

### **Community helping agencies:**

In every community there are many “helping” organisations who can provide professional support to individuals or families. Here is a list of some which you might find useful:

#### **Wellington Catholic Social Services (04) 385 8642**

Counsellors and social workers can work alongside individuals and families struggling with the challenges of living, from dealing with depression and anxiety, to managing anger, relationship issues and violence in families. They are there to support people, so they can build resilience and start to flourish again in families and communities. <https://www.wn.catholic.org.nz/archdiocesan-offices/css/catholic-social-services-low-cost-counselling-and-social-work/>

#### **Whānau Ora 0800 929 282**

Whānau Ora is about increasing the wellbeing of individuals and whānau to lead full lives and uses the power of whānau to improve the wellbeing of individuals and whānau.

<https://www.tpk.govt.nz/en/whakamahia>

#### **Lifeline Aotearoa on: 0800 543 354**

Lifeline provides confidential support from qualified counsellors and trained volunteers. They will listen, whatever the issue. Lifeline provide and join forces with the best support for you or if you are concerned for someone’s wellbeing or safety. <https://www.lifeline.org.nz/services>

#### **Skylight on 0800 299 100**

Skylight support people of all ages throughout New Zealand who are facing any kind of tough life situation, but we specialise in grief, loss and trauma. Our work helps people to find ways to live with life’s losses, to build on their natural resilience and to move forward in their lives. We give them access to expert information, education, professional services, and support for children as well as adults. <https://www.skylight.org.nz/>

#### **Wellington HELP (04) 04 801 6655**

Works with survivors of sexual abuse and their whānau – of any age, gender, sexuality or ethnicity. They provide a 24 hour support line, social work and counselling services for anyone who has experienced rape or sexual abuse, or who is concerned about a friend or family member.

<https://www.wellingtonhelp.org.nz/>

#### **Wellstop (04) 566 4745**

Wellstop provides assessment and a range of treatment services to adults, or young people who have engaged in sexually harmful/ abusive behaviour. Wellstop also provide assessment and a range of treatment services to children aged 5-12 years who have concerning sexualised behaviours and their families. Wellstop help people who harmed others to develop positive lives that are more satisfying and respectful of the needs and rights of others and reflect "Wellness."

<http://www.wellstop.org.nz/>

### **Other possible sources of support include:**

- **Need to talk?** <https://1737.org.nz/> Free call or text 1737 any time for support from a trained counsellor
- **Safe to talk** <https://safetotalk.nz/> 0800044334 Txt 4334

- **Suicide Crisis Helpline** <https://www.lifeline.org.nz/services/suicide-crisis-helpline> 0508 828 865 (0508 TAUTOKO)
- **Samaritans** <http://samaritans.org.nz/> 0800 726 666
- **Depression Helpline** <https://depression.org.nz/> 0800 111 757 or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions)
- **Family Services 211 Helpline** <https://www.familyservices.govt.nz/directory/> 0800 211 211 for help finding (and direct transfer to) community based health and social support services in your area.
- **Supporting Families in Mental Illness** <http://supportingfamilies.org.nz/> For families and whānau supporting a loved one who has a mental illness. Auckland 0800 732 825. Find other regions' contact details here: <http://supportingfamilies.org.nz/about-us/>
- **Alcohol and Drug Helpline** <https://alcoholdrughelp.org.nz/> 0800 787 797 or online chat for people dealing with an alcohol or other drug problem; 10 am to 10 pm)
- **Anxiety phone line** <https://www.anxiety.org.nz/> 0800 269 4389 (0800 ANXIETY)
- **OUTline NZ** <http://www.outline.org.nz/> 0800 688 5463 (OUTLINE) provides confidential telephone support for sexuality or gender identity issues; 9 am to 9 pm weekdays, and 6 pm to 8 pm weekends)
- **Youthline** <https://www.youthline.co.nz/> 0800 376 633, free text 234 or email [talk@youthline.co.nz](mailto:talk@youthline.co.nz) or [online chat](#)
- **Rape Crisis** <http://www.rapecrisisnz.org.nz/> 0800 883 300 (for support after rape or sexual assault)
- **Victim Advocacy** <https://www.victimsupport.org.nz/>

### **Government Departments**

**Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions.** Phone 0800 222 727 <http://www.abuseinstatecare.royalcommission.govt.nz/>

Email: [abuseinstatecare@royalcommission.govt.nz](mailto:abuseinstatecare@royalcommission.govt.nz)

**NZ Police** phone **111** if there is an emergency or imminent/serious harm, call the Police.

<http://www.police.govt.nz/contact-us>

**Oranga Tamariki, Ministry for Children.** Phone **0508 326 459** or email [contact@ot.govt.nz](mailto:contact@ot.govt.nz)

Get in touch if you think a child or young person (age 0 up to 18 years) may be unsafe or suffering from ill-treatment, abuse or neglect. If you're not sure if you should be concerned, and want advice, or just to talk things through. A social worker will work out how urgent this is, and the best thing to do next. <https://www.orangatamariki.govt.nz/contact-us/contacts/>