

# Getting help over Christmas & New Year



## Queenstown Lakes 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's 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** 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

- **Lakes District Hospital open 24/7:** Increased numbers are expected over the holiday period so please keep the Emergency Department for emergency care. Locals are encouraged to use their GPs where possible. Queenstown Medical Centre also has a walk-in urgent care service.
- **Medical centres:** Refer to Te Hau Toka's [Traffic Light Guide](#) for a list of GP clinics 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.

## Key community services - support if urgent but not an emergency

- **Upper Clutha services:** Refer to the [Community Networks/Link Upper Clutha](#) website.
- **Community Networks Wānaka:** Closed 23 December, reopening 3 January.
- **Wānaka Community Hub:** Closed 23 December, reopening 8 January.
- **Central Lakes Family Services:** Sexual and family violence services operate 24/7 throughout - access via Police in high-risk situations or emergencies. CLFS office closed from 22 December, reopening 3 January.
- **Salvation Army:** Welfare assistance and referrals. Closed stat days, call 03 442 9661 during business hours to reach on-call staff.
- **Engage Safety:** Social services. Closed 23 December, reopening 8 January.
- **Mana Tāhuna:** Pastoral care, rehabilitative services. Closed 22 December, reopening 8 January. For emergency needs phone 021 860 393.
- **Happiness House:** Closed from 23 December, reopening 8 January.
- **ADL/THRIVE! for ages 12-24:** Closed from 22 December with reduced operations on non-stat days. Closed on stat days. Clinical staff contactable on 0800 292 988 until normal service resumes on 11 January.
- **Age Concern Southland/Queenstown:** Closed 22 December 1:30pm, reopening 12 January. If urgent please contact the Police. Freephone Elder Abuse number is 0800 65 2 105.
- **Uruuruwhenua Health:** Closed 22 December, reopening 8 January.
- **Enliven Supportlink Wakatipu:** Closed 22 December, limited hours from 10 January.
- **Alzheimers Society Otago Queenstown Office:** Closed 23 December, reopening 17 January.
- **Citizen Advice Bureau:** Closed 23 December, reopening 8 January. Use the national number 0800 367 222.
- **MSD Work and Income:** Open as normal until week of Christmas. Open 10am – 2pm next 2 weeks with reduced staff: 27- 29 December then 3-5 January. Closed on stat days.

## Helpful online resources

- Search the [Family Services Directory](#) for family support organisations, services and programmes.
- Check out [Te Hau Toka's webpage](#) or follow us on [Facebook](#) for Southern Lakes region wellbeing resources and updates. The [Traffic Light Guide: Looking after your Mental Wellbeing](#) has 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).

[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)