

Ōtepoti (Dunedin) Youth Services

Organisation	Service	Contact
Police	EMERGENCY	111
Emergency Psychiatry Services	EMERGENCY MENTAL HEALTH	0800 467 846 and press 2 for Otago
Adventure Development	Help for young people & whānau who are dealing with alcohol & drug issues and/or mental health difficulties. Offices in Dunedin, Timaru and Invercargill Dunedin , Timaru and Invercargill but covers rural areas via mobile staff. We can see you at school, in the community or at home.	Address: 599 Princes St, Dunedin Website: https://www.adlnz.org.nz/ Email: otago@adlnz.org.nz Phone: 03 470 1691
After a Suicide NZ	Information for families, whānau and friends.	Website: https://www.afterasuicide.nz/
Alcohol & Drug Helpline	The Alcohol Drug Helpline provides friendly, non-judgmental, professional help and advice.	Website: https://alcoholdrughelp.org.nz/helpline/ Email: Phone 24/7: 0800 787 797 Text 24/7: 8681 Māori line: 0800 787 798 Pasifika line: 0800 787 799 Youth line: 0800 787 984
Alphabet Soup	Alphabet Soup is a place for young LGBT* and questioning Dunedinites to connect and find support. We meet weekly for hot drinks and a chat.	Address: Dunedin Community House, 301 Moray Place, Dunedin Facebook: www.facebook.com/alphabetsoupdunedin/ Email: aphabetsoupdn@gmail.com
A3K, Rakatahi Programme	Producing youth that are clear on what current behaviours will result in and what positive lifestyle choices could produce for them within Te Ao Maori.	Address: Ground Floor, 258 Stuart St, Dunedin Website: https://www.a3k.co.nz/tikaka-programmes/rakatahi-youth-2 Phone: 03 471 5485
Barnardos	As New Zealand's largest children's charity, we work hard every day to do more for Kiwi kids. We offer everything from education programmes to intensive support services, the majority of which accept self-referrals	Address: 120b Leet Street, Invercargill Website: https://www.barnardos.org.nz/ Email: southland.amu@barnardos.org.nz Phone: 0800 BARNARDOS (0800 227 627) or 03 214 7751

BASE Youth Directory	This directory summarises the training courses, programmes and help and support services available to young people, including job seekers, in Dunedin. While all attempts are made to keep it up to date, it is best to contact specific providers or check their websites for the most recent information.	Website: https://www.basedunedin.co.nz/
Depression Helpline	Depression and anxiety affects us all differently, but you can find your own way to a better place.	Website: www.depression.org.nz Phone 24/7: 0800 111 757 Text: 4202
Family Violence Information Line	Part of the It's Not OK Campaign to reduce Family Harm in New Zealand. The Helpline provides information and support to anyone concerned for themselves or for someone else in relation to Family Harm.	Website: www.areyouok.org.nz Phone (9am-11pm/7 days): 0800 456 450
Gambling Helpline	Immediate anonymous support for gambling addiction.	Website: https://www.gamblinghelpline.co.nz/Home_452.aspx Phone (24 hr): 0800 787 797 Text: 8006
Healthline	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.	Website: www.healthline.govt.nz Email: info@health.govt.nz Phone: 0800 611 116
IDEA Services Youth Space	New Zealand's largest provider of services to people with intellectual disabilities and their families. IDEA Services offers a Youth Space in Dunedin for young people 17 to 25 years with the emphasis on employment, voluntary work, work experience, self –esteem, social inclusion and independence.	Address: PO Box 2369, South Dunedin Website: http://www.ihc.org.nz/ Email: otago@idea.org.nz Phone: 03 466 3850
Kidsline	Telephone counselling service for all kids up to 18 years of age. Kidsline is available 24/7 however when kids ring between 4pm – 9pm Monday – Friday they will speak to a Kidsline Buddy – a specially trained year 12 and 13 volunteers.	Website: https://www.lifeline.org.nz/services/kidsline Phone: 0800 54 37 54 (0800 KIDSLINE)
Lifeline	Free 24/7 confidential support for emotional and mental wellbeing.	Website: www.lifeline.org.nz/services/lifeline-helpline Phone: 0800 LIFELINE (0800 543 354) Text: 4357 (HELP)

Lifeline Specialist Counselling	Online counselling available nationally to children or youth aged 17 and under.	Website: https://www.lifeline.org.nz/services/specialist-counselling Email: counselling@lifeline.org.nz Phone: 09 909 8750
The Lowdown	Online help for young people with depression or anxiety.	Website: https://thelowdown.co.nz/ Email: team@thelowdown.co.nz. Phone 24/7: 0800 111 757 Text: 5626 Webchat: https://thelowdown.co.nz/
Malcam Youth Development Trust	Our team of qualified youth workers provide a range of personal development and learning experiences for young people to assist them to reach their potential. We work directly with training providers, schools, tertiary institutions and community groups.	Address: 45 Maori R, Mornington Website: https://malcam.org.nz/initiatives/youth-development/ Email: fiona@malcam.org.nz Phone: 03 477 4175 Mobile: 021 548 376
Mental Health Foundation	We work to influence individuals, whanau, organisations and communities to improve and sustain their mental health and reach their full potential.	Website: https://www.mentalhealth.org.nz/ Email: info@mentalhealth.org.nz
Mirror Services	Counselling and treatment programmes for children, young people and their whānau in the Otago/Southland region. Services in Dunedin, Oamaru, Invercargill, and Waitati.	Address: Evan Parry House, 43 Princes St, Dunedin Website: https://www.mirrorservices.org.nz/ Email: reception@mirrorservices.org.nz Phone: 03 479 2970
Need to Talk?	New Zealand's new national mental health & addictions helpline number. 1737 is staffed by a team of paid counsellors who are available 24 hours a day 7 days a week.	Website: www.1737.org.nz Phone: 1737 Text: 1737
Oranga Tamariki – Ministry for Children	Supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended, or are likely to offend.	Website: https://www.orangatamariki.govt.nz/ Email: contact@ot.govt.nz Phone: 0508 326 459
Otago Youth Wellness Trust	We help strengthen what is working well in the lives of young people, whilst addressing the issues that may be impacting negatively on them. OYWT provides a wraparound service for young people (aged 11-18), who need support for	Address: 20 Parry St, Dunedin Website: http://www.oywt.org.nz/ Facebook: www.facebook.com/otagoyouthwellnesstrust Email: administrator@oywt.org.nz Phone: 03 474 9547

	issues affecting their wellbeing. These can include health, education, welfare and justice.	
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OUTLine NZ	<p>Confidential and affirming LGBTIQA+/Rainbow telephone peer support line, and face to face counselling by qualified counsellors specializing in sexuality and gender issues.</p> <p>Our support line is answered by LGBTIQA+/Rainbow identifying peers who are trained to provide information to others over the phone in topics around sexual identity, gender identity and diverse sex characteristics.</p>	<p>Website: www.outline.org.nz Email: info@outline.org.nz Phone (10am-9pm weekdays, 6pm-9pm weekends): 0800 688 463 (0800 OUTLINE)</p>
Presbyterian Support	<p>Family Work provides social services supporting individuals, families, young people and children in need. Foodbank provides emergency food parcels for people in need. Youthgrow provides a retail garden nursery and youth development programme.</p>	<p>Address: 407 Moray Place, Dunedin Website: https://psotago.org.nz/ Facebook: www.facebook.com/PresbyterianSupportOtago/ Email: enquiries@psotago.org.nz Phone: 03 477 7115</p>
Te Hou Ora Whānau Services	<p>Community-based whānau driven Kaupapa Māori service provider. We provide services that will equip and empower young people and their whānau to fulfil their potential in the context of their cultural heritage, their whānau, and their community.</p>	<p>Address: 78 Carroll St, Dunedin Website: https://thows.org.nz/ Email: info@thows.co.nz Phone: 03 474 0266</p>
Safe to Talk	<p>Sexual harm helpline. 24/7, confidential, free.</p>	<p>Website: https://www.safetotalk.nz/ Email: support@safetotalk.nz Online chat: https://www.safetotalk.nz/ Phone: 0800 044 334 Text: 4334</p>
Samaritans Aotearoa New Zealand	<p>NZ Samaritans is a confidential listening and support telephone service operating 24 hrs a day for those who may be feeling depressed, lonely or suicidal.</p>	<p>Website: https://www.samaritans.org.nz/ Facebook: https://www.facebook.com/NZSamaritans/ Phone 24/7: 0800 72 66 66</p>
Stopping Violence Dunedin	<p>Our focus is stopping family violence and other damaging conflicts in our communities. We provide individual and group programmes for people with violence issues and family/whānau support through our Kaiwhakaruruhau service.</p>	<p>Address: Level 4, 31 Stafford St, Dunedin Website: https://www.stoppingviolencedunedin.com/ Facebook: https://www.facebook.com/Stopping-Violence-Dunedin-278616178895550/ Email: admin@stoppingviolencedunedin.org.nz Phone: 0800 474 1121</p>

STOP	Community-based assessment and intervention services for adolescents and adults who have engaged in harmful sexual behaviour and for children with concerning sexual behaviours.	Website: https://www.stop.org.nz/ Email: bryan.oneill@stop.org.nz Phone: 03 477 8090
Suicide Crisis Helpline	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.	Website: https://www.lifeline.org.nz/services/suicide-crisis-helpline Phone: 0508 828 865 (0508 TAUTOKO)
Youthline	Free, nationwide counselling service for young people, or anyone who is supporting a young person.	Website: https://www.youthline.co.nz/ Email: talk@youthline.co.nz Webchat (7pm-10pm): https://www.youthline.co.nz/web-chat-counselling.html Phone: 0800 376 633 Text: 234
Youthline Otago	Provide a variety of services and programmes including helpline counselling, training, community education programmes, and face to face counselling. We are committed to offering accessible, non-judgemental services focussed on the needs of young people. Our mission is to support and empower our young people locally and nationally to develop the skills they need to grow and live healthy fulfilled lives.	Address: Level 2, 28 Stuart St, Dunedin Website: https://www.youthline.co.nz/dunedin-centre-page.html Facebook: www.facebook.com/youthlineotagonz Email: youthlineotago@youthline.co.nz Phone: 03 477 2461
Youth Specialty Service (YSS)	Our service caters for young people, and their families who live in the Southern DHB Otago district, who are experiencing moderate to severe mental health problems, suspected psychiatric disorders, or severe emotional and behavioural disturbance.	Address: Level 2, 8 Moray Place, Savoy Building, Dunedin Website: https://www.healthpoint.co.nz/mental-health-addictions/mental-health-addictions/southern-dhb-child-and-youth-mental-health/?solo=subservices&index=1& Phone: 03 474 5601 or 0800 44 33 66
0800 Whats Up?	0800 What's Up is run by Barnardos New Zealand. We're a free, nationally-available counselling helpline and webchat service for children and teenagers.	Website: https://www.whatsup.co.nz/ Online chat (via website): Mon-Fri 1pm-10pm; Sat/Sun 3pm-10pm Phone: 0800 942 8787 (Mon-Fri 12pm-11pm; Sat/Sun 3pm-11pm)