




The Lifeline Aotearoa helpline, TAUTOKO Suicide Crisis helpline and HELP (4357) textline provide 24/7, free and confidential support for people experiencing any kind of emotional distress.



Lifeline has been helping people in crisis for 60 years. We receive around 9000 calls and receive and send over 20,000 texts every month from people in distress. We support people at high risk of suicide or self-harm every day.

Lifeline Aotearoa has professionally-trained helpline staff and highly trained volunteers across Auckland and Christchurch providing 24/7 coverage across New Zealand.

Lifeline supports all ages across our phone and text services, with text being the most popular way to get support for those under 30-years-old.

The most common issues people talk to us about are loneliness and isolation, relationship difficulties, clinical mental health issues, anxiety, depression and suicide.

Our services

- **0800 LIFELINE (0800 543 354) or Text 4357** – Free support for anyone at any time, for anything 24/7.
- **0508 TAUTOKO (0508 828 865)** – A 24/7 line for those experiencing or supporting someone with thoughts of suicide or self-harm.
- **0508 WARMLINE (0508 927 654)** – A peer support line open from 5pm-11pm, seven-days-a-week for people using Auckland central mental health services.
- **0508 Debrief** – A service to business to support staff working in high stress environments.
- **Referral service** – A service that supports businesses with looking after their customers when they need it most.

Lifeline Aotearoa and TAUTOKO helplines receive no Government funding and rely on public donations.

The more financial support we receive, the more calls we can answer.

The approximate cost of answering each call is around \$36.

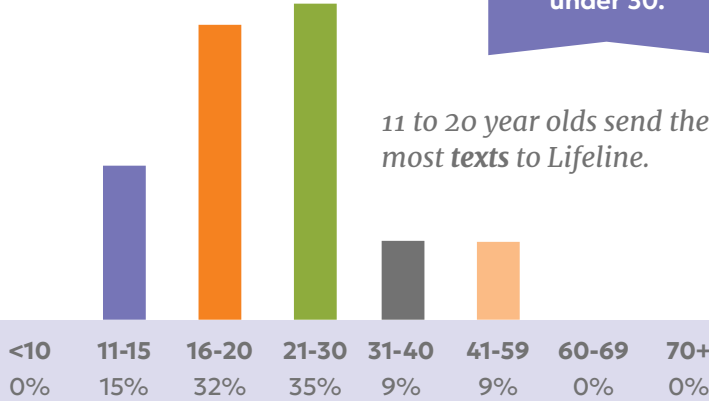
To donate, visit:
www.lifeline.org.nz/donate



Key Lifeline data

Age of texters (of known data):

Based on January–June 2023 data

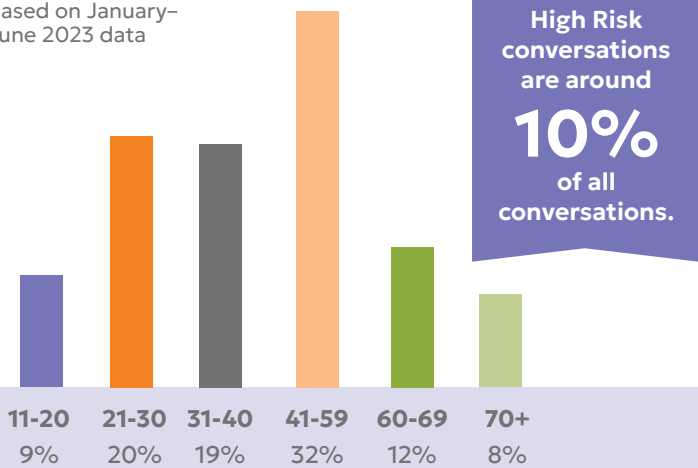


82%
of all texts are sent by someone under 30.

11 to 20 year olds send the most texts to Lifeline.

Age of callers (of known data):

Based on January–June 2023 data



High Risk conversations are around **10%** of all conversations.

Reasons for Interactions by age groups

Based on July–August 2024 data

11-15 year-olds

1. Suicide
2. Anxiety/Depression
3. Relationship Difficulty
4. Self-harm (Urge to Injury)

16-20 year-olds

1. Suicide
2. Anxiety/Depression
3. Loneliness/Isolation
4. Relationship Difficulty

21-30 year-olds

1. Loneliness/Isolation
2. Relationship Difficulty
3. Anxiety/Depression
4. Suicide

31-40 year-olds

1. Relationship Difficulty
2. Loneliness/Isolation
3. Anxiety/Depression
4. Mental Health (Clinical diagnosis)

41-59 year olds

1. Loneliness/Isolation
2. Relationship Difficulty
3. Anxiety/Depression
4. Mental Health (Clinical Diagnosis)

60-69 year olds

1. Loneliness/Isolation
2. Relationship Difficulty
3. Anxiety/Depression
4. Grief and loss

70+ year-olds

1. Loneliness/Isolation
2. Relationship Difficulty
3. Anxiety/Depression
4. Mental Health (Clinical diagnosis)

