

# Getting help over Christmas & New Year



## Cromwell and Alexandra Mental Wellbeing Guide

The Christmas/New Year period can be a tough time for people experiencing loss, loneliness, stress or conflict so it's really important that we keep looking after ourselves and each other and stay connected as a community.

Spending time with other people gives us a chance to come together, check in and offer support. It's also an opportunity to share your own feelings or concerns with whānau, friends, colleagues, neighbours – anyone you trust – and have a good support system in place with people who can assist you to [seek help](#) if needed.

Services are often closed over Christmas or have an on-call roster so that our carers, who do so much to help others, get a break to spend time with loved ones and recharge their own batteries. Here are some key numbers and helpful resources to 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** (Te Whatu Ora Southern) are available to call 24/7. Ring 0800 467 846 and press 1 for Southland or 2 for Otago.

### National helplines

- **1737 nationwide** free text or call to talk to a qualified counsellor.
- **Lifeline 0800 543 354** or text “help” to **4357**. 24/7 helpline staffed by health professionals and highly trained volunteers. [www.lifeline.org.nz](http://www.lifeline.org.nz)
- **Suicide Crisis Helpline 0508 828 865** (0508 TAUTOKO).
- **Youthline 0800 376633**, free text **234** or webchat [www.youthline.co.nz](http://www.youthline.co.nz). 24/7 helpline for ages 12-24.
- **PlunketLine 0800 933 922**. 24/7 parent helpline and advice for families, whānau and caregivers. Calls are also free from mobile phones.
- **What's Up? 0800 942 8787**. Free counselling for kids and teens with trained counsellors, Mon-Sun 11am - 10:30pm, 365 days a year. Calls are also free from mobile phones. [www.whatsup.org.nz](http://www.whatsup.org.nz)
- **Family Drug Support Aotearoa NZ 0800 337 877**. Phone support service 9am to 10pm, 7 days a week staffed by trained volunteers.

For more 24/7 helplines, visit [www.mentalhealth.org.nz/helplines](http://www.mentalhealth.org.nz/helplines).

## Medical support

- **Medical centres:** Refer to the [Traffic Light Guide](#) for a list of centres across the region. GPs can provide referrals for different mental health support services.
- **Healthline - call 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 - support if it's urgent but not an emergency

- **Salvation Army:** Closed on stat days, otherwise open 9am-12noon Monday to Friday. Phone 021 221 6271 during business hours to reach on-call staff.
- **Family Works:** Closed 22 December, reopening 8 January. On-call assistance/support is available during this time via [familyworkscentral@psotago.org.nz](mailto:familyworkscentral@psotago.org.nz) / 021 2447756.
- **Cromwell Community House:** Closed 22 December, reopening 8 January. Emails and phones will be checked while closed for any emergency support. [www.cromwellcommunityhouse.org](http://www.cromwellcommunityhouse.org)
- **Uruuruwhenua Hauora** – Closed 22 December, reopening 8 January.
- **Alexandra Community House:** Closed 23 December, reopening 10 January.

## Helpful online resources

- Search the [Family Services Directory](#) for information about family support organisations, services and programmes.
- 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.

[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)

