



Whakarongorau
Aotearoa//
New Zealand
Telehealth
Services//

Briefing to Incoming Ministers

February 2024



Miriama*, a new mum, wrote to share a “huge thank you” with Healthline for the “incredible service” she received when calling about her baby boy who had a fever. She shared it was “such a trustworthy, reliable and reassuring resource, especially when Google can be so overwhelming”.

Dilshan* was unwell with COVID-19 recently and deteriorated to the point where he needed to be taken to the hospital by ambulance for acute care. He wanted to share how grateful he was to the healthcare professionals on the COVID Healthline who cared for him “as if I were in their presence”. He shared that the level of care he received across multiple interactions with the service was outstanding, from the nurse who assessed him and facilitated the delivery of antiviral medicine, to the clinicians who identified he needed urgent care and arranged an ambulance to take him to hospital.

Gary* reached out to thank the Vape2Quit team for helping him with his New Year’s goal of quitting vaping. He said the daily reminder texts were great and gave him that little extra boost he needed when he forgot what he was doing it for.

Kōwhai* and her whānau wanted to express their gratitude to Healthline for the expert advice she received when she called the service with severe abdominal pain. Kōwhai, who lives alone, was not sure if her symptoms were bad enough to warrant seeing a doctor. Thanks to the Healthline clinician who called for an ambulance, Kōwhai underwent emergency surgery for a ruptured appendix. The surgeon told her she was very lucky to have survived.

*Names have been changed to ensure privacy

Message from the Chair and Chief Executive

Tēnā koe

The purpose of Whakarongorau Aotearoa // New Zealand Telehealth Services is to give everyone in Aotearoa the opportunity for wellness, through the connected world of digital care.

While you may not be fully aware of our organisational name and brand, you will no doubt be aware of the health, mental health, screening, and family violence and sexual harm services we run and *their* brands – including the taonga that is Healthline.

In the 12 months to the end of June 2023, 1 in 3 people contacted a Whakarongorau-run telehealth service – nearly 1.6 million individual people in Aotearoa. Across all our services we responded to over 2.2 million contacts – over 6,000 contacts a day.

This critical support for the people of Aotearoa has been possible because of the vision of the Government 10 years ago to create a world-first, free to the public, national telehealth service. Whakarongorau was tasked to build, launch, and develop that platform and range of services. This provides unplanned care and counselling services through phone triage and advice, text, email, social media, and web-based services. Service users receive triage, health advice, support, counselling, information, and signposting to services and care.

Whakarongorau is a word to describe the many ways to listen – whakarongo (to listen) and ā-rongorau (a modern word for multimedia, the many ways of communication or media). It is derived from the old Māori word whakarongorua (to listen with great intent and purpose). The English version of that name is New Zealand Telehealth Services.

The vision is that no matter which national telehealth service someone contacts, they will get the care, advice, and support they need. Every door is the right door. The vision is also of equitable care, beyond a medical model, and that telehealth services are accessible and accessed

by those most in need – Māori, Pacific Peoples, and Disabled People.

Whakarongorau is the social enterprise that built and launched the national telehealth platform and has been a trusted partner for Government for the last eight years. In that time Whakarongorau-run services have been vital in supporting the country and the health system throughout the COVID pandemic, the Christchurch terror attacks, fires and floods, the annual flu seasons, and winter pressures.

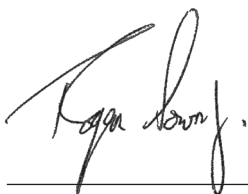
Whakarongorau has worked with multiple agencies to solve key sector issues – examples include working with MSD to launch a national sexual harm service and an elder abuse service, with Police on a service to support 111 callers in mental health crisis, and with Te Whatu Ora // Health NZ and Whaikaha // Ministry of Disabled People to establish the dedicated Disability Helpline.

The key challenges we face include the increasing demand for our health services; the increasing complexity of the mental health contacts we manage; the availability of – and competition for – a clinical workforce; and our ability to compete on salaries for those skilled clinicians.

The key opportunities we see are to leverage the capabilities we developed to support the Government's COVID-19 response, particularly in the area of managing a non-clinical workforce; to deliver healthcare closer to home via telehealth, addressing the trend of 'health on demand' and increased take up of virtual/remote services; and building on the successes we have delivered in bowel and cervical screening management.

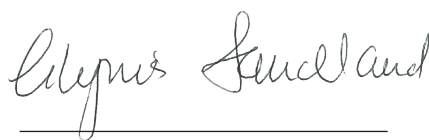
This has required continuous innovation, improvement, and partnership to adapt to the changing needs of the sector and tāngata whai ora/people seeking wellness.

Much of the mahi of our clinicians and advisors has gone unnoticed and may not be well understood. We welcome the opportunity to discuss and work with you on these joint endeavours.



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Whakarongorau's role in the health, social services, and disability system

Whakarongorau Aotearoa // New Zealand Telehealth Services (previously Homecare Medical) is the social enterprise running the Government-funded free to the public, 24x7 national telehealth services across seven digital channels.

The services are supported by 12 clinical teams of registered nurses, mental health nurses, psychologists, psychotherapists, psychiatrists, counsellors, doctors, paramedics, poisons officers, health advisors, family and sexual harm professionals, and emergency triage nurses.

Around 600 staff work from contact centres in Auckland, Wellington, and Christchurch and from their homes across Aotearoa. We also partner with Iwi and Māori-owned organisations in Northland, Hastings, and the Bay of Plenty.

The services we run are co-funded by Te Whatu Ora / Health New Zealand (in partnership with Te Aka Whai Ora / The Māori Health Authority), the Ministry of Social Development, the Accident Compensation Corporation (ACC), and the Department of Corrections.

Whakarongorau Aotearoa is owned by ProCare and Pegasus Health.



* The total number of individual people in the year is the sum of unique service users each month, so may include users who have contacted the service in multiple months.

Across all of our services we responded to

2.2 million

CONTACTS in the twelve months ending 30 June 2023

connecting with over

1.6 million

individual people*

1 in 3 people in Aotearoa



We answered of all calls

95%

within 10 minutes.



Digital healthcare is the broad term that describes all the mahi we do – the use of technology to improve the delivery of healthcare services and outcomes. It includes telehealth, telemedicine, virtual healthcare, and using technology to provide health and wellness support where there is no direct interaction with a clinician and a service user (e.g. via a wellness app, or oVRcome virtual reality exposure therapy).

- **Telehealth** is a key area of expertise – we deliver a range of health, mental health, family violence and sexual harm services across 7 digital channels*, where our frontline staff interact directly with our service users overcoming the separation of distance and/or time using digital technology.
- **Telemedicine** refers specifically to health professionals using technology to provide remote medical consultations and treatment (e.g. doctor consultations and diagnosis).
- **Virtual healthcare** has come to mean the video aspects of telehealth and telemedicine i.e. seeing someone virtually.

*mobile, phone, text, email, webchat, web/social media, blogs

The National Telehealth Service (NTS) contract

In 2011, the Government made a commitment to a comprehensive after-hours telephone health advice service. In July 2013, Cabinet (CAB Min (13) 22/4) agreed to develop the National Telehealth Service (Cabinet Social Policy Committee, 2013).

The **aim** was to consolidate existing telehealth services onto a shared platform to improve the efficiency and effectiveness of telehealth services. The consolidation of back-office functions and enhanced infrastructure was expected over time to provide better value for money (Ministry of Health, 2014).

In September 2015, Homecare Medical (now Whakarongorau Aotearoa) signed the National Telehealth Service (NTS) partnership agreement.

The contract specifies the **purpose** of the NTS Service is to deliver care, support, and advice to people in Aotearoa to positively impact and improve their wellbeing and health outcomes through phone and digital channels, specifically to:

- deliver the right care at the right time by the right person in the right place to achieve health and wellbeing outcomes for Aotearoa
- contribute to reducing acute and unplanned care, improving self-care, supporting clients, and improving health literacy
- be integrated with local, regional, and national health and injury services
- be adaptable and flexible to develop over time to meet the changing needs of New Zealanders and technology
- enable additional services and government agencies to use its infrastructure and relationships, as required.

The total of the 10-year contract is \$258m.

The NTS contract is unique in that it is:

- for a 10-year term, with multiple funding agencies (Te Whatu Ora, ACC, Ministry of Social Development, and Department of Corrections)
- founded on the principles of innovation, sector engagement, and transparency
- contracted for strong independent clinical governance and leadership
- governed by a cross agency Service Improvement Board
- designed to enable services and agencies to change over time
- enabling unique IP ownership arrangements with software providers
- contracted to 'share' the capabilities of the funded platform for the broader sector
- principled by not duplicating services in the system.

Today, in addition to the services managed under the NTS contact, Whakarongorau runs another 20 screening, family violence, sexual harm, COVID, disability and counselling services.



HE REO MĀROHIROHI
KA TARINGĀ RONGOHIĀ.
A BRAVE VOICE DESERVES
A SYMPATHETIC EAR.

Whakarongorau Whakapapa // History

1994

Homecare Medical – or HML as it was then – began in 1994 as the after-hours nurse triage division of Auckland PHO (primary health organisation) ProCare Health.

HML nurses supported general practices around Aotearoa, supporting their patients when they called after hours.

We still do that today and have contracts with around 60% of general practices across the motu.

2014

HML became Homecare Medical in 2014.

In early 2014 ProCare Health in Auckland and Canterbury PHO Pegasus Health, formed a partnership and acquired ownership of Homecare Medical (NZ) Limited Partnership.

Jun 2015

In June 2015, after a two-year competitive dialogue procurement process, Homecare Medical was announced as the Ministry of Health’s partner to develop and deliver a new, enhanced, integrated, national telehealth service for Aotearoa.

Nov 2015

The National Telehealth Service (NTS) went live just 15 weeks later on 1 November 2015.

The initial 7 services on the NTS platform were Healthline, Quitline, the Alcohol Drug Helpline, the Gambling Helpline, the Depression Helpline and the Journal, and the Lowdown.

These services had previously been provided by several organisations.

It included partnership with the National Poisons Centre to provide poisons advice, and with PlunketLine using the platform, and immunisation advice (working with The Immunisation Advisory Centre (IMAC)), and St John and Wellington free providing non urgent support.

The NTS contract is for 10 years.

Since November 2015 we have worked with other government agencies (MSD, Dept of Corrections, NZ Defence Force) to provide additional services – and now run 38.

We have launched other services - the national sexual harm helpline Safe to talk, the Puāwaitanga counselling service, and we now manage the cervical and bowel national screening coordination centres, and key family violence services.

2019

More recently we have supported the Government’s COVID response by establishing the COVID Healthline, the COVID Vaccination Healthline, the COVID Welfare services, and the Disability Helpline.

2021

In March 2021 we changed our name to Whakarongorau Aotearoa // New Zealand Telehealth Services – to better reflect the mahi we do.

Evolution of services and service demand:

	Day 1 - 2015	Busiest day - 24 Aug 2021	Day 2,841 - 31 Jul 2023
Contacts answered	800	40,388	9,362
People interacted with	800	22,854	8,388
Our kaimahi	120	3,469	~600
Our equity	N/A	40% Māori/Pacific	30% Māori/Pacific



Ed* reached out to thank the 1737 – Need to Talk team for their kindness, compassion, help and encouragement when he was in a really dark place. He shared that their support “made all the difference” and gave him hope when he couldn’t see any for himself.

Flash* contacted Healthline when his wife, who had recently given birth, was experiencing severe vertigo and vomiting while trying to breastfeed a newborn baby. Our nurse conducted a thorough triage and provided advice based on this, including a suggestion for a medication that they already had on hand. Flash emailed us to say a big thank you to the nurse who took his call.

Marina* was sent home from the hospital following a routine surgical procedure despite feeling quite unwell. She wanted to sleep it off and seek advice the following day. However, her partner convinced her to call Healthline. The clinician she spoke with asked her questions, including “How does your skin look? What happens when you press it?” and when Marina told her it stayed white, the clinician advised her to go to the after-hours clinic immediately to request an emergency blood test. Her infection markers were 290 (the normal range being below 50), and she was urgently sent to the hospital.

Had she not called Healthline when she did, Marina was told she would have died within 12 hours. Doctors found a large intra-abdominal abscess which had sent her into septic shock. She was hospitalised for eight weeks, and her rehabilitation took 11 months. Martina wanted to express her gratitude to Healthline and, more importantly, the clinician she spoke with “because you guys saved my life and prevented an 11-year-old from growing up without a mother”.



Whakarongorau
Aotearoa//
New Zealand
Telehealth
Services//

THE MAHI THAT MATTERS

Our work and impact in the 12 months to 30 June 2023 included...

Across all our services we responded to over **2.2 million** contacts.

That's over **6,000** contacts a day

We connected with nearly **1.6 million** individual people* – **1 in 3** people in Aotearoa

We answered **95%** of all calls within **10 minutes** (up 3% on last year)

SUPPORTING GENERAL PRACTICE

Our clinicians supported **~60% of GP practices** in Aotearoa

answering **112,400+** after-hours calls for them



HELP TO QUIT SMOKING AND VAPING



The Quitline team supported **16,800+** people on their quit journey – **28%** were smoke free after **4 weeks** (an increase of **2%** on last year)

NEW MĀORI PATHWAYS IN HEALTHLINE AND QUITLINE FOR TĀNGATA WHAI ORA

Across the NTS and COVID services

42,000+ contacts chose to speak to a **Māori clinician**



MENTAL HEALTH

Across all Whakarongorau-run mental health services we supported **~151,300 people**, responding to **~351,300 contacts**

The 1737 Need to talk? team supported **~42,500 people** – answering **~124,200 contacts** – including **66,000+ text conversations** (~800,000 text exchanges)

A further **~12,500 people (30,000+ contacts)** were supported when they contacted the Depression Helpline.



The Alcohol and Other Drugs team supported **8,500+ people** (~11,300 contacts)

The Gambling Helpline team supported **~2,600 people (3,700+ contacts)** dealing with the effects of problem gambling

Our mental health nurses answered **~91,000 contacts** on behalf of **12 DHBs**

The Earlier Mental Health Response team triaged **11,700+ contacts** from Police and ambulance services to support **6,300+ people** in social and psychological distress

The Puāwaitanga team received **~2,200 referrals** and delivered nearly **7,000 appointments** to people seeking ongoing mental health support

FAMILY VIOLENCE AND SEXUAL HARM SUPPORT



~**23,000** women and concerned whānau were supported by our **3 family violence services**, and by our webchat and after-hours support for **40 Women's Refuges**

~**7,300** people were supported by the Safe to talk sexual harm team who responded to ~**15,200** contacts

We answered **3,500+** contacts to the Elder Abuse Response Service



DOCTOR SUPPORT

The new Primary Care Services team:

Provided **15,500+** telehealth consults across Healthline and COVID services

Supported ~**2,000** paramedics on-scene, resulting in **73%** of patients diverted from EDs

Responded to **3,200+** calls into the Clinical Advice Line to provide peer-to-peer medical advice



HEALTH

Healthline nurses, paramedics, advisors and doctors supported **322,000+** people and answered ~**432,800** calls

Our Emergency Triage nurses triaged **42,000+** incidents - **52%** were redirected to non-emergency services which keeps our hospitals and ambulances for emergencies

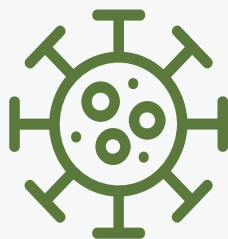
The National Bowel Screening Programme team made follow-up calls to **55,200+** priority people who were yet to return their test kits - **28%** subsequently did

The National Cervical Screening Programme team received ~**450,000** test results

The Poisons team helped **26,100+** people - **72%** of contacts required no further treatment or info

COVID SERVICES

While our COVID services dropped from previous peaks, demand remained strong:



The team responded to **1.3** million contacts (in and outbound) across COVID Healthline, the Vaccination Healthline, the dedicated Disability Helpline, and supporting people in isolation - connecting with ~**783,000** people (1 in 6 people in Aotearoa)

BY EACH COVID SERVICE

COVID Healthline answered **204,000+** contacts from **132,300+** people

COVID Vaccination Healthline - answered ~**174,000** contacts and made over **837,000** outbound contacts, connecting with ~**630,000** people. This includes ~**8,500** contacts supported by the dedicated Disability service.

The COVID Welfare and Care in the Community team managed **47,000+** calls, supporting ~**14,000** people in isolation

*The total number of individual people in the year is the sum of unique service users each month, so may include users who have contacted the service in multiple months.

Powered by

 Whakarongorau Aotearoa//
New Zealand Telehealth Services//

Te Rautaki Whakamana // Our teams

Ratonga Hauora Health Services	Hauora Hinengaro Me Ngā Waranga Mental Health And Addictions	Ngā Kaitaunaki Hauora Hinengaro Earlier Mental Health Response	Ohatata Whakaarotau Emergency Triage	Te Aukatinga Momi Paipa Smoking Cessation	Ngā Kaupapa Hauora Hinengaro Mental Health Programs
Tūkino Whānau Me Te Taitōkai Mamae Family And Sexual Harm	Whakamātau Whēkau Bowel Screening	Ngā Ratonga Manaaki Tāngata Primary Care Services	Ratonga Paihana Poison Services	Haumanu Whakautu Clinical Response	Whakamātau Waha Kōpū Cervical Screening

Leadership

Board

- Roger Sowry (Chair)
- Catherine Abel-Pattinson
- Shayne Hunter
- Dr Francesco Lentini
- Jacky Percy
- Mike Schubert
- Benesia Smith

Organisation leads

- Glynis Sandland - CEO
- Anna Campbell – Chief Support Services Officer
- Robin Cooper – Director of Quality and Risk
- Ruth Large – Chief Clinical Officer
- Brian O’Connell – Chief Operating Officer
- Amanda Webb - Head of Strategy
- Steve Will - Chief Finance Officer

Clinical leadership

Our clinical teams are supported by a clinical leadership team, advising each service and supporting frontline staff.

- Dr David Codyre - Clinical Lead Psychiatrist, Mental Health and Addictions
- Dr Siale Foliaki - Clinical Lead Psychiatrist, Pasifika Health
- Dr Jessica Henry - Clinical Lead Psychiatrist, Earlier Mental Health Response
- Dr Ruth Large - Chief Clinical Officer
- Dr Lyndy Matthews - Clinical Lead Psychiatrist, Complex Caller Team and Quitline
- Dr Martin Mikaere - Clinical Lead Mana Hapori / Māori Health
- Dr Matt Wright - Clinical Lead, Urgent Care

A Clinical Governance

Committee – a sub-committee of the Whakarongorau Board - is responsible for supporting clinical excellence across our services.

- Dr Francesco Lentini (Chair)
- Catherine Abel-Pattinson
- Prof Simon Adamson
- Dr Janine Bycroft
- Dr Stephen Child
- Dr Caroline Christie
- Dr Jane O’Hallahan
- Dr Adam Pomerleau
- Anil Thapliyal

Key areas of focus

The key areas of focus for Whakarongorau are integrating the end-to-end services we offer, to support the system from primary through to tertiary care. We play a key role in supporting the system by diverting people away from EDs and GPs by providing for their healthcare needs, where they are, and by meeting unmet demand. That is particularly the case in mental health – with increasing demand and complexity.

Examples of that include our work partnering with Police on responding to 111 calls for people in mental health crisis, the work we do with Corrections on telehealth addictions support for offenders and their whānau, and working with Women’s Refuge to provide callers support when they call a refuge after hours.

We are also focussed on continuing to grow our doctor services, and our tailored, localised after-hours and in-hours services for general practice.

Given the breadth of the services we provide, no one has a better view of what’s going on in the health and wellbeing of the people of Aotearoa than we do – that is a privilege. We are essentially the largest – virtual – ED in Aotearoa.

Mental health and addictions

- » We see the increased volume and complexity of calls across mental health services is impacting current capacity and performance.
- » Risk and youth trends continuing to increase, requiring more time and skill to support.
- » Market saturated with self-serve tools but is heavily fragmented, making where to go for support confusing for tāngata whai ora.
- » In response we are looking to technology solutions to automate growth in digital channels, improving partnerships and pathways with the sector, utilising different workforce capability, including peer support / those with lived experience, social workers, student internships etc for different channels and low risk contacts.

Population health

- » There is increasing demand for vaping support. In response, from mid-November 2023 Quitline, in a first for Aotearoa, is offering a new 3-month programme to support people wanting to quit vaping, who are not smoking tobacco. This support is currently only available to people 18 years and over (the legal age to purchase vapes).
- » Whakarongorau successfully manages both the bowel and cervical screening coordination centres. There are opportunities to play a larger role in the screening space - an end-to-end consolidation of screening management would improve health outcomes of New Zealanders and potentially relieve some pressure in primary care.

Healthline

- » Continuing demand, complexity and acuity of callers is putting pressure on performance. Healthline will add value by moving towards providing a health solution rather than a health advice service, including embedding doctor services.
- » In response we have launched video and image upload for callers, Healthline online so callers can request a call back and provide demographic details – to maximise their time with a clinician, and introduced an integrated ACC claim lodgement pathway for callers.

Kaimahi // Our staff

- » It remains a priority to do all we can to ensure that our kaimahi are paid to their capability and that requires pay parity to be settled. Whakarongorau has joined with 11 other primary, community care, and telehealth organisations to lobby government regarding pay parity for our telehealth nurses. Our telehealth nurses are paid less than Te Whatu Ora employed nurses and healthcare workers. While the recent historic pay equity settlement for Te Whatu Ora nurses and healthcare workers is great, it has created a stark pay gap with those working in primary and community care, and telehealth.



Daryl* reached out to the 1737 service recently for support while he was experiencing some struggles in his life. After speaking with one of our counsellors, he sent an email with feedback to say: “Just spoke with one of your staff, she was extremely helpful, intelligent and kind-hearted. She validated my struggle and gave me constructive non-judgemental advice. Deeply appreciated. Give her a raise, gift card, charming nickname, or something! At the very least, please let her know she helped me a lot. Chur”.

Rick* called the COVID Healthline for help while he was sick with COVID-19. He wanted to check the isolation rules and testing requirements to ensure he was doing the right thing. Our team were able to answer all his questions and provide guidance on the next steps. He contacted us to say that he was very happy with the help and service he received.

Jeri* called Healthline looking for advice about her husband who had been experiencing headaches for quite some time. She emailed the feedback team a few days later to pass on her thanks for the support she received. She said “When I rang Healthline, I felt as though they had time to listen properly to what I had to say, and then they provided me with helpful suggestions. It felt unrushed, which was important to me because I was able to remember what I wanted to say without missing important details. It felt like they really cared. Thank you.”

Sonny* called Healthline after being bitten on the hand by an unknown insect. He was in a panic because his hand was red, sore, and swollen, and he was worried that it could have been a spider that bit him. He wanted to thank the Healthline team for their calmness when talking to him, and the advice they gave him after seeing a photograph of the bite.

Margaret* wanted to thank the Healthline team for taking her concerns seriously and advising her to go to the Emergency Department. She had called because she thought she was having an allergic reaction to an antibiotic and after presenting to the ED, she was admitted for emergency surgery on her bowel. Margaret was grateful for the care she received from our advisor and nurse.

APPENDIX

Whakarongorau-run, free to the public, 24x7 telehealth services

NEED TO TALK?
1737

1737
PEER SUPPORT

alcohol **HELPLINE** drug

Depression Helpline

EXPERT ADVICE LINE

Gambling Helpline
AOTEAROA

MENTAL HEALTH
AFTER-HOURS

NZ Defence Force Mental Health Line

Peer talk

RecoverRing
Alcohol & drug support line

SPARX

Puāwaitanga

WHĪTIKI TAUĀ
VIRTUAL MENTORING

EARLIER MENTAL HEALTH RESPONSE

GP After-Hours

COVID HEALTHLINE

Disability Helpline
0800 11 12 13 | text 8988
FREE 24/7

Free health advice when you need it
Healthline

The Immunisation Advisory Centre

KUPE.NET.NZ
Your Health | Your Decisions | Your Future

Live Kidney Donation Aoteroa

Vaccination Healthline
0800 28 29 26

ELDER ABUSE IT'S NOT OK SPEAK OUT
ELDER ABUSE RESPONSE SERVICE

family services directory

FAMILY VIOLENCE IT'S NOT OK | **IT IS OK TO ASK FOR HELP**

Integrated Safety Response

IN YOUR HANDS
Change starts here. For you and your whānau.

Safe to talk
Kōrero mai ka ora

shine*
making homes violence free

WOMEN'S REFUGE
Webchat & After-Hours

Time to screen National Bowel Screening Programme

Time to screen National Cervical Screening Programme

Clinician Advice Line

Ambulance Secondary Triage

St John **WELLINGTON FREE AMBULANCE**

National Poisons Centre
Te Pokapu Mātauranga Tāoke

Quitline
ME MUTU

//Hauora Hinengaro Me Ngā Waranga Mental Health and Addictions

1737 need to talk?

Capability: Brief intervention counselling. People can talk through emotional and psychological issues and concerns

Channels: Call or text 1737 // www.1737.org.nz
www.facebook.com/1737NeedToTalk

Contacts*: ~124,200

Established: June 2017

Clinical team: Counsellors, social workers, psychotherapists, psychologists



1737 need to talk? Peer Support

Capability: Callers have the option to talk with a 'peer' - a non-clinician with lived experience of mental health challenges. This provides 'support from someone who knows'

Channels: Call 1737 (2pm-10pm) // www.1737.org.nz

Contacts*: ~32,800

Established: August 2020

Clinical team: Trained peer support workers from Mind & Body



Alcohol Drug Helpline

Capability: Advice, information and support about drinking or drug use

Channels: 0800 787 797 // text 8681 // webchat www.alcoholdrughelp.org.nz
[facebook.com/alcoholdrughelplinez](https://www.facebook.com/alcoholdrughelplinez) // info@alcoholdrughelp.org.nz

Contacts*: 8,500+

Established: 1995 (alcohol focused), 2002 (extended to include drug).
With NTS from November 2015

Clinical team: Trained counsellors



Depression Helpline

Capability: Providing support, tools and information to people experiencing depression and anxiety, and their whānau.

Channels: 0800 111 757 // text 4202 // www.depression.org.nz

Contacts*: ~12,500

Established: 2006. With NTS from November 2015

Clinical team: Counsellors and social workers



*To 30 June 2023; rounded

Expert Advice Line

Capability: Support for government, community and social service professionals needing expert advice for their work with clients with mental health support needs or addiction challenges

Channels: 0800 811 767

Contacts*: ~40

Established: August 2017

Clinical team: Mental health nurses

**EXPERT
ADVICE
LINE**

Gambling Helpline

Capability: Support for those worried about gambling or the gambling of others

Channels: 0800 654 655 // text 8006 // webchat // www.gamblinghelpline.co.nz
info@gamblinghelpline.co.nz // facebook.com/GamblingHelplineNZ

Contacts*: ~2,600

Established: 2004. With NTS from November 2015

Clinical team: DAPAANZ fully registered and provisionally registered addiction practitioners

**Gambling
Helpline**
AOTEAROA

Mental Health After-Hours and Crisis Triage Service

Capability: Support for after hours calls into Regional mental health teams

Contacts*: ~91,000

Established: April 2016

Clinical team: Mental health nurses

**MENTAL
HEALTH**
AFTER-HOURS

NZ Defence Force Mental Health Line

Capability: Mental health support for Defence Force personnel and their whānau. Developed in partnership with Vitae (who provide the face-to-face element)

Channels: 0800 NZDF 4U (0800 693 348) // text 8881

Contacts*: ~600

Established: January 2019

Clinical team: Mental health nurses

**NZ Defence Force
Mental Health Line**

Peer talk

Capability: Recovery through shared experience. Peer talk advisors have experience of addiction and mental health issues and can support people in their journey to recovery

Channels: 0800 234 432 (5pm - midnight)

Contacts*: 1,450

Established: January 2018

Clinical team: Peer support staff

**Peer
talk**

RecoverRing

Capability: Service for offenders (and whānau and families who are helping them) who want support with their alcohol or drug use

Channels: 0800 678 789

Contacts*: ~400

Established: May 2017

Clinical team: DAPAANZ fully registered and provisionally registered addiction practitioners



Sparx

Capability: SPARX e-therapy looks to build resilience through gameplay - equipping young people to manage stressful and negative emotions

Channels: Phone and text support for users // webchat // www.sparx.org.nz

Contacts*: 700

Established: Providing support since 2016

Clinical team: Counsellors



// Ngā Kaupapa Hauora Hinengaro Mental Health Programs

Puāwaitanga

Capability: Supporting people to improve their emotional wellbeing – their hauora

Channels: 0800 782 999 // www.puawaitanga.nz

Contacts*: ~2,200 referrals, ~7,000 appointments

Established: October 2018

Clinical team: Counsellors



Whīteki tauā

Capability: Virtual mentoring support for MSD's Mana in Mahi participants or anyone aged 18-24 receiving a Work and Income benefit, who may need some extra support to reach their work goals

Channels: 0800 089 898

Contacts*: 80+

Established: February 2020

Clinical team: Mentors



// Ngā Kaitaunaki Hauora Hinengaro Earlier Mental Health Response

Earlier Mental Health Response

Capability: Clinical telephone assessment for selected 111 calls from Police and ambulance. Callers get a health response rather than a justice response

Channels: Referral from 111

Contacts*: 11,700+

Established: April 2016

Clinical team: Mental health nurses

EARLIER
MENTAL HEALTH
RESPONSE

// Ngā Ratonga Manaaki Tāngata Primary Care Services

GP After-Hours

Capability: Support for general practices after hours

Contacts*: 112,400+

Established: 1994

Clinical team: Nurses, paramedics and health advisors

GP After-Hours

// Ratonga Hauora Health Services

COVID Healthline

Capability: Supporting people with information and advice about COVID

Channels: 0800 11 12 13, 8.30am–5pm Mon-Fri

Contacts*: 204,000+

Established: February 2020

Clinical team: Nurses and trained non-clinical staff supported by clinical advisors

COVID
HEALTHLINE

Disability Helpline

Capability: Help and information about vaccines, testing, managing COVID at home, and any general health concerns

Channels: 0800 358 5453 // text 8988

Contacts*: 8,500

Established: September 2021

Clinical team: A person with experience or knowledge of disability will answer 8.30am-5.00pm Monday to Friday. Outside of that, calls are answered by a trained member of the Healthline team

Disability Helpline

0800 11 12 13 | text 8988
FREE 24/7

Healthline

Capability: Health advice, treatment, and information about what to do next

Channels: 0800 611 116 // www.healthline.govt.nz
facebook.com/HealthlineNewZealand // Healthline NZ App

Contacts*: ~432,800

Established: 1994

Clinical team: Nurses, paramedics and health advisors. Doctors are available 7am-11pm



Immunisation Advice

Capability: Providing advice to the public (in partnership with the Immunisation Advisory Centre (IMAC))

Channels: 0800 IMMUNE (0800 466 863). Calls from the public are transferred to the Healthline team (that happens 24x7). Calls from health professionals are answered by IMAC staff, (weekdays 9am-4.30pm)

Contacts*: 1,750

Established: NTS involvement since November 2015

Clinical team: Immunisations-trained nurses



KUPE

Capability: An online tool to help men and their whānau understand more about prostate cancer and to decide if they should see their doctor to get tested

Channels: www.kupe.net.nz

Contacts*: N/A

Established: May 2018



Live Kidney Donation

Capability: A 'front door' for people inquiring about being a kidney donor

Channels: 0800 LIVE DONOR (0800 5483 3666)

Contacts*: 80

Established: With NTS since November 2015

Clinical team: Nurses



Vaccination Healthline

Capability: Providing vaccination information and helping people who are unable to book their vaccination appointment online – for COVID, flu and whooping cough

Channels: 0800 28 29 26, 8.30am–5pm Monday to Friday

Contacts*: 173,800+

Established: August 2021

Clinical team: Nurses and trained non-clinical staff supported by clinical advisors

**Vaccination
Healthline**

0800 28 29 26

// Tūkinō Whānau Me Te Taitōkai Mamae Family and Sexual Harm

Elder Abuse Response Service

Capability: Advice, information, and support about elder abuse

Channels: 0800 EA NOT OK (0800 32 668 65) // text 5032
support@elderabuse.nz

Contacts*: 3,500+

Established: July 2017

Clinical team: Social workers, advisors

ELDER ABUSE
IT'S NOT OK
SPEAK OUT

**ELDER ABUSE
RESPONSE SERVICE**

Family Services Directory

Capability: Helping people find the MSD service they need, in their area

Channels: 0800 211 211 (9am–6pm)

Contacts*: ~4,950

Established: With Whakarongorau from March 2020

Clinical team: Advisors

family services
directory

Family Violence Information Line

Capability: To help those experiencing or witnessing violence, or who want to change their own behaviour

Channels: 0800 456 450

Contacts*: ~3,250

Established: With Whakarongorau from March 2020

Clinical team: Counsellors, social workers



Integrated Safety Response (ISR)

Capability: Referral service from Waikato Police. We call people to help them access the support they need in their community

Contacts*: ~4,320

Established: With Whakarongorau from March 2020

Clinical team: Social workers, advisors, 9am–6pm Mon–Sat (closed public holidays)

Integrated Safety Response

In Your Hands Webchat

Capability: Whakarongorau counsellors support people who contact In Your Hands for information and advice if their behaviour is hurting or scaring the ones they love and they want to live violence free. And the people who are supporting them

Channels: www.inyourhands.org.nz

Contacts*: ~10

Established: May 2023

Clinical team: Counsellors, social workers

IN YOUR HANDS

Change starts here. For you and your whānau.

Safe to talk

Capability: Support for anyone impacted by sexual harm

Channels: 0800 044 334 // text 4334 // webchat // www.safetotalk.nz support@safetotalk.nz

Contacts*: ~7,300

Established: June 2018

Clinical team: Trained specialists including counsellors, social workers and psychologists



Shine Domestic Violence Helpline

Capability: Supporting those worried about their own situation or someone else who might be living with domestic violence

Channels: 0508 744 633 and webchat // www.2shine.org.nz

Contacts*: 12,200

Established: With Whakarongorau from March 2020

Clinical team: Counsellors, social workers



Women's Refuge Webchat

Capability: Responding to webchat messages from the shielded site, that many businesses and organisations add to their websites

Channels: www.shielded.co.nz

Contacts*: 850

Established: August 2021

Clinical team: Counsellors, social workers



WOMEN'S REFUGE
Webchat & After-Hours

Women's Refuge After-Hours

Capability: Supporting Women's Refuge callers after hours

Contacts*: ~7,800

Established: With Whakarongorau from June 2021

Clinical team: Counsellors, social workers

// Ohatata Whakaarotau Emergency Triage

Ambulance Secondary Triage

Capability: Clinical telephone assessment for low acuity calls

Channels: 111 calls to St John and Wellington Free Ambulance

Contacts*: 42,200+

Established: July 2014

Clinical team: Nurses and paramedics

**Ambulance
Secondary Triage**



// Whakamātau Whēkau Bowel Screening

National Bowel Screening Programme Coordination Centre

Capability: Database management and distribution of invitations for the programme, providing test kits to participants, and ensuring GPs receive their patient's test results

Channels: 0800 924 432

Contacts*: 54,200+ answered, and 55,200+ follow-up calls made

Established: With Whakarongorau from April 2017

Clinical team: Trained support specific to bowel screening



National
Bowel
Screening
Programme

// Whakamātau Waha Kōpū Cervical Screening

National Cervical Screening Programme Coordination Centre

Capability: Screening support services for the public as well as liaising with smear takers, laboratories, specialists and regions about the people they serve

Channels: 0800 729 729

Contacts*: Received ~450,000 test results

Established: With Whakarongorau from April 2019

Clinical team: Trained support specific to cervical screening



National
Cervical
Screening
Programme

National HPV and Cervical Helpline

Capability: Support for the public, health practitioners, colposcopists, and laboratories relating to the new screening program – replacing the conventional smear test with the human papillomavirus (HPV) test

Channels: Phone 0800 729 729 (8am–8pm Monday to Friday; 9am–1pm Saturday)

Contacts*: N/A

Established: September 2023

Clinical team: Non-clinical advisors supported by a clinical team



// Haumanu Whakautu Clinical Response

Clinical Advice Line

Capability: Community clinical staff have access to dedicated clinical advice from peers to help them navigate the range of information available and to support them in making local decisions to protect their patients and populations

Channels: Phone (8am–8pm 7 days)

Contacts*: 3,200+

Established: 2020 (as COVID Clinical Advice Line)

Clinical team: Doctors, nurses and paramedics

Clinical Advice Line

// Ratonga Paihana Poison Services

Poisons Advice

Capability: Information about poisons or support in case of poisoning

Channels: 0800 POISON (0800 764 766)

Contacts*: 26,000+

Established: NTS involvement since Nov 2015

Clinical team: Poisons advisors



**National
Poisons Centre**
Te Pokapū Mātauranga Tāoke

// Te Aukatinga Momi Paipa Smoking Cessation

Quitline

Capability: Support for people wanting to quit smoking and stay smokefree, to Vape2Quit, as well as to quit vaping

Channels: 0800 778 778 // text 4006 // webchat // Quit blog // www.quit.org.nz
facebook.com/quitlinenz // www.tiktok.com/@quitline

Contacts*: 56,800+

Established: May 1999. With NTS from November 2015

Clinical team: Trained quit advisors





Whakarongorau
Aotearoa//
New Zealand
Telehealth
Services//



www.whakarongorau.nz



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