389)** (24/7)

[www.anxiety.org.nz](http://www.anxiety.org.nz)

### Depression Helpline

We all face challenges to our mental wellbeing but there is a way through. Need to talk?

**0800 111 757** (24/7) **Text 4202**

[www.depression.org.nz](http://www.depression.org.nz)

### Gambling Helpline

Freephone support service for people affected by gambling.

**0800 654 655** (24/7) **Free text 8006**

[www.gamblinghelpline.co.nz](http://www.gamblinghelpline.co.nz)

## Other support services

### Senior Line

A national information service to help older people and their whānau navigate the health system.

Senior Line provides information to assist older people to make decisions about staying at home, support for carers and residential care.

**0800 725 463** Mon-Fri 8am-4pm

[www.seniorline.org.nz](http://www.seniorline.org.nz)

### Healthline

Healthline is staffed by registered nurses, paramedics and health advisors, who can provide you with health information and advice on care.

**0800 611 116** (24/7)

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## Are You OK?

Family violence is not ok. It is ok to ask for help. Advice and info to stop family violence.

**0800 456 450** (9am-11pm)

[www.areyouok.org.nz](http://www.areyouok.org.nz)

## Lifeline

Sometimes it helps to know that someone is listening and that you don't have to face your problems alone.

**0800 LIFELINE** (24/7)

**(0800 543 354)** (24/7)

**Free text HELP** (4357)

[www.lifeline.org.nz](http://www.lifeline.org.nz)

## Suicide Crisis Helpline

If you or someone you know, may be thinking about suicide.

**0508 TAUTOKO** (24/7)

**(0508 828 865)**

[www.lifeline.org.nz/suicide-crisis-helpline](http://www.lifeline.org.nz/suicide-crisis-helpline)

## Alcohol Drug Helpline

If you are worried about your own or someone else's drinking or other drug use.

**0800 787 797** (24/7)

**Māori Line: 0800 787 798**

**Pasifika Line: 0800 787 799**

**Youth Line: 0800 787 984**

**Free Text 8681**

[www.alcoholdrughelp.org.nz](http://www.alcoholdrughelp.org.nz)

## Children & young people

### Youthline

Youth development organisation with youth, for youth.

**0800 376 633** (24/7)

**Free text 234**

[www.youthline.co.nz](http://www.youthline.co.nz)

### What's Up

For 5-18 year olds. A safe place for you to talk about anything.

**Phone counselling available**

**0800 What's Up**

**(0800 942 8787)**

Mon-Fri 12pm-11pm,

Sat & Sun 3pm-11pm

**What's Up online chat available.**

Mon-Fri 1pm-10pm,

Sat & Sun 3pm-10pm

[www.whatsapp.co.nz](http://www.whatsapp.co.nz)

### The Lowdown

Resource for teens. Straight up answers for when life sucks.

**0800 111 757** (24/7)

**Free text 5626**

[www.thelowdown.co.nz](http://www.thelowdown.co.nz)

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## For parents, family & friends

### Parent Help

Get help with parenting challenges.

**0800 568 856** Mon-Sun 9am-9pm

[www.parenthelp.org.nz](http://www.parenthelp.org.nz)

### Skylight

Supporting children, young people, and their whānau to navigate through tough times by building resilient individuals and communities.

[www.skylight.org.nz](http://www.skylight.org.nz)

## Sexuality or gender identity

### RainbowYOUTH

For young people up to 27 years of age. Know who you are, be who you are. Whāia tō ake ngākaunui, i te pono, i te mārama.

[www.ry.org.nz](http://www.ry.org.nz)

### OutLine NZ

Confidential telephone counselling and support service for the LGBTIQ+ community.

**0800 OUTLINE (0800 688 5463)**

Monday to Sunday 6pm - 9pm

[www.outline.org.nz](http://www.outline.org.nz)