

## Getting help over Christmas and New Year



People, young and old, can struggle over the Christmas/New Year holiday period and this year has been particularly tough for many.

Spending time with others gives us a chance to connect, check in with them and offer support. It's a good opportunity to share your feelings or concerns with friends, family - anyone that you trust – and it means you have a good support system in place with people who can help you seek professional help if needed.

Services are often closed during Christmas and key contact people may be on holiday or unavailable. Here are the key numbers and some helpful resources you can use if you, or someone you know, needs support over the next few weeks until everyone is back at work.

### Mental health emergency pathways

- **Ring 111** if it is an immediate emergency.
- **Crisis Mental Health Emergency Services** (SDHB) are on call 24/7. Ring 0800 467 846 and press 1 for Southland or 2 for Otago. It's useful to have a support person/advocate with the person to identify any issues to SDHB staff.

### National helplines

- **1737 nationwide** text or call centre to talk to a qualified counsellor.
- **Youthline** – **0800 376633** or can either free txt **234** or email [talk@youthline.co.nz](mailto:talk@youthline.co.nz)
- **Lifeline** – **0800 543 354** or text “help” to **4357**. This is a 24/7 help line with qualified counsellors and trained volunteers.
- **PlunketLine** - **0800 933 922**. A free 24/7 parent helpline and advice service available to all families, whānau and caregivers. Calls are also free from mobile phones.
- **What's up?** – **0800 942 8787**. This is a nationwide, confidential counselling helpline for children and young people. Counsellors are available 365 days a year and it's free to call, including from a mobile phone. Check out website [www.whatsup.org.nz](http://www.whatsup.org.nz)
- **Family Drug Support Aotearoa New Zealand** <https://fds.org.nz/> offers a nationwide 0800 337877 telephone support service from 9 am to 10 pm over 7 days per week. The support line is staffed by trained volunteers.

### Medical support

- **Lakes District Hospital open 24/7** - Because of COVID restrictions and increased numbers of visitors over the holiday period, local residents are encouraged to use their GPs wherever possible. Please note access restrictions to the hospital are already in place to ensure patient, visitor and staff safety and these could quickly tighten if we get cases in the community.
- **Medical centres** – refer to the [Traffic Light Guide](#) for a list of centres across the region.
- **Healthline** - **0800 611 116**. Staffed by an experienced team that includes registered nurses, paramedics and health advisors who can provide you with health information and advice on care.

### Community Services which can also provide support if it's urgent but not an emergency

#### Queenstown

- **Salvation Army** – **03 442 5103**. Help and support provided to all. Closed on the statutory holidays only. At least one staff member on site for foodbank referrals, 9am – 5pm Monday-Friday.
- **Happiness House** – Closed from 23 December, reopening 13 January 2022.
- **Mana Tāhuna** - On-call 24/7 from 18 December. Send referrals to [kaiwhakatere@manatahuna.co.nz](mailto:kaiwhakatere@manatahuna.co.nz).
- **Central Lakes Family Services** - Sexual and Family violence services will be operating 24/7 throughout and can be accessed via Police in high-risk situations or emergencies. The CLFS office will be closed 23 December – 5 January.

- **WellSouth Primary Mental Health Brief Intervention Service** – WellSouth will be closed between the Christmas and New Year period, inclusive of the Stat days. This includes the Brief Intervention Service for adults over 20.
- **Adventure Development Ltd THRIVE! for ages 12-24** - Closed 23 December, reopening 12 January 2022. All current clients have wellbeing plans to support them.
- **Age Concern Queenstown** - closed 24 December, reopening 14 January. If urgent, email [acqt@acinv.org.nz](mailto:acqt@acinv.org.nz).
- **Enliven** - Closed from 20 December - Friday 7 January. [www.enliven.org.nz](http://www.enliven.org.nz).
- **Southern Reap** - Closed from 23 December, reopening 13 January. [www.southernreap.co.nz](http://www.southernreap.co.nz).
- **Alzheimers Society Otago Queenstown Office** – Closed 17 December - 7 January.

### **Wānaka**

- **Community Networks/LINK** – Closed midday 24 December, reopening 9am-2pm on 5-7 January, open as normal 9am-5pm from 10 January. [www.communitynetworks.co.nz](http://www.communitynetworks.co.nz)

### **Bereavement services**

- Check with a local funeral home or your church about follow-up care [Yellow pages Central Otago Area](#).

### **Other services**

- **MSD Work and Income** - [Christmas and New Year holiday information - Work and Income](#). Queenstown Office will be open 10am - 2pm, 29 December to 4 January. All offices, contact centre and Service Express are closed on stat days.
- **Inland Revenue** - Open 24 December on reduced hours 8am-2pm, closed 25 December to Tuesday 4 January, open 5 January 8am-6pm (normal hours).
- **Citizen Advice Bureau** - Closed 23 December, reopening 5 January.
- **Queenstown Lakes Community Housing Trust** - Open over Christmas on a skeleton crew. Kiri Gillies – Property Coordinator [kiri@qlcht.org.nz](mailto:kiri@qlcht.org.nz) / 027 611 3026, Corina Sommerville – Housing Services Manager 027 214 9270 / [corina@qlcht.org.nz](mailto:corina@qlcht.org.nz).
- **Presbyterian Support Otago Budgeting services** – Closed 22 December, reopening 10 January.

### **Helpful online resources**



- Check out the Southern Lakes region [Traffic Light Guide: Looking after your Mental Wellbeing](#). The guide covers tips for what to do in an immediate mental health crisis (red), where to get extra support (orange), and how to keep yourself and others well (green).
- Follow [Te Hau Toka's Facebook page](#) for Southern Lakes region initiatives, resources, and the latest wellbeing updates.
- Check out QLDC's [community wellbeing webpage](#) or the links below for a range of great information.

[www.mentalhealth.org.nz](http://www.mentalhealth.org.nz)  
[www.depression.org.nz](http://www.depression.org.nz)  
[www.thelowdown.co.nz](http://www.thelowdown.co.nz)  
[www.moh.govt.nz/healthline](http://www.moh.govt.nz/healthline)  
[www.sparx.org.nz](http://www.sparx.org.nz)  
[www.gamblinghelpline.co.nz](http://www.gamblinghelpline.co.nz)  
[www.allright.org.nz](http://www.allright.org.nz)

[www.melonhealth.com](http://www.melonhealth.com)  
[www.justathought.co.nz](http://www.justathought.co.nz)  
[www.skylight.org.nz](http://www.skylight.org.nz)  
[www.booksonprescription.co.nz](http://www.booksonprescription.co.nz)  
[www.beatingtheblues.co.nz](http://www.beatingtheblues.co.nz)  
[www.mentemia.com](http://www.mentemia.com)  
[www.sparklers.org.nz](http://www.sparklers.org.nz)