



Safer
Whanganui

CHRISTMAS SERVICES



National helplines

- **Need to talk?** Free call or text **1737** any time for support from a trained counsellor
- **Lifeline** – 0800 543 354
- **Suicide Crisis Helpline** – 0508 828 865 (0508 TAUTOKO)
- **Healthline** – 0800 611 116
- **Samaritans** – 0800 726 666
- **Youthline** – 0800 376 633, free text 234 or email talk@youthline.co.nz or [online chat](#)
- **thelowdown.co.nz** – or email team@thelowdown.co.nz or free text 5626
- **Kidsline** – 0800 54 37 54 (0800 kidsline) for young people up to 18 years of age. Open 24/7.
- **Depression Helpline** – 0800 111 757 or text 4202
- **Alcohol and Drug Helpline** – 0800 787 797 or [online chat](#)
- **Are You OK** – 0800 456 450 family violence helpline
- **Gambling Helpline** – 0800 654 655
- **Anxiety phone line** – 0800 269 4389 (0800 ANXIETY)
- **Seniorline** – 0800 725 463 A free information service for older people
- **Shine** – 0508 744 633 confidential domestic abuse helpline
- **Quit Line** – 0800 778 778 smoking cessation help
- **Women's Refuge Crisisline** – 0800 733 843 (0800 REFUGE) (for women living with violence, or in fear, in their relationship or family)
- **Shakti Crisis Line** – 0800 742 584 (for migrant or refugee women living with family violence)
- **Rape Crisis** – 0800 883 300 (for support after rape or sexual assault)
- **Oranga Tamariki** – 0508 326 459
- **Mental Health Team** for Acute Mental Health Concerns 0800 653 358
- **Plunket** – 0800 933 922

If you or someone you know, may be in immediate danger, please call: 111

Unite
against
COVID-19

If you have COVID-19 symptoms (cough, fever, runny nose, loss of sense of smell, difficulty breathing), the Whanganui Hospital campus CBAC is open every Monday to Friday, 8am to 3.30pm, except on public holidays. Outside these times, please call Healthline on 0800 358 5453 or go to Whanganui Accident and Medical (WAM), 8am to 9pm.



WHANGANUI SERVICES

- **WDHB AND WHANGANUI HOSPITAL SERVICES**
 - The Emergency Department is open 24/7 over the 2020/2021 Christmas and New Year period.
 - Outpatients Department and planned appointments closed 24 December to 8 January 2021.
 - The Sexual Health Clinic closed Monday 21 December and re-open on Monday 11 January 2021.
 - Mental health Assessment & home treatment call 0800 653 358
 - Whanganui Community Mental Health call 06 348 1207
- **TE ORANGANUI:**
 - Whanau Ora, Healthy Families, Family Start, Tamariki Ora and He Puna Ora will be closed 23 December 2020 and will reopen on Monday 11 January 2021
 - Te Waipuna Whanganui will be open – closed on stat days only
 - Mental Health & Addictions service will be closed on stat days – on call for all registered Tangata Whai Ora only 0800 525 456
- **YOUTH SERVICES TRUST:** Closed 23 December to 5 January 2021: (06) 348 9935. For emergencies txt or call 022 685 5912
- **BIRTHRIGHT:** Closed 21st December 2020 and reopen on Monday 11th January 2021
- **JIGSAW:** Closed 23 December to Monday 11 January 2021
- **KAINGA ORA:** Contact centre available 24/7 to whanau on 0800 801 601
- **LIFE TO THE MAX:** Closed 24 December to 5 January 2021
- **TE ORA HOU:** Closed noon 23 December to 11 January 2021
- **COMMUNITY PROBATION:** Closed stat days only however after hours phone is checked daily 021 245 6397
- **CCS DISABILITY ACTION:** Closed 23 December to 5 January 2021
- **WOMEN'S NETWORK:** Closed from 21 December to 5 January 2021. For online support during this time, messages can be sent to: womnet.whanganui@gmail.com or via the message service on our Women's Network Whanganui Facebook and Instagram pages.
- **HORIZONS REGIONAL COUNCIL:** Local office closed 24 December to 7 January 2021
- **FLOW - FAMILY HARM TEAM:** Closed on stat days and weekends, for urgent matters ring 111
- **WHANGANUI SAFE AND FREE:** Close 3pm 23 December to 18 January 2021 however phone will be monitored from 5 January 2021
- **AGE CONCERN:** Closed Mid-day 23 December to 5 January 2021, Elder Abuse 24/7 0800 3266 865
- **WOMEN'S REFUGE:** Office closed 24 Dec to 5 January 2021, staff on call 29-31 December 9am to 5pm. Refuge Crisis line open 24/7 0800 733 843
- **FAMILY WORKS:** Closed 24 December to 5 January 2021
- **TUPOHO IWI & COMMUNITY SOCIAL SERVICES:** closing 12pm 22 Dec 2019 to 06 Jan 2021
- **CLAW:** Closed 23 December to 18 January 2021
- **CITIZENS ADVICE BUREAU:** Closed 23 December to Monday 11 January 2021
- **COMMUNITY HOUSE:** Closed 18 December to Monday 11 January 2021
- **MAORI WARDENS:** 18 December to 18 January 2021
- **COMMUNITY PATROLS:** Day patrol closing 24 December to 5 January 2021
- **CITY MISSION – FOODBANK:** Closed 24-29 December
Open Tuesday 29 to Thursday 31 December 9am to 1pm
Closed 1 January to 4 January 2021
Reopens Tuesday 5 January 2021 9am
- **MINISTRY OF SOCIAL DEVELOPMENT:** Closed stat days only – Our normal phone lines are open between 7am and 6pm week days (29-31 December) General Enquiries 0800 559 009 (including for emergency housing) NZ Super and Veterans pension 0500 552 002
- **WHANGANUI ADVOCACY & SUPPORT:** Closed stat days only
- **WHANGANUI PEOPLE'S CENTRE:** Closed 23 December to 11 January 2021
- **WHANGANUI PARs:** Closed from 22 December to 12 January 2021
- **SALVATION ARMY:** Offices closed form 24 December to 5 January 2021

