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18 November 2025

s 9(2)(a)

Ref: H2025074378

Tēnā koe s 9(2)(a)

Response to your request for official information

Thank you for your request under the Official Information Act 1982 (the Act) to the Ministry of Health – Manatū Hauora (the Ministry) on 20 October 2025 for information regarding after-hours primary healthcare services. You requested:

- 1. I request copies of all policy advice, briefing notes, Cabinet papers, or aide memoires provided to the Minister of Health or Associate Ministers of Health since 1 January 2022 relating to the affordability, funding, or sustainability of after-hours primary healthcare services, including any options considered to reduce cost to the Crown or cost to patients.*
- 3. Please provide copies of any evaluations, business cases, or advice since 2021 relating to the cost-effectiveness of after-hours telehealth or virtual GP models (e.g., Whakarongorau), including comparisons with in-person after-hours clinics.*
- 4. Please provide any reports, memos, or analysis produced since 2021 assessing the impact of after-hours consultation fees on affordability or access for Māori, Pacific peoples, and low-income populations.*

Budget 2025 included \$164 million over four years to expand urgent and after-hours healthcare services to help New Zealanders access the care that they need, when and where they need it.

On 5 November 2025 the Ministry wrote to inform you that your request had been partially transferred under sections 14(b)(i) and 14(b)(ii) of the Act to the Minister of Health, Hon Simeon Brown, the Minister for Mental Health, Hon Matt Doocoy, and Health New Zealand – Te Whatu Ora.

The Ministry partially transferred question 1 of your request for the period 27 November 2023 to the date of your request (20 October 2025) to the office of the Minister of Health and the office of the Minister for Mental Health.

All four parts of your request were also partially transferred to Health New Zealand – Te Whatu Ora (HNZ), including the partial transfer of question 1 for information for the period of 1 January 2022 until 26 November 2023 for information HNZ holds. Please note that Health New Zealand was established on 1 July 2022 following the Pae Ora (Healthy Futures) Act.

During its establishment, operational functions were transferred from the Ministry to HNZ, with the Ministry retaining strategic policy and regulatory functions. HNZ has been leading the work on urgent and after hours care, and telehealth which has predominantly been operational in nature. As such, they will address any material they hold from 1 July 2022 onwards.

You can expect a response from the respective Ministers and HNZ in due course. They can be contacted at the following addresses: S.Brown@ministers.govt.nz, M.Doocey@ministers.govt.nz and HNZOIA@tewhatauora.govt.nz.

The Ministry has identified 14 documents within scope of your request. These documents are itemised in Appendix 1 and copies of the documents are enclosed. Where information is withheld under section 9 of the Act, I have considered the countervailing public interest in release in making this decision and consider that it does not outweigh the need to withhold at this time.

- 2. Please provide the Ministry's most recent estimates or datasets showing the total Crown expenditure on after-hours primary healthcare services, disaggregated by year from 2019/20 to 2024/25 and, where possible, by Health NZ district or former DHB area.*

The Ministry only holds information at an 'appropriation level' and does not hold service level data. This means the Ministry does not hold estimates or datasets showing the total Crown expenditure on after-hours primary healthcare services. This information is held by HNZ. As noted, the Ministry has transferred all parts of your request to HNZ. Please refer to their response in due course.

I trust this information fulfils your request. If you wish to discuss any aspect of your request with us, including this decision, please feel free to contact the OIA Services Team on: oiagr@health.govt.nz.

Under section 28(3) of the Act, you have the right to ask the Ombudsman to review any decisions made under this request. The Ombudsman may be contacted by email at: info@ombudsman.parliament.nz or by calling 0800 802 602.

Please note that this response, with your personal details removed, may be published on the Ministry website at: www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests.

Nāku noa, nā



Caleb Johnstone
Group Manager, Strategy
Strategy and Policy | Te Pou Rautaki

Appendix 1: List of documents for release

#	Date	Document details	Decision on release
1	8 July 2021	Visit briefing: Visit to Whakarongorau Aotearoa (formerly Homecare Medical Limited) the National Telehealth Service Centre in Auckland H20211481	Some information withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
2	November 2024	Budget template proactive release – Digital 24/7	<p>This document has been proactively released on the Ministry of Health website as part of Budget 2025: www.health.govt.nz/information-releases/budget-2025-information-release.</p> <p>Please refer to the Budget 2025 – Health – Bundle 3 – Final Initiative Templates PDF, from page 121 to 128.</p> <p>Therefore, section 18(d) of the Act applies.</p>
3	19 September 2024	Cabinet material: Transforming primary care – first steps	<p>The following documents have been proactively released on the Ministry of Health website at the following link: www.health.govt.nz/information-releases/cabinet-material-transforming-primary-care-first-steps.</p> <p>Therefore, section 18(d) of the Act applies.</p>
4	15 October 2024	Primary and Community care: New investment in digital-first enrolment and after-hours care	
5	22 October 2024	Primary Care Tactical Action Plan – Next steps and indicative timeframes	
6	31 October 2024	Briefing for Information - 5 November meeting on Primary Care Tactical Action Plan progress H2024054988	
7		Attachment to Briefing for Information - 5 November meeting on Primary Care Action Plan Next Steps H2024054988	
8	21 November 2024	Cabinet paper -Transforming Primary Care: First Steps	
9		Briefing for information: Primary Care Tactical Action Plan Reference Document: Attachment to H2024056168	
10	5 December 2024	Briefing - Cabinet Paper – Transforming Primary Care: next steps and implementation	
11	18 December 2024	Cabinet Paper – Transforming Primary Care: next steps and implementation	
12	7 February 2025	Briefing for information – Updated Cabinet Paper – Transforming Primary Care: next steps and implementation - H2025060764	

13	3 March 2025	Cabinet Paper – Delivering Quality and Timely Primary Care: Next steps and implementation	
14	16 October 2025	Title withheld in full under section 9(2)(f)(iv) of the Act.	This document has been withheld in full under section 9(2)(f)(iv) of the Act, to maintain the constitutional conventions for the time being which protect the confidentiality of advice tendered by Ministers of the Crown and officials.

Visit briefing

Visit to Whakarongorau Aotearoa (formerly Homecare Medical Limited) the National Telehealth Service Centre in Auckland

Date due to MO:	8 July 2021	Date of Visit:	14 July 2021
Security level:	IN CONFIDENCE	Health Report number:	HR 20211481
To:	Hon Peni Henare, Associate Minister of Health		

Contact for telephone discussion

Name	Position	Telephone
Clare Perry	Deputy Director-General, Health System Improvement and Innovation	s 9(2)(a)
Kimberly Leuila	Principal Advisor – Telehealth Services	s 9(2)(a)

Released under the Official Information Act 1982

Visit briefing

Visit to Whakarongorau Aotearoa (formerly Homecare Medical Limited) the National Telehealth Service Centre in Auckland

Date due: 8 July 2021

To: Hon Peni Henare, Associate Minister of Health

Security level: IN CONFIDENCE **Health Report number:** HR 20211481

About the Visit

Purpose	To visit Whakarongorau Aotearoa at the National Telehealth Service Centre in Auckland to meet with the kaimahi (workers) / frontline teams providing engagement with Māori and te reo services at the National Telehealth Service
Event/visit details	<p>Date: Wednesday 14 July 2021</p> <p>Time: 2.00 to 3.30 pm</p> <p>Venue: Whakarongorau Aotearoa, 25 College Hill, Freemans Bay, Auckland.</p>
Attendees	<p>Board Member, Benesia Smith, MNZM</p> <p>Chief Executive Officer, Andrew Slater</p> <p>Other Whakarongorau Aotearoa kaimahi</p>
Organisation	The National Telehealth Service is run by Whakarongorau Aotearoa (formerly Homecare Medical) on behalf of the Government and includes a range of services (Appendix 3 refers).
Ministry representatives	Kimberly Leuila (Principal Advisor – Telehealth Services)
Other information	The Whakarongorau Aotearoa facility, which houses the National Telehealth Service Centre, at College Hill in Auckland was formally opened by the Prime Minister on 9 April 2021 and is a 24/7 contact centre with 75 frontline clinical staff and Whakarongorau Aotearoa's support functions.
Media	No media will be present.

Background and context

1. The Minister will tour the National Telehealth Service contact centre facility and meet key frontline kaimahi and hui with Te Rōpū, Whakarongorau Aotearoa's Māori Advisory Group. Mary Losé, Chief of Service Officer, wishes to discuss with you current services and immediate future priorities for and with Māori, including recruitment of te reo speaking kaimahi from across the motu; co-design with whānau; Pikitia / Image Upload and outlining the coming establishment of Iwi-led partner call centres.
2. This presents an opportunity for you to kano ki te kano with Whakarongorau Aotearoa kaimahi about what they have done, and continue to do, by supporting and improving Māori health outcomes via virtual telehealth services like Healthline and 1737-Depression helpline and the COVID response services.
3. Whakarongorau Aotearoa, previously Homecare Medical, is a social enterprise that operates many of Aotearoa's national telehealth services. The new name Whakarongorau Aotearoa, will legally be in place on 1 July 2021. This name was created after many hui with whānau and is supported by Te Taura Whiri i Te Reo Māori.
4. 'He reo mārohirohi ka taringa rongohia' (A brave voice deserves a sympathetic ear) is Whakarongorau Aotearoa's whakataukī. It is central to the service design kaupapa – 'Kaore he mea mo matou, kaore o maatau' (Nothing about us, without us). The establishment of a Te Ao Māori innovation unit is underway to support kaimahi in existing services:
 - COVID -19 Unit; Inbound, Contact Tracing, Welfare and Vaccination support / awahi to whānau before, during and after vaccination. The Kaikohe Iwi-led Partner Call Centre with Ngāpuhi, provides Māori to Māori service awahi.
 - The Ministry is looking to contract for more Māori telehealth service to support the vaccine rollout, which includes the use of Iwi-led call centres, Māori clinical advice and wrap-around / follow-up services.
 - Pikitia / Image Upload. After ten months the uptake for this tool by Māori is at 40 percent of the ten thousand service users, providing immediate clinical advice to whānau. The highest usage area is Counties Manukau District Health Board (DHB). The number one presenting condition is tamariki with rash.
 - The Bowel Screening service operates the national bowel screening programme register supporting whānau through the programme. There are 14 permanent kaimahi speaking thirteen different languages, Māori (2), Pacific (9), Mandarin (1), Hindi (1). There is a 46 percent return rate after contact and 48 percent of those are from Māori callers.
5. The purpose of the National Telehealth Service (the Service) is to:
 - a. be a trusted part of the healthcare system that offers a confidential, reliable and consistent source of advice on health care in order to enable consumers to manage their health care in an appropriate manner
 - b. facilitate the right person delivering the right care at the right time and at the right place
 - c. increase cost-effectiveness in the health care sector and reduce demand on other health services

- d. have the flexibility to adapt and develop over time to meet the changing needs of users and technology.
6. The Service enables whānau to access health information, support and advice from trained health advisors and professionals through digital, multi-media and virtual services on an integrated platform, using a range of communication channels.
7. There are nine clinical teams working 24/7, delivering care by registered nurses, mental health nurses, psychologists, psychotherapists, psychiatrists, counsellors, doctors, paramedics, poisons officers, health advisors, family and sexual harm professionals, and emergency triage nurses.
8. The Service includes more than 1,300 people and another 400 people as part of a flexible workforce to support a COVID-19 surge, if required. This is achieved by leveraging the Service's platform approach, which enables partners (eg, St John, Plunket, Ngāpuhi, South Seas) to be quickly connected and activated on the Service platform when a surge event occurs. The workforce is based in contact centres in Auckland, Wellington, and Christchurch and over 230 people work from their home offices, from Kaitiāia to Invercargill.
9. A draft run-sheet for the event is attached as **Appendix 1**.
10. **Appendix 2** (attached) covers:
 - a. the background on the National Telehealth Service and strategic context
 - b. the other services Whakarongorau Aotearoa operates for the Government
 - c. key service statistics.
11. Information in **Appendix 2** was previously provided in a briefing to the Minister of Health in December 2020 (HR20202179 refers).
12. Most services fit under three areas: The Health Services and COVID-19 Response teams (covering physical health), the Mental Health Services team (covering mental health), and the Family and Sexual Harm team (covering social health). A description of each service is provided in **Appendix 3**.
13. In addition to the Service, Whakarongorau Aotearoa also partners with other government agencies to deliver additional services and clinical support, including the Ministry of Social Development, the National Screening Unit, DHBs and primary health organisations (PHOs), Women's Refuge, Presbyterian Support Network, the New Zealand Defence Force, and the Department of Corrections.



Clare Perry
Deputy Director-General
Health System Improvement and Innovation

Talking points

Mihi

Minister's office to provide.

Opening

- Tena koutou, tena koutou, tena koutou katoa.
- It is a pleasure to be here today, I missed the official launch with the Prime Minister, Ministers' Little, Verall, Sepuloni and Dr Bloomfield in March so I have been wanting to come and kanohi te kanohi with the kaimahi delivering for Aotearoa via virtual health
- I want to thank you all for your continued mahi, and it's been a big effort as you went from an organisation of around 450 people to 700, and now 'COVID-ed' to 1300.
- That kind of growth can only happen successfully with strong leadership, so I want to acknowledge your Chief Executive and your Board for putting the right leaders in place to deliver.
- One of the things that impresses me is the Iwi-led partner call centres. I have been to the Kaikohe centre and have seen the impact employment in the area has on whānau, as many of you will know I am from the north, so to see first-hand how employment can turn things around generationally is important to me.
- I also want to acknowledge the pace at which you are now setting up your other Iwi-led centres in Te Arawa, Ngāti Kahungungu, Ngāti Whatua and Ngāi Tahu – to get Iwi on board that quickly is no mean feat, so I want to say you must be doing something really right for Iwi.
- Pikitia / Image Upload has been at the forefront of my mind since I learned of it several months ago.
- I am keen to see this tool expanded as I understand of the ten thousand images uploaded 40 percent were from Māori and 60 percent of those from Counties Manukau.
- This tool is delivering immediate care and advice to whānau, and providing us with data that we can use to deliver better outcomes for Māori.
- Finally, service design – Te Kaupapa of "nothing about us without us" resonates with me and I trust the establishment of a Te Ao Māori innovation unit will ensure we indeed place Māori needs at the centre of what your service provision delivers.
- I am confident you have the right people in the right places here at Whakarongorau Aotearoa to provide services that remove the barriers of care to whānau, creating equitable outcomes for Māori by simply picking up the phone or sending a text.
- Nō reira tēnā koutou, tēnā koutou, tēnā koutou katoa

Appendix 1: Draft run-sheet

Time	Details	Minister's Office notes
2.00 pm	Minister arrives at Whakarongorau Aotearoa, 25 College Hill, Freemans Bay, Auckland	
2.00 pm	Benesia Smith, Board Member and Andrew Slater, CEO to meet Minister in carpark. See below map for car park and office entry point.	
2.02 pm	Board Member and CEO escorts Minister to Reception for a Mihi welcome from Whakarongorau Aotearoa's Te Rōpū Cultural Advisory Group. Minister to reply.	
2.10 pm	Minister escorted to room to hui with Te Rōpū, Chief Service Experience Officer, Mary Losé to present, followed by kōrero with Te Rōpū.	
2.30 pm	Tour of contact centre and opportunity to speak with frontline Kaimahi representatives from COVID-19 vaccination support, Healthline, 1737 Bowel and Cervical Screening services. As part of the tour the Minister will have the opportunity to listen to outbound and inbound calls.	
3.05 pm	Kai in kitchen with service representatives and Te Rōpū, The Minister is invited to speak here (refer talking points attached), before karakia	
3.30 pm	Minister departs	

Whakarongorau Aotearoa Carpark – entrance



Appendix 2: Background to the National Telehealth Service and strategic context, other services the organisation operates for government agencies, and key service statistics

National Telehealth Service and strategic context

1. In 2013 an opportunity was identified to consolidate seven health-funded helpline services under one provider, saving almost \$100 million over ten years. A comprehensive across-government open procurement process from 2013 to 2015 led to the one provider being contracted, creating the National Telehealth Service (the Service). The existing helpline services were successfully transitioned from the former individual providers and the Service went live on 1 November 2015. Several new services have been added since then.
2. The Service was co-designed with the health and disability sector to enable service components, and services and agencies to change over time, 'sharing' the capabilities of the funded platform with the broader sector for the benefit of end users.
3. Innovation, sector engagement, and transparency (operating and financial) are the principles that underpin the Service and are fundamental to why it was established.

Funding the Service

4. The core helplines in the Service had a contract value of \$257.6 million over ten years when the initial agreement was executed in 2015. This amount is less than the historically forecast spend under the previous individual helpline contracts. With additional services and capability added over the past five years (eg, COVID response), the total contract value of the Service has grown to \$345.7 million over ten years and is the provider's main revenue stream.
5. ACC and Te Hiringa Hauora (the Health Promotion Agency) are funding partners in the core Service contributing \$3.860 million and \$0.368 million respectively in 2020/21.
6. A key feature of the funding model is an innovation fund, which sees funding retained for the purpose of supporting continuous service improvement and development. The innovation fund has also contributed to the development of new services with other social sector partners.
7. The funding is being finalised, but it is expected that over \$100 million will be required to fund COVID-19-related telehealth services in the next financial year.

Relationships underpin agile and responsive service delivery

8. A key feature of the Service is the relationship between Whakarongorau Aotearoa and the Ministry, and its other funding partners. Based on the principle of 'pokohiwi ki pokohiwi' (shoulder to shoulder), the collaborative commitment, partnership and expertise shared by government agencies and the provider has been a catalyst for opportunities to integrate care services across the health continuum.
9. From the Ministry's perspective, the collaborative relationship across all levels with the Service provider, their executive and Board are key success factors underpinning the pace and strength of the Service's achievements in the first five years. The Service

continues to focus on putting consumers' needs first. The achievements to date demonstrate the Service's responsiveness and agility.

10. This includes working with the Ministry in the response to public health events, including Havelock North campylobacter, Hawke's Bay water contamination, Christchurch terror attack, Whakaari - White Island eruption, measles outbreak and most recently, the COVID-19 response. The Ministry's emergency management and surveillance team works with the Service and has noted that the Service is responsive, quick to get public messaging out, and to put things right as needed.
11. Enhancing the equity of service delivery is a strategic priority for the 2020/21 financial year and beyond. To achieve this, the service is engaging in a collaborative co-design with community groups including whānau.

COVID-19 Response

12. The National Telehealth Service COVID-19 response began on 7 February 2020 with the establishment of a dedicated phone service available 24/7 to provide a central front door for COVID-19 related health advice and information to the public. Over time, this service has extended to include supporting people in self isolation and contact tracing, and supporting the rollout of the nationwide vaccination programme:
 - a. **COVID Healthline** - COVID-19 response began with the establishment of a dedicated phone service available 24/7 to be a central front door for COVID-19 related health advice and information to the public. Callers are provided with COVID-19 information, can receive a clinical assessment and/or referral to other agencies (including welfare pathways), testing centres, and register as being in self-isolation, where appropriate. This service also covers border scanning and the Clinical Advice Line. Over 440,000 COVID calls have been answered between 7 February 2020 and 30 April 2021.
 - b. **COVID Welfare** - formally established in December 2020 and supports the National Investigation and Tracing Centre (NITC) to deliver system wide contract tracing services to Close and Casual Plus contacts, with a specific focus on the compliance and welfare of people who are in isolation. More than 35,000 welfare calls have been made in the last 9 months.
 - c. **COVID Vaccination** - established in February 2021, the COVID Vaccination team provides a central front door for all COVID vaccination-related advice and information. The dedicated 0800 2 VAX COVID line supports people with general support information, registering and managing their appointment for a COVID vaccination, and reports adverse events and clinical issues. The outbound service follows up on appointment bookings, resolves data issues, and supports people to attend their appointment. In its first 3 months of operation to 24 May 2021, the service has managed over 200,000 vaccination-related contacts.

Background to other services Whakarongorau Aotearoa provides for government agencies

13. **DHB mental health services** – Registered mental health nurses support 12 local DHB mental health teams by answering their calls when they are not available to provide 24/7 support to those in mental health distress.
14. **Screening programmes** – The National Coordination Centre supports both the National Bowel Screening Programme (including active follow ups with priority population groups) and the National Cervical Service Programme Register.
15. **Puāwaitanga** – Launched in October 2018 in partnership with the Ministry of Social Development (MSD), Puāwaitanga is a phone and web-based service providing mental health and addiction services for people with mild to moderate symptoms of stress, depression, anxiety and related issues. The service is available to all MSD clients. The service was co-designed with Māori and has demonstrated value in providing access to counselling in locations or at times of day where access is a barrier.
16. **Whīteki Tauā** - a video-based mentoring service where mentors provide phone and video mentoring for the MSD's Mana in Mahi young clients who may need some extra support to reach their work goals.
17. **Family and Sexual Harm services** – In February 2018, the Safe to Talk national sexual harm service was launched in partnership with MSD as Homecare Medical's first social health service. The team was extended in March 2020 to include a range of Family Violence services in partnership with MSD, Presbyterian Support Northern / Shine and Women's Refuge.
18. **GP After hours** – more than 20 years after its beginning, Homecare Medical continues to provide after-hours support for over 70 percent of primary care practices around New Zealand.

Key service statistics for 2019/20

19. In total, responded to 1,328,618 contacts in the twelve months ending 30 June 2020. This is an increase of 45 percent on the previous year and saw the team connect with over 700,000 individual people from across Aotearoa (or 1 in 7 New Zealanders).
20. There were more than 4,000 contacts received each day by the Service, ensuring all New Zealanders have access to free, health and social care.
21. 207,325 COVID-19 related contacts were answered in the four months between February and the end of June 2020, with the highest call volumes recorded on 2 April 2020 with 14,821 calls received.
22. The Service's mental health team in the last 12 months answered a total of 200,493 contacts supporting 114,975 people, an increase of 24 percent. As part of this:
 - a. the 1737 service answered over 123,025 contacts and supported more than 59,000 people in distress. This is an annual growth of 42 percent in contacts and includes over 63,000 text exchanges
 - b. the alcohol and other drugs line serviced 19,394 contacts supporting 16,254 people with addiction within their whānau family

- c. the gambling line serviced 4,240 contacts supporting 3,221 people dealing with the effects of problem gambling
 - d. more than 100,000 people accessed and interacted with its website tools.
23. The Quitline team answered almost 50,000 contacts supporting more than 11,600 people to start their quit journey, with 29 percent reporting they were smoke free after four weeks.
 24. The Poisons team helped 24,182 people, with 76 percent of contacts requiring self-care information and no further medical treatment.
 25. The Emergency Triage nurses triaged nearly 45,000 incidents, redirecting 51 percent of contacts to non-emergency services, which helps keep hospitals and ambulances available for emergencies.
 26. The Earlier Mental Health Response team triaged over 11,019 contacts from Police and Ambulance (an increase of 53 percent compared to FY 2018/19) to support more than 8,000 people in social and psychological distress.
 27. The Health Services team supported approximately 60 percent of GP practices across New Zealand, answering 107,407 After Hour GP contacts supporting over 2 million registered patients.
 28. Mental health nurses answered 67,558 contacts on behalf of 10 DHBs to provide after-hours support to those in mental health distress. This is an increase of over 50 percent on the previous year's contact volume.
 29. The Puāwaitanga team received 1,655 referrals and delivered over 5,600 appointments to people seeking mental health support.
 30. More than 7,000 people made 11,398 contacts to the Safe to Talk sexual harm team, growth of 26 percent on the previous year. This team also supports the Elder Abuse Response Service, answering over 2,200 contacts in the 2019/20 financial year.
 31. The Family Violence service answered over 13,664 contacts across the three main service lines.
 32. The National Bowel Screening Programme team made nearly 68,000 active follow ups calls to 20,180 priority people who had not yet returned their test kits. Of those contacted, 54 percent subsequently returned their kit for testing.
 33. The National Cervical Screening Programme received almost 545,000 test results, with 14.27 percent requiring action by the team.

Appendix 3: 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 Healthline	Service and Support Advisers	Non-clinical and Clinical advisors support the national COVID-19 information line	0800 COVID-19
COVID Welfare	Service and Support Advisers	Non-clinical team provide outbound compliance and welfare contacts to those in COVID isolation	Outbound only
COVID Vaccination	Service and Support Advisers	Non-clinical team provide information and follow up for those invited to participate in the COVID Vaccination Programme	0800 2 VAX COVID
MENTAL HEALTH SERVICES			
1737 Need to talk?	Mental Health Support Specialists	Front door for anyone dealing with stress, anxiety, depression, or just a need to talk to access support from a trained counsellor	Call or text 1737 www.1737.org.nz
The Depression Helpline	Mental Health 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 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 Support Specialists	Support for those worried about gambling or the gambling of others	0800 654 655 Text 8006 www.gamblinghelpline.co.nz
Peer Support Service	Lived Experience Peer Support Specialists	Support for anyone dealing with stress, anxiety, depression, or just a need to talk to someone who has had a similar experience	Access through 1737 helpline
The Lowdown	Mental Health Support Specialists	Support to help young people recognise and understand depression or anxiety	www.thelowdown.co.nz Text 5626

Service	Team	Description	Channels
The Journal	Mental Health Support Specialists	An online programme to help people learn skills to tackle depression	www.depression.org.nz/thejournal
Earlier Mental Health Response	Mental Health Nursing	Support for people in social and psychological distress who call 111 for Police or Ambulance. Includes Expert Advice Line, supporting the mental health workforce	111 Calls
Mental Health After Hours	Mental Health Nursing	Mental Health triage, support and advice for contracted District Health Boards	Phone only
Puāwaitanga	Mental Health Support Specialists	Individual phone and virtual counselling for those struggling, but face challenges accessing traditional counselling	Phone, web and app by referral
Whīteki Tauā	Lived Experience Support Advisers	Virtual mentoring for MSD's Mana in Mahi participants who may need some extra support to reach their work goals	0800 089 898
RecoverRing	Mental Health Support Specialists	Support for offenders and prisoners (and their whānau who are helping them) regarding alcohol or drug use	0800 678 789
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 & 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	Service and Support Advisers	Manage the database and distribution of invitations for the programme, providing test kits to participants, and ensuring that GPs receive their patient's test results.	Outbound
National Cervical Screening Programme	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 DHBs 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