

Provider Name	YOUTHLINE						
Street Address	Youthline House, 13 Maidstone St, Ponsonby, Auckland						
Postal Address	Youthline House, 13 Maidstone St, Ponsonby, Auckland						
Telephone	09) 3766645 office / 0800 376633 Phone counselling line						
Fax	09) 3766650						
Email	youthline@youthline.co.nz						
Webpage	www.youthline.co.nz						
DHB							
Contact Person	Stephen Bell (Director)						
Area Covered	Centres in Auckland, Waitakere, North Shore, Manukau, Hawkes Bay, Otago, Southland, Christchurch, Palmerston Nth, Wellington, Bay of Plenty						
Population Group	Targeting Youth, but services for families and all ages.						
Operating Hours	Crisis line 8 A.M. – Midnight, 7 days (working toward 24/7) Office hours 9 A.M. – 5 P.M. Mon-Friday						
Cost of Service	Free phone service (nation wide) Minimal cost Face-To-Face counselling & Family Therapy						
Description	Youthline offer quality professional services for young people and their families in a friendly and caring environment. A telephone counselling service operates seven days a week from 8am to Midnight. Youthline provides face to face counselling – individual, pregnancy and family therapy. We also offer a range of counselling, self development programmes and training which cover “youth crisis”, “youth at risk” and “youth development” programmes for young people, with specific focus on 11-30 years. Also an Alternative Education Programme is available for young people aged 12-16.						
Service Summary	Crisis Phone Counselling service Volunteer Training = Personal development, Basic counselling, supervision etc. Face to Face counselling service (Auckland) Family Therapy counselling (Auckland) Pregnancy centre counselling Action Education – Groups & seminars in schools and community Alternative Education School (Auckland)						
12-Step Programme		Destig Program		Provides Information	X	Telephone Counselling	X
Alcohol/Drug Services	X	Disability Support		Psychiatric		Training	X
Anger Management		Emergency		Psychotherapy	X	Whānaungatanga	
Anti-Discrimination Program		Group Therapy	X	Range of Options	X	Whanau Ora	
Community Support	X	One to One Counselling	X	Referral Required			
Crisis Support	X	Peer Support	X	Research & Development	X		
Day Programme		Problem Gambling		Residential			