



ACTION CARDS: GUIDE TO YOUTH HELP SERVICES



THE LOWDOWN

thelowdown.co.nz

Free text **5626**

Free 24/7 helpline
phone **0800 111 757**

*The Lowdown is delivered by
the Health Promotion Agency.*

The Lowdown is a website to help 12-19 year olds recognise and understand depression and anxiety.

On the site young people can find:

- helpful information on anxiety, depression, and other life issues they may be struggling with
- videos of 13 real young people telling their stories
- quick steps to help build healthy mental wellbeing
- healthy behaviours that build resilience
- information for anyone worried about a friend
- a moderated forum to share stories and experiences and provide peer-to-peer support
- information on helplines and other options for help
- experienced counsellors who are available 24/7 to respond to texts and emails.

The Lowdown is part of the National Depression Initiative, and was created to reduce the impact of depression on the lives of young New Zealanders. It is a component of the New Zealand government's approach to suicide prevention.

SPARX

sparx.org.nz

*SPARX was developed by a team
of researchers and clinicians from
The University of Auckland and funded
by the Prime Minister's Youth Mental
Health Project.*

SPARX looks like a game but it's actually a computerised self-help tool, designed to help 12-19 year olds who are feeling down or stressed out. It can be played online or downloaded as an app for both Android and Apple devices.

It is based on a type of 'talking therapy' called Cognitive Behavioural Therapy (CBT). CBT teaches skills about how to cope with negative thoughts and feelings by helping people to think in a more balanced and helpful way and getting them to do things they enjoy or that give them a sense of achievement. There is a lot of research to show that CBT helps.

Sparx provides:

- experiential learning of CBT skills under the guise of a progressive 7-level/module fantasy computer game (approximately 30 mins per level)
- a mood quiz
- information for young people on where and how to access extra help
- information for families, whānau, health professionals, and counsellors.

YOUTHLINE

youthline.co.nz

Free phone **0800 376 633**

Free text **234**

Youthline works with young people, their families and those supporting young people to ensure young people know where to get help and can access support when they need it. The organisations are made up of volunteer and paid staff members – and they have centres based across the country.

They provide:

- information and self-assessment tools to encourage young people's personal development and to support them in times of need
- information on issues like dealing with relationships or emotions or creating and thriving in communities
- a wide range of services, including online and phone counselling, quizzes, chat forums and training options
- support options to help those who are supporting someone who is going through tough times.

COMMON GROUND

commonground.org.nz

Common Ground is a collaborative initiative of the Mental Health Foundation, Skylight, and Youthline. It was developed as part of the Prime Minister's Youth Mental Health Project.

Common Ground is a website to help parents, whānau and friends recognise and understand the issues that young people go through in their lives.

The website provides information to help identify when a young person may be experiencing depression or anxiety and how to get professional support, as well as:

- information, tools and tips to help friends, teachers and whānau know what to say, what to do and where to go for more help
- discussions about common issues, including family dynamics, relationships, identity, substance use, self-harm, and coping with emotions
- video stories to start discussions about situations that young people and their support networks might experience
- tips for ways support people can take care of themselves
- easy access to advice through text, phone, email or live chats.

0800 WHAT'S UP

whatsup.co.nz/teens

Free phone **0800 942 8787**

Monday to Friday for 5–18 year olds.

Phone counselling Monday to Friday, midday–11pm and weekends 3pm–11pm.

Online chat 3pm–10pm daily.

0800 What's Up is a service of Barnardos New Zealand.

0800 What's Up is a free, nationally-available counselling phone helpline and webchat service for children and teenagers. At What's Up you can ask to speak to the same counsellor and can ring as often as you like.

It is confidential, private and safe. The counsellors are fully qualified professionals.

The website information has clear, easy to understand, and appropriate information for teens. It includes information on topics that teens regularly call and want information about, set out in a 'What it is' and 'what to do about it' and 'where to go for help' format.

RAINBOW YOUTH

ry.org.nz

RainbowYouth is a charitable organisation that was established in 1989.

RainbowYouth is here to work with queer and gender diverse youth as well as their wider communities to ensure that Aotearoa is place where all young people can thrive.

RY offers:

- resources, information and support for queer and gender diverse young people, their friends, whānau, teachers and other community members.
- consultation on policy and procedures that include or affect queer and gender diverse young people
- support with accessing health and counselling services
- a community wardrobe initiative to provide free, identity affirming clothes for queer and gender diverse people
- volunteering and youth development opportunities
- drop-in centres which provide a safe space to hang out, access our services or attend an event
- peer-support groups in a range of locations around New Zealand.

HELP

helpauckland.org.nz

24/7 helpline **09 623 1700**

Help is a charity.

Help is Auckland's specialist provider of sexual abuse support services to assist people to heal from the harm of sexual abuse or assault.

Services include:

- support through court processes
- 24/7 telephone counselling helpline
- call-out service to support people through police interviews and forensic medicals
- psycho-education for preschool children and their caregivers
- face-to-face therapy on-site for children and their families, young people and adults
- training for community groups
- secondary school prevention services and programmes.

AUNTY DEE

auntydee.co.nz

Aunty Dee was created by Le Va, a non-government organisation.

A free web-based problem solving tool for anyone who needs some help working through a problem.

Users list their problems, brainstorm solution ideas, list the pros and cons of each of those ideas, select the right solution for the problem, generate a plan and then act. Aunty Dee doesn't provide answers but guides users to think about and explore their problems in a structured way.

Aunty Dee has a great safety net for people with high levels of distress – if users indicate any problems related to suicide, they are prompted to access the webchat function which provides a trained counsellor 24/7 free of charge.

The website also has a library of information and tips for some of the more common problems people have, like trouble with sleeping, relationship trouble, friend problems, health issues and school stuff.

ALCOHOL DRUG HELPLINE

alcoholdrughelp.org.nz

0800 787 797 or text **8681** 24/7

The Alcohol Drug Helpline is funded by the Health Promotion Agency and the Ministry of Health and provided by Homecare Medical.

The Alcohol Drug Helpline provides friendly, non-judgmental, professional help and advice. When you call or text for advice, support or information you will get to speak with a trained counsellor.

The helpline is for those who are concerned about their own drinking and drug-taking or for family/whānau members, friends or professionals concerned about someone else.

The website contains:

- information on the various drugs, their effects, risks and guidelines
- information on the variety of interventions and help available
- a directory of service providers in your region
- self-tests to check your drinking habits
- inspirational stories from others about how their lives have changed as a result of calling the Helpline.