

13 June 2024

Do Kim

[fyi-request-25837-89bb67ae@requests.fyi.org.nz](mailto:fyi-request-25837-89bb67ae@requests.fyi.org.nz)

Tēnā koe Do Kim

## Your request for official information, reference: HNZ00051059

Thank you for your email on 22 February 2024, asking Health New Zealand | Te Whatu Ora for the following under the Official Information Act 1982 (the Act):

*I would like to request the landline number for Healthline instead of 0800 611116.*

*Covid healthline published its landline numbers in addition to 0800 number, the main Healthline number should also make their landline numbers public so those who can't make calls to 0800 numbers can reach out to get help.*

## Response

I apologise for the delay in providing our response.

While we do not hold any alternative phone numbers for Healthline as requested we do note that callers wanting assistance from Healthline can request to be called back. Information on how to do this can be found via the following link <https://healthapp.healthy.org.nz/login>

Healthline is funded by Health New Zealand | Te Whatu Ora in partnership with Te Aka Whai Ora — The Māori Health Authority.

It is provided by Whakarongorau Aotearoa — New Zealand Telehealth Services – you can find more information on their website <https://whakarongorau.nz/telehealth-services>

Whakarongorau Aotearoa can be contacted direct by email [communications@whakarongorau.nz](mailto:communications@whakarongorau.nz) or (09) 354 7774.

While formally Health New Zealand doesn't hold the information you have requested, I do hope the information we have provided is of some use.

Again, my apologies for the delay in responding to your request.

## How to get in touch

Again, my apologies for the delay in providing this response. I hope the information is useful to you. If you have any questions, you can contact us at [h.nzOIA@tewhatauora.govt.nz](mailto:h.nzOIA@tewhatauora.govt.nz).

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

As this information may be of interest to other members of the public, Health NZ may proactively release a copy of this response on our website. All requester data, including your name and contact details, will be removed prior to release.

Nāku iti noa, nā

A handwritten signature in black ink that reads "Danielle Coe". The signature is fluid and cursive, with a large initial 'D'.

**Danielle Coe**

**Manager (OIA) Government Services  
Health New Zealand | Te Whatu Ora**