

# NOT FEELING OKAY?

*Help is available  
this holiday season*

The festive season is often described as a joyful time. For many people, it is, but for others, it can be emotionally demanding.

If this season feels heavy, please know this: you don't have to cope alone, and help is available.

## *When to reach out*

If you or someone close to you feels overwhelmed, distressed, unsafe, or simply not okay, reaching out early can make a real difference.

Below are support services available in South Africa, offering confidential help, many of them 24/7. These details are shared in good faith to assist members during this period.

## *Emergency & crisis support (24-hour services)*

**Emergency Assistance  
AZOZA**  
0860 255 426  
Ambulance and trauma  
counselling support

**Suicide Crisis Line  
SADAG**  
0800 456 789 (24/7)  
WhatsApp: 076 882 2775

**Lifeline South Africa**  
0861 322 322  
(24/7 counselling line)

**Childline**  
116 (Free from any phone)

**Gender-Based Violence  
Command Centre**  
0800 428 428 (24/7)

## *Counselling, referrals & mental health support*

**South African Depression  
and Anxiety Group (SADAG)**  
011 234 4837  
Available 08:00 – 20:00, 7 days a week  
Counselling and referrals

**Dr Reddy's  
Mental Health Helpline**  
0800 21 22 23

**Adcock Ingram Depression & Anxiety Helpline**  
0800 70 80 90

**Akeso Psychiatric Response Unit**  
0861 435 787 (24-hour response)

## *Online support*

### **Headroom**

An online platform to find and book sessions with registered psychologists, counsellors, and social workers.  
<https://headroom.co.za/find-help/>

## *Important to remember*

- 1 If you feel at immediate risk, go to your nearest hospital casualty department or call emergency services.
- 2 Asking for help is not a weakness. It's a responsible, courageous step.
- 3 Support is available — even when it feels like everything is shutting down for the holidays.

*Take care of yourself and those around you.*

Warm regards,  
Alliance-Midmed