

Agencies That Offer Support to Children, Youth and Families

Helplines and on-line access to counsellors and information

Auckland Mental Health Crisis Emergency 24/7 phone number: Auckland-wide, available 24 hours, 7 days a week. They will triage your emergency and redirect your call to the appropriate local crisis assessment team as needed.

Call free: 0800 800 717

Youthline: Access to trained counsellors via free phone call, text, email or private chat-room, plus website resources for youth and parents. For small or large problems.

Call free: 0800 376 633 (call 24/7 or text 8am-midnight)

Website: www.youthline.co.nz

What's Up? - a helpline for kids and teens, staffed by trained professional counsellors. Website has individual chat-room access to counsellors and information for kids and youth. For small or large problems. Call free: 0800 942 8787 or 0800 WHATS UP (Monday - Friday 1pm - 10pm, and Saturday and Sunday 3pm - 10pm)

Website: www.whatsup.co.nz

Kidslines: Support phone lines staffed 24/7 by trained volunteer youth, as well as website resources for both children and adults. For small or large problems.

Call free: 0800 54 37 54

Website: www.kidslines.org.nz

Police/Ambulance: Ring when you need immediate help, for example if there is emergency danger of a child or youth hurting or killing themselves or if they have already done something to hurt themselves seriously.

Call free: 111

Agencies who can help connect you with the appropriate helping professionals

Kari Centre: a community based mental health service for children and young people aged 0-18 years and their families/whanau. Free of charge to New Zealand residents living in Avondale to Panmure; Otahuhu to the Harbour Bridge. They do not take family or self-referrals, but a doctor, teacher or pastor can refer someone to them.

Call: (09) 623 4646 or 0800 77 44 88

Website: www.adhb.health.nz/our-services/a-z-services/kari-centre-community-service

Marinoto North and West Child and Youth Mental Health Services provide mental health assessment and therapy for children and young people from 0-19 years who live in the Waitemata District Health Board area. They are open to receiving self-referrals from families as well as via professionals such as doctors, teachers, counsellors and pastors.

For urgent help after hours: call (09) 822 8600 or (09) 486 8900 (ask for the mental health crisis team)

Between 8am-4:30pm, Monday to Friday:

- Marinoto North Child Team: 0800 489 555
- Marinoto North Youth Team: 0800 489 555
- Marinoto West Child Team: (09) 837 6624
- Marinoto West Youth Team: 0800 800 717

Website: www.healthpoint.co.nz/public/mental-health-specialty/waitemata-dhb-marinoto-child-and-youth-mental

Whirinaki Child, Family and Youth Mental Health: a specialist mental health service for children and young people aged 0-17 years old and living in the Counties Manukau District Health Board region. They decide on a case-by-case basis if they would accept a self-referral; normal practice is for the referral to come from a professional such as a teacher, doctor, counsellor or pastor, but in some cases this step can be by-passed.

Call: (09) 265 4000 (all hours)

Email: whirinaki@middlemore.co.nz

Website: www.healthpoint.co.nz/whirinaki

Fax referrals through to: (09) 265 4017 – referrals must be faxed or posted, not emailed

Child, Youth and Family (CYF) is the NZ-wide service of the Ministry of Social Development. They will assess the situation and come alongside a family as needed to help them access support from community agencies or a social worker. Anyone can contact CYF if they are concerned about a child, youth or family.

See their website for more information.

Call free: 0508 FAMILY (0508 326 459)

Email: cyfcallcentre@cyf.govt.nz

Website: www.cyf.govt.nz

Support for families

Parent Help: free Parenting Helpline available 9am – 11pm, 7 days a week. Website resources for parents.

Call free: 0800 568 856

Website: www.parenthelp.org.nz

Changing Minds: Welcomes queries about mental health and addiction services in the Auckland region, and supports people who access these services with information, education and resources.

Call: 09 623 1762 (9:30am-4:30pm, Monday to Friday)

Email: info@changingminds.org.nz

Website: changingminds.org.nz

Supporting Families in Mental Illness NZ (SFMI): support and information for families who have a family member with mental illness

Website: www.supportingfamilies.org.nz

Call: 09 378 9134 (8:30am-5pm, Monday to Friday)

Email: admin@sfauckland.org.nz

Barnardos: for family counselling

Call free: 0800 227 627

Website: www.barnardos.org.nz/SupportServices/FamilyCounselling.asp

Plunketline: for 24 hour help with anything to do with parenting and children under five

Call free: 0800 933 922

Website: www.plunket.org.nz