

NATIONAL

ALCOHOL DRUG HELPLINE

for people dealing with alcohol or other drug problems

P: 0800 787 797, free text 8681

ANXIETY HELPLINE

0800 269 4389 (0800 ANXIETY)

WOMENS 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 the national freephone support service for people affected by gambling in Aotearoa. Gambling Helpline is a 24 hour free service that you can call to receive immediate support, referral to another gambling support agency, or information services for gambling problems.

P: 0800 654 655 or text 8681
W: gamblinghelpline.co.nz

IMMIGRATION NZ

You can talk to us from 6:00am Monday to midnight on Saturday (NZ local time).

P: 0508 558 855 Contact Centre (Toll-free from NZ landlines only)
W: immigration.govt.nz

TENANCY SERVICES

Everything you need to know about your rights and responsibilities being a tenant

P: 0800 836 262 Calling us is free within New Zealand
W: tenancy.govt.nz

EMPLOYMENT RIGHTS

For free employment information we're open from Monday to Thursday 8.30am - 5.00pm, Fridays 9.00am - 5.00pm, excluding public holidays.

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

ONLINE & APPS

depression.org.nz

An interactive website with a focus on self management. It provides a self test and detailed information about depression and NZ options for management and treatment in the form of a journey that users can take to get through depression. It features video clips of New Zealanders who talk about their experience and what they found helpful.

afterasuicide.nz

A website offering practical information and guidance to people who have lost someone to suicide

healthpoint.co.nz

Up to date information about healthcare providers, referral expectations, services offered and common treatments

alcoholdrughelp.org.nz

Alcohol and drug website and drug telephone helpline Call 0800 787 797 or text 8681, 24 hours a day, 7 days a week, to speak with a trained counsellor. All calls are free and confidential. Read more on website. The Alcohol Drug Helpline provides friendly, non-judgmental, professional help and advice.

headspace app

Headspace is a digital service that provides guided meditation sessions and mindfulness training

The All Right? App

Daily mini-missions to help you feel good! Helps you improve your health and wellbeing by reminding you to do the simple things that make a difference. It will give you an easy "mini mission" each day around the area of your choice. As you complete missions, the app will reward you with positive feedback and beads that show how many missions you've completed.

lumosity.com and app

Train your brain and join Lumosity on a mission to advance the understanding of human cognition. 90 Million brain trainers in 182 countries challenge their brains with Lumosity

Calm app - Meditate, Sleep, Relax

Calm is the perfect meditation app for beginners, but also includes hundreds of programs for intermediate and advanced meditators and Gurus. Guided meditation sessions are available in lengths of 3, 5, 10, 15, 20 or 25 minutes so you can choose the perfect length to fit with your schedule.

QUEENSTOWN LAKES 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 2018
(reviewed 2020)
by Wakatipu Youth Trust


Wakatipu Youth
TRUST

IN AN
EMERGENCY
CALL 111

NEED TO TALK?
1737
free call or text
any time



5 Ways to Wellbeing

Free health advice
when you need it

Healthline
0800 611 116
www.healthline.govt.nz

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LOCAL

QUEENSTOWN CITIZENS ADVICE BUREAU (CAB)

Citizens Advice Bureau 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), free 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

Happiness House is a community based non profit organisation that provides services to the Wakatipu District. It is a drop-in centre, open Monday to Friday 9am to 4pm. They offer practical support, advice, group activities, food parcels and clothing legal clinic and a safe, warm, non judgmental, confidential and caring environment.

E: happinesshouse@xtra.co.nz
P: 03 442 6531
W: happinesshouse.org.nz

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 5103
W: salvationarmy.org.nz

VICTIM SUPPORT

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

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

WAKATIPU YOUTH TRUST

Wakatipu Youth Trust provides support and advocacy for youth aged 10-24 years, through programmes, events, activities and strengths based services.

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

PACT

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

W: pactgroup.co.nz

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
PRESS 2 for Otago Services
W: southernhdhb.govt.nz

FAMILY VIOLENCE CENTRAL LAKES FAMILY SERVICE

Through our professionally trained clinicians we are committed to working with the community, primary health, local government and NGO service providers to optimise and ensure positive outcomes for children, adolescents and their families/whānau are achieved.

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

1-6 sessions of support for mild to moderate mental health needs, substance use and coexisting problems for young people aged 12-19 years.

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

ABLE - SOUTHERN FAMILY SUPPORT

We are here support families/whānau, including children and young people that care for someone with a mental illness or addiction. Our aim is to give families the strength and skills they need for a better life experience at home, in the community and at work.

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

THE SPECTRUM CLUB

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

E: thespectrumclubqt@gmail.com
W: [facebook.com/thespectrumclubqt](https://www.facebook.com/thespectrumclubqt)

LOCAL

QUEENSTOWN MEDICAL CENTRE

Queenstown Medical Centre (QMC) operates across three sites – Queenstown, Arrowtown and Frankton (Remarkables Park). In addition to General Practice, Queenstown clinic houses an Accident & 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.

P: 03 441 0500
E: info@qmc.co.nz
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

Local medical practice dedicated to the health and wellbeing of their patients located in either Queenstown or Frankton based clinics

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

LAKES DISTRICT HOSPITAL

District Hospital that features an Emergency department, a chaplaincy service, disability support and a medical social worker

P: 03 441 0015
W: southernhdhb.govt.nz
Emergency: Dial 111

QUEENSTOWN LAKES DISTRICT COUNCIL (QLDC)

A wide variety of district information and news at your fingertips from events to consents,

P: 24/7 Queenstown: 03 441 0499
Wanaka: 03 443 0024
E: services@qldc.govt.nz
W: qldc.govt.nz

COMMUNITY CONNECT

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

W: groups.qldc.govt.nz

Sexual Health Clinic

P: 03 441 0500
W: qmc.co.nz/services/sexual-health-clinic

Alcoholics Anonymous

P: 03 442 3181

NATIONAL

MENTAL HEALTH SUPPORT

Free National helpline with great counsellors on hand

FREE CALL OR FREE TXT: 1737

HEALTHLINE

Healthline nurses can help you any time - 24 hours a day, 7 days a week. Phone calls are free from within New Zealand – this includes calls from a mobile phone.

P: 0800 611 116

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

Talk to a trained counsellor about how you are feeling or to ask any questions

P: 0800 111 757 or free text 4202

SAFE TO TALK SEXUAL HARM HELPLINE

We're here for you. We'll listen. We'll find the support you need, and we won't judge. Sexual Harm Helpline. 24/7. Confidential. Free.

P: 0800 044 334 or text 4334
W: www.safetotalk.nz

YOUTHLINE

Youth helpline, counseling, support and youth development services - Talking to someone helps

P: 0800 376 633
FREE TXT: 234
E: talk@youthline.co.nz

LGBTIQ+ OUTLINE

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 or mental health services. This is a confidential and anonymous service.

P: 0800 688 5463
10am-9pm weekdays, 6pm-9pm weekends