

Table 1: Service schedule.

Service	Team	Description	Channels
Health services			
Healthline	General nursing	Health triage, advice and information	0800 611 116 www.healthline.govt.nz
GP After Hours	General nursing	Health triage, advice and information for contracted general practices	Phone only
Immunisation Advice	General nursing	Immunisation advice provided to the public in partnership with the Immunisation Advisory Centre (IMAC)	0800 IMMUNE www.immune.org.nz
Live Kidney Donation	General nursing	A “front door” for people enquiring about being a kidney donor	0800 LIVE DONOR
The Diver Emergency Service (DES)	General nursing	Advice on diving related incidents, accidents or injuries, including the emergency management of decompression illness	0800 4 DES 111
Emergency Triage	Emergency nursing team	Clinical telephone assessments by registered nurses for low-acuity 111 calls to St John and Wellington Free Ambulance	111 calls to St John and Wellington Free Ambulance
Poisons Advice	Poisons information officers	Poisons advice delivered through the National Poisons Centre	0800 POISON www.poisons.co.nz
COVID-19 Healthline	Service and support advisers	Non-clinical and clinical advisers support the national COVID-19 information line	0800 358 5453
COVID Welfare	Service and support advisers	Non-clinical team provide outbound compliance and welfare contacts to those in COVID isolation	Outbound only
COVID Vaccination Healthline	Service and support advisers	Non-clinical team provide information and follow-up for those invited to participate in the COVID vaccination programme	0800 282 926

Table 1: Service schedule (continued).

Service	Team	Description	Channels
Mental health and addiction services			
1737 Need to Talk?	Mental health and addiction support specialists	Front door for anyone dealing with stress, anxiety and depression, or just a need to talk to access support from a trained counsellor	Call or text 1737 www.1737.org.nz
Depression Helpline	Mental health and addiction support specialists	Support tools and information for emotional and psychological issues	0800 111 757 Text 4202 www.depression.org.nz
Alcohol Drug Helpline	Mental health and addiction support specialists	Advice, information and support about drinking or other drug use	0800 787 797 Text 8681 www.alcoholdrughelp.org.nz
Gambling Helpline	Mental Health and addiction support specialists	Support for those worried about gambling or the gambling of others	0800 654 655 Text 8006 www.gamblinghelpline.co.nz
1737 Peer Support	Lived experience peer support specialists	Support for anyone dealing with stress, anxiety or depression, or just a need to talk to someone who has had a similar experience	Access through 1737 helpline
The Lowdown	Mental health and addiction support specialists	Support to help young people recognise and understand depression or anxiety	www.thelowdown.co.nz Text 5626
Early Mental Health Response	Mental health and addiction nursing	Support for people in social and psychological distress who call 111 for the police or an ambulance. Includes expert advice line supporting the mental health workforce	111 Calls
Mental Health After Hours	Mental health and addiction nursing	Mental health triage, support and advice for contracted district health boards	Phone only
Puāwaitanga	Mental health and addiction support specialists	Individual phone and virtual counselling for those struggling but who face challenges accessing traditional counselling	Phone, web and app by referral
Whitiki Tauā	Lived experience support advisers	Virtual mentoring for the Ministry of Social Development's Mana in Mahi participants who may need some extra support to reach their work goals	By referral
RecoverRing	Mental health and addiction support specialists	Support for offenders and prisoners (and their whānau who are helping them) regarding alcohol or drug use	0800 678 789

Table 1: Service schedule (continued).

Service	Team	Description	Channels
Social health			
Safe to Talk	Sexual harm professionals	Support and advice for those affected by sexual harm	0800 044 334 or Text 4334 www.safetotalk.nz
Family violence services	Family violence support specialists	Support and advice for those affected by family violence. This includes the Shine Domestic Abuse Helpline and webchat, Family Violence Information Line, Family Services Directory and the Women's Refuge webchat	0508 744 633 and webchat 0800 456 450 0800 211 211
Integrated Safety Response	Family violence support specialists	An outbound calling service operating as a pilot in the Waikato, providing proactive follow-up to people who have interaction with Police and are suspected to be involved in family violence	Police Referral
Elder Abuse Response Service	Mental health support specialists	Advice, information, and support about elder abuse	0800 EA NOT OK
Population health			
Quitline	Service and support advisers	Support for those who want to quit smoking and stay quit	0800 778 778 Text 4006 www.quit.org.nz
National Bowel Screening Programme Coordination Centre	Service and support advisers	Manage the database and distribution of invitations for the programme, providing test kits to participants, and ensuring that general practitioners receive their patient's test results	Outbound
National Cervical Screening Programme Coordination Centre	Service and support advisers	Manage correspondence to women, answering questions from the public as well as liaising with the regional centres, smear takers, laboratories, specialists and district health boards about the people they serve	Outbound
Kupe	Digital services	Online decision support tool to help men and their whānau understand more about prostate cancer and to decide if they should see their doctor to get tested	www.kupe.net.nz