

National

ALCOHOL DRUG HELPLINE

Call 24 hours a day, 7 days a week, to speak with a trained counsellor. All calls are free and confidential.

P: 0800 787 797, free text 8681

ANXIETY HELPLINE

Anxiety NZ offer a team of Specialist Psychologists, Doctors, Peer Support Facilitators and Helpline Workers.

P: 0800 269 4389
W: anxiety.org.nz
E: reception@anxiety.org.nz

WOMEN'S REFUGE CRISIS LINE

For women living with violence, or in fear, in their relationship or family

P: 0800 733 843 (0800 REFUGE)

GAMBLING HELPLINE

Gambling Helpline is a 24 hour, freephone helpline for those worried about gambling or the gambling of others. You can call us to receive immediate support, to be referred to another gambling support organisation, or for information services for problem gambling.

P: 0800 654 655 or free text 8006
W: gamblinghelpline.co.nz

SHAKTI HELPLINE NZ

Shakti (strength) provides immediate help and support to women, children and youth of Asian, African and Middle Eastern origin who have experienced sexual abuse, domestic violence and discrimination.

P: 0800 742 584 (0800 SHAKTI)
W: shaktiinternational.org/
E: scc@shakti.org.nz

IMMIGRATION NZ

You can call our Immigration Contact Centre from 6:00am Monday to midnight on Saturday (NZT). If you call us and English is not your first language, say the language you speak and we will connect you to an interpreter

P: 0508 558 855
W: immigration.govt.nz

TENANCY SERVICES

Everything you need to know about your rights and responsibilities being a tenant. Hours are 8:00am - 5:30pm, Monday to Friday.

P: 0800 836 262

EMPLOYMENT RIGHTS

The leading source of information on employment in New Zealand.

P: 0800 20 90 20
W: employment.govt.nz/

Online & Apps

LAKES WEEKLY BULLETIN / QUEENSTOWN APP

Lakes Weekly Bulletin is an online place to find all that is going on in Queenstown from Jobs, household goods and Accommodation, to support, associations, businesses and more.

Queenstown App is one place to get Events, Activities, Local News and Updates, and a place for local Clubs and Associations to promote and list themselves.

ALLRIGHT.ORG.NZ & APP

For ideas on looking after yourself and others by the Mental Health Foundation

HEALTH NAVIGATOR NZ

The Health Navigator website provides one place for New Zealanders to find reliable and trustworthy health information and self-care resources.

W: healthnavigator.org.nz/

QUITLINE

Call or text Quitline for free advice and non-judgemental support to quit smoking.

P: Free phone or text 0800 778 778
W: quit.org.nz

SPARX.ORG.NZ

SPARX is a computerised, self-help programme that helps people aged 12-19 with mild to moderate depression. It was tested with 187 young people from around Aotearoa New Zealand and our research showed that it helped those that were feeling down, depressed or angry to feel better over time by teaching them self-help skills.

THELOWDOWN.CO.NZ

Sometimes life's ups and downs are more than just the usual ups and downs. If you're stuck feeling bad we'll help you figure out if it could be anxiety or depression. Whatever's going on you'll find ideas and people who can help you get unstuck.

CALM Website

Computer Assisted Learning for the Mind. An online resource created and managed by Dr Antonio Fernando, a senior lecturer at the University of Auckland. The website has tools for coping with stress and managing life.

W: calm.auckland.ac.nz

GETTING
THROUGH
TOGETHER

WHĀIA E TĀTOU TE PAE TĀWHITI

WHAKATIPU Guide to Support Services

Local and National Resources

For our Local and Visiting
Young People 18+

CONNECT:

Face to face
Phone
Email
Website
Apps



This information was compiled in 2021
by Wakatipu Youth Trust

Wakatipu Youth TRUST

IN AN
EMERGENCY
CALL 111

NEED TO TALK?
1737
Free call or text
any time

GETTING
THROUGH
TOGETHER
WHĀIA E TĀTOU TE PAE TĀWHITI

5 Ways to Wellbeing

Free health advice
when you need it
Healthline
0800 611 116
www.healthline.govt.nz

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5 Ways to Wellbeing

Free health advice
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Local

CITIZENS ADVICE BUREAU (CAB)

Citizens Advice Bureau (CAB) provides free and confidential advice to everyone. We take the time to listen to you and equip you with the information, options and support that fit your needs. We can help with access to Justices of the Peace (JPs), legal advice and budgeting advice.

Hours: Mon - Fri, 10am - 4pm
E: queenstown@cab.org.nz
P: 03 442 6799
W: cab.org.nz

HAPPINESS HOUSE Community Support Centre

Happiness House a community based non profit organisation that provides services to the Wakatipu District. It is a drop-in centre where they offer practical support, advice, group activities, food parcels and clothing, legal clinic and a safe, warm, non-judgemental, confidential and caring environment

Hours: Mon - Fri, 9am - 4pm
E: happinesshouse@xtra.co.nz
P: 03 442 6531
W: happinesshouse.org.nz
FB: Happiness House Queenstown

THE SALVATION ARMY

The Salvation Army is a nationwide organisation who offer free counselling, mediation services, drug and alcohol support, budgeting advice, support and advocacy, a food bank, second-hand furniture and clothing shop.

P: 03 442 9661
W: salvationarmy.org.nz

VICTIM SUPPORT

Emotional and practical support, personal advocacy and information for people affected by crime and trauma.

E: wakatipu@victimsupport.org.nz
P: 03 441 1608
W: victimsupport.org.nz
24 hour: 027 274 3397

WHAKATIPU YOUTH TRUST

Wakatipu Youth Trust (WYT) provides support and advocacy for youth aged 10 - 24yrs, through programmes, events, activities and strength based services

E: info@wakatipuyouthtrust.co.nz
P: 03 451 1413
W: wakatipuyouthtrust.co.nz
FB: Wakatipu Youth Trust

THE SPECTRUM CLUB - LGBTTQIA+

Local support and social youth group for Lesbian, Gay, Bisexual, Trans, Takatapu, Queer, Questioning, Intersex, Asexual and Allies for youth 12 - 18yrs and 18 - 24yrs*

E: info@wakatipuyouthtrust.co.nz
P: 03 451 1413
W: wakatipuyouthtrust.co.nz

*The 18-24yrs group is currently not operating, however can be activated when there is interest

Local

COMMUNITY MENTAL HEALTH

Central Lakes Community Mental Health provides a range of specialist mental health services for all people who experience significant mental illness or distress, including an emergency service and addiction services

P: 03 441 0010
Emergency: 0800 467 846
Press 1 for Southland Services (Queenstown)
Press 2 for Otago Services
W: southernhdhb.govt.nz

FAMILY VIOLENCE CENTRAL LAKES FAMILY SERVICE

At Central Lakes Family Services we provide support for families and individuals affected by trauma, domestic and sexual harm, anxiety and depression.

E: info@clfs.co.nz
P: 0508 440 255
W: clfs.co.nz

BRIEF INTERVENTION SERVICE

Provide access of up to 6 sessions of support for mild to moderate mental health needs. Referral is via Doctor/GP

W: wellsouth.nz

THRIVE! TE PAE ORA

Thrive te pae ora is a free face to face professional counselling service for young people (rangatahi) aged 12 to 19 and their family (whānau) experiencing mental health and substance use difficulties. It's safe, non-judgemental and completely confidential.

E: admin@thriveservices.org.nz
P: 0800 292 988
W: thriveservices.org.nz

ABLE - SOUTHERN FAMILY SUPPORT

Able supports families/whānau, including children and young people that care for someone with a mental illness or addiction.

E: adminco@able.org.nz
P: +64 3 4489 303
W: able.org.nz/

PACT

Pact offers community support to youth and adults with a mental health or intellectual ability who need some help with living skills and goals. Referral from Community Mental health or GP only

W: pactgroup.co.nz

ALCOHOLICS ANONYMOUS QUEENSTOWN

Alcoholics Anonymous is a voluntary, worldwide fellowship of people from all walks of life who meet together to attain and maintain sobriety. Refer to website for more info and meetings

E: nzgs0@aa.org.nz
P: 0800 229 6757
W: aa.org.nz/

Local

QUEENSTOWN MEDICAL CENTRE

Queenstown Medical Centre (QMC) operates across three sites - Queenstown, Arrowtown and Frankton (Remarkables Park). In addition to their General Practice, Queenstown Clinic houses an Accident and Medical clinic and facilitates access to a range of health services including Radiology and Ultrasound, Psychology, Physiotherapy, Pharmacy, Immigration Medicals, Travel medicine and Sexual Health and Family Planning

E: info@qmc.co.nz
P: Queenstown - 03 441 0500
Frankton (Remarkables Park) - 03 450 9199
Arrowtown - 03 450 1355
W: qmc.co.nz

WAKATIPU MEDICAL CENTRE

Wakatipu Medical Centre is a community based General Practice for local people, casual patients and any visitors requiring medical services.

P: Frankton - (03)442 2288
Lower Shotover - (03)442 2281
W: wakatipumedical.co.nz

MOUNTAIN LAKES MEDICAL

Mountain Lakes Medical is a local medical practice dedicated to the health and wellbeing of their patients located in either Queenstown or Frankton based clinics

E: admin@mountainlakesmedical.co.nz
P: 03 442 7188
W: mountainlakesmedical.co.nz

LAKES DISTRICT HOSPITAL

Lakes District Hospital's Emergency Department is open 24 hours a day, 7 days per week and is situated in Frankton. Specialists visit Lakes District Hospital to provide outpatient clinics. There are Allied Health Services of physiotherapy, occupational therapy, social work, speech language therapy, dietician, needs assessors and district nursing. Chaplaincy services available.

P: 03 441 0015 For an emergency: Dial 111
W: southernhealth.nz/services/lakes-district-hospital-queenstown-hospital-services

QUEENSTOWN LAKES DISTRICT COUNCIL (QLDC)

A wide variety of district information and news at your fingertips from events to consents. Open: 8.00am - 5.00pm, Monday to Friday (except public holidays)

E: services@qldc.govt.nz
P: Queenstown - 03 441 0499, Wanaka - 03 443 0024
W: qldc.govt.nz

QLDC COMMUNITY CONNECT

An online directory of community groups and services in the Queenstown Lakes District

W: groups.qldc.govt.nz

National

MENTAL HEALTH SUPPORT

Free National helpline, 24 hours a day, 7 days a week. You'll get to talk to (or text with) a trained counsellor or talk to a peer support worker.

FREE CALL OR FREE TEXT 1737
W: 1737.org.nz

HEALTHLINE

FREE health advice 24 hours, 7 days a week. Healthline is staffed by an experienced team that includes registered nurses, paramedics and health advisors, who can provide you with health information and advice on care.

P: 0800 611 116
W: health.govt.nz/your-health/services-and-support/health-care-services/healthline

SUICIDE CRISIS LINE

A free nationwide service available 24 hours a day, 7 days a week and is operated by highly trained and experienced telephone counsellors who have undergone advanced suicide prevention training

P: 0508 TAU TOKO
0508 828 865

DEPRESSION HELPLINE

Call the Depression Helpline to talk to a trained counsellor about how you are feeling or to ask any questions. Available free 24 hours a day, 7 days a week.

P: 0800 111 757 or free text 4202

SAFE TO TALK - SEXUAL HARM HELPLINE

Trained specialists 24/7 Free, Confidential, Non-judgemental Our trained specialists are available for you to contact when you're ready to get in touch. You can get in touch online via webchat, or phone us toll free. You can also text or email us. All contact between you and the specialist is private and confidential. You can also choose to stay anonymous.

P: 0800 044 334 or text 4334
W: safetotalk.nz
E: support@safetotalk.nz

YOUTHLINE

Free National youth helpline, counselling, support and youth development services - connecting with someone help

P: 0800 376 633 or text 234
W: youthline.co.nz
E: talk@youthline.co.nz

LGBTTQIA+ OUTLINE

Free call to discuss topics around sexuality, gender identity and diverse sex characteristics. OUTline can help provide trusted sources of information, connect individuals and provide medical and mental health services. This is a confidential and anonymous service.

P: 0800 688 5463, 6 - 9pm or 09 281 3409 weekdays
W: <https://outline.org.nz>
E: info@outline.org.nz