



Whakarongorau Aotearoa 24hr Strike 5pm Sunday 8th October

There will be disruption to services during this time, including some services that will not be available.

For the services that remain available, there will be significant reduction in capacity to answer calls due to the reduction in the numbers of staff who are working. This will lead in many cases to longer wait times for service users.

Services **Unavailable**

At this stage, the following services will be offline from 5pm Sunday until 8am Monday, and will then be available as per usual:

- 1737 Need to talk?

The following services will be **offline** from 5pm Sunday for a 24-hour period:

- All non-phone services (online chat, SMS, etc)
- Depression Helpline
- Family violence services – the Shine Domestic Abuse Helpline, the Family Violence Information Line, the Family Violence Services Directory Helpline
- The RecoveRing service
- Gambling Helpline
- Alcohol Drug Helpline
- The national sexual harm helpline Safe to talk
- The Elder Abuse Response Service

At this stage, the following services will be **available** during the strike period:

- Healthline
- Doctor services – doctor consults, Clinical Advice Line, doctor support for ambulance paramedics pilot (noting these will be unaffected by the strike action and delays are not expected)
- COVID Healthline
- Vaccination Healthline
- Quitline
- National Poisons Centre and Immunisation Advisory Centre services (noting these services will be unaffected by the strike action and delays are not expected)
- Emergency Triage service with ambulance
- Mental Health After Hours and Crisis Triage Service
- Family Violence Services
- National Bowel Screening and National Cervical Screening coordination centres
- Seasonal pressures diversion pathways from rural, Māori and Pacific providers
- Puāwaitanga counselling service
- Whītiki Tauā mentoring service

Te Whatu Ora is planning the following mitigations during the affected period:

- Where necessary, additional staff will be rostered on in our emergency departments and to provide cover in the districts where Whakarongorau usually provides mental health crisis telehealth services on behalf of Te Whatu Ora.
- It is important members of the public understand that critical mental health crisis telehealth services will remain available and should be accessed as normal.
- Te Whatu Ora is encouraging people who have less acute health and mental wellbeing issues to utilise self-help tools and websites as a substitute to telehealth over this period.