



## Where to get support

### Family Violence - Crisis and Non-crisis Response

#### Police (24/7)

Phone Police on 111 if you or someone you know is in immediate danger.

Phone **105** if something has already happened, there is no immediate danger, and no one has been hurt.

[More information](#)

#### Oranga Tamariki (24/7)

Call 0508 FAMILY (0508 326 459) if you are worried about a child (pepi or tamariki) or young person (rangatahi).

[More information](#)

#### Women's Refuge (24/7)

Phone the Women's Refuge Crisis line on 0800 REFUGE (0800 733 843)

[More information](#)

#### Pet Refuge

Phone 0800 PET REFUGE (0800 738 733 843)

[More information](#)

### Family Violence Phone/Text support

#### It's Not OK

Call It's Not OK on 0800 456 450

[More information](#)

#### Safe to Talk

Sexual abuse and sexual harm support. Phone 0800 044 334

[More information](#)

#### Kidsline

0800 54 37 54 (0800 KIDSLINE) for young people up to 18 years of age (24 hr service)

[More information](#)

### Mental Health

#### Samaritans

Call 0800 726 666

[More information](#)

#### Suicide Support

Phone 0508 828 865 (0508 TAUTOKO)

[More information](#)

#### Lifeline

Call 0800 LIFELINE or 0800 543 354 or text 4357

[More information](#)

#### Anxiety NZ

Call 0800 ANXIETY or 0800 269 4389

[More information](#)

#### Depression Helpline

Call 0800 111 757 or text 4202

[More information](#)

#### Need to Talk

Free call or text 1737 any time for support from trained counsellors

[More information](#)

### Sexual Violence - Crisis and Non-Crisis

#### Rape Crisis Support

Call 0800 883 300 for contact details of your local center, provides support for survivors of rape and sexual abuse, their families, friends and whānau

[More information](#)

#### Male Survivors Aotearoa

Call 0800 044 334. Offers one- to-one, peer and support groups for male survivors of sexual abuse and their significant others

[More information](#)

#### ACC

ACC Sensitive Claims Unit – Call 0800 735 566  
Treatment for claims related to sexual abuse or sexual assault

[More information](#)



## Where to get support

### Older People Services

#### Age Concern

Call 0800 326 6865. For concerns about elder abuse - not a specialist family violence service but can provide support.

[More information](#)

### Rainbow Community Services

#### OutLine Aotearoa

Call 0800 688 5463. Support for the Rainbow community - not a specialist family violence service but can provide support.

[More information](#)

#### Hohou Te Rongo Kaukura – Outing Violence

Support for family, partners, and sexual violence in Rainbow Communities.

[More information](#)

### Disability Support

#### Ministry of Disabled People

[More information](#)

#### Disability Helpline

Call 0800 611 116. Māori clinician available 8am-8pm, Interpreter services available

### Victim Services

#### Victim Support

Phone 0800 842 846 (24hr service) for all victims of serious crime.

[More information](#)

#### Victims Going to Court

Phone 0800 650 654 - you will be put through to a court victim advisor in your area to support you with information about the court system.

[More information](#)

### General Services

#### Family Services -

Family Services Helpline (0800 211 211) – extensive directory of service providers that can help families and whānau

[More information](#)

#### Drug and Alcohol Support

Alcohol and Drug Helpline – phone 0800 787 797 phone or online space for people experiencing alcohol or other drug problem

[More information](#)

#### Ministry of Social Development

For financial assistance and advice phone Work and Income on 0800 559 009

[More information](#)

### Grief and Loss

#### Skylight

Call 0800 299 100. Specialises in helping children, young people and their families/whānau through tough times of change, loss, trauma and grief

[More information](#)