

# Aotearoa Support Services



Safeguarding You  
to Safeguard Children

If you are worried about your well-being or the well-being of someone else, the below services may be able to offer you some advice, guidance and/or support.

If you are in immediate danger, call 111 and ask for the Police.  
If it is not safe to speak, push 55 on a mobile (any number on a landline)  
to be put through to Police.

## 0800 What's Up?

0800 What's Up is run by Barnardos New Zealand and is a free, nationally-available counselling helpline and webchat service for children and teenagers. A safe place for our young to talk about anything at all. You can call them - Mon-Fri 12pm-11pm Sat/Sun 3pm-11pm; or Chat Online - Mon-Fri 1pm-10pm Sat/Sun 3pm-10pm. [www.whatsup.co.nz](http://www.whatsup.co.nz) or 0800 942 8787

## Asian Helpline

Asian Family Services is the only provider for Asian people who are affected by gambling harm in New Zealand. They provide a nationwide confidential and comprehensive service offered in English, Mandarin, Cantonese, Korean, Vietnamese, Japanese, Thai and Hindi. They are available Monday to Friday between 9am-8pm, and you can speak with a counsellor for free. [www.asianfamilyservices.nz](http://www.asianfamilyservices.nz) or 0800 862 342 or Text 832

## Depression Helpline

The helpline offers support for those who may be suffering from or feelings of depression or anxiety, as well as support for those who may be worried someone they know is suffering. The helpline is free and available 24/7. <https://depression.org.nz> Or 0800 111 757 or Text 4202

## Eating Disorders Association of New Zealand (EDANZ)

EDANZ is run by parents, caregivers and people who have fully recovered from eating disorders. They provide hope around what can be one of the most complex and difficult to treat mental illnesses. In addition to hope, they also provide information, support and resources to people supporting a loved one with an eating disorder. [www.ed.org.nz](http://www.ed.org.nz) Or 0800 2EDANZ or 09 522 2679

## Family Services Directory

Family Services Directory is a great national online directory of service providers that can help you and your family. Simply search for what kind of service you are looking for, and you'll be able to see who is in your area or other areas.

<https://www.familyservices.govt.nz/directory/>

## It's Not OK Campaign

It's not OK is a community-driven behaviour change campaign to reduce family violence in New Zealand. They offer a family violence information line (0800 456 450) which provides information and connects people to services. It is available seven days a week, from 9am to 11pm, with an after-hours message redirecting callers in the case of an emergency. Family violence is not okay, but it is okay to ask for help!

[www.areyouok.org.nz](http://www.areyouok.org.nz) or 0800 456 450



### Kidsline

Kidsline is New Zealand's original telephone counselling service for all kids up to 18 years. It is provided by Lifeline Aotearoa, and they are the only national child helpline in the world where every counsellor is a specially trained secondary school student. You can contact them anytime 24/7. However, between 4pm-9pm, calls are answered by a Kidsline Buddy (specially-trained year 12 and 13 students). [www.kidsline.org.nz](http://www.kidsline.org.nz) or 0800 KIDSLINE (54 37 54).

### Lifeline Aotearoa

Lifeline offers a range of services, including Resources, Counselling and Services for Business and a Helpline. Their free community helplines (Lifeline 24/7, Suicide Crisis Helpline, Kidsline), as well as their text support service HELP (4357), are answered by qualified counsellors and trained volunteers from call centres in Auckland and Christchurch. [www.lifeline.org.nz](http://www.lifeline.org.nz) or 0800 543 354 or Text 4357

### Male Survivors of Sexual Abuse

Male Survivors Aotearoa help provide support to men recovering from the consequences of sexual abuse. They have extensive resources available to help men back to recovery. They also have and are continuing to build a substantial and sustainable national network of support for male survivors. See their [contact us](#) page for networks in your area. [www.malesurvivor.nz](http://www.malesurvivor.nz)

### Need to Talk

Whatever the need for support, Need to Talk offer a free 24 hours a day support line where the call can speak or text with a trained counsellor or a peer support worker. [Call or text 1737](#)

### Netsafe

Netsafe is New Zealand's independent, non-profit online safety organisation. They have an amazing unrelenting focus on online safety. Keeping people of all ages safe online, via practical tools, support and advice/guidance. Their contact centre is open 7 days a week, from 8am – 8pm weekdays, and 9am – 5pm weekends and public holidays. [www.netsafe.org.nz](http://www.netsafe.org.nz) 0508 NETSAFE (0508 638 723) [help@netsafe.org.nz](mailto:help@netsafe.org.nz) or Text 'Netsafe' to 4282.

### Parentline

Parentline offers individual and group counselling, therapy and social work support to children aged between 0 – 13 years who have been traumatised by abuse and domestic violence and are presenting with challenging behaviours in the classroom and playground. They also provide support and programmes for parents/caregivers and grandparents who are parenting their grandchildren. [www.parentline.org.nz](http://www.parentline.org.nz)

### Rainbow Youth

Is a charity supporting our young people from the rainbow community as well as their friends, whānau and wider communities. They are a youth-led and youth-run charity. Support workers can provide face to face support in Auckland, Bay of Plenty, Northland and Taranaki, and online everywhere else in Aotearoa. Visit their [contact us](#) page for contacts in your area. <https://ry.org.nz>

### Safe to Talk

Safe to Talk can help those who have been sexually harmed or are worried about something that has happened, or if you are worried about someone else. In addition to helping those affected by sexual harm, Safe to Talk can also help prevent harm, by helping people who are concerned about their own thoughts or are worried they may harm someone. Their free and confidential Sexual Harm Helpline is available 24/7, 365 days a year. [www.safetotalk.nz](http://www.safetotalk.nz) or 0800 044 334 or Text: 4334 or [support@safetotalk.nz](mailto:support@safetotalk.nz)

### **Samaritans Aotearoa New Zealand**

Samaritans operates a 24/7 crisis helpline. Their phones are operated by volunteers from the community, for the community. Providing confidential support for those who may be experiencing loneliness, depression, despair, distress or suicidal feelings. [www.samaritans.org.nz](http://www.samaritans.org.nz) or 0800 72 66 66

### **Shine**

Shine helps adults and children who experience domestic abuse to be safer. As well as supporting those being affected by domestic abuse (adults and children), they can also help motivate those who are hurting their families, to change their behaviour. They offer a free national helpline 7 days a week between 9am and 11pm. [www.2shine.org.nz](http://www.2shine.org.nz) or 0508-744-633

### **Suicide Crisis Helpline**

The Suicide Crisis Helpline is a free nationwide service available 24/7 and is operated by highly trained and experienced telephone counsellors who have undergone advanced suicide prevention training. Available to any thinking about suicide or anyone worried about someone else. 0508 TAUTOKO /0508 828 865  
<https://www.lifeline.org.nz/services/suicide-crisis-helpline>

### **Women's Refuge**

New Zealand's largest nationwide organisation supporting and helping women and children experiencing family violence. All their services are free and confidential and range from advice, guidance, advocacy, referrals, and support such as home and safe house support and their 24hr crisis line, 0800 REFUGE. [www.womensrefuge.org.nz](http://www.womensrefuge.org.nz) or 0800 733 843

### **Youthline**

Youthline has centres across the country and work with young people, their families and those supporting young people. Locally, they all provide different services, programmes and training for their communities. However, collectively they collaboratively provide a free, nationwide Helpline service. [www.youthline.co.nz](http://www.youthline.co.nz) or 0800 376 633 or Free text 234 or [talk@youthline.co.nz](mailto:talk@youthline.co.nz) or [Webchat](#)

If you are worried a child is, or is at risk of suffering from abuse or neglect, please share your concerns with [Oranga Tamariki](#), 0508 326 459. Lines are open 24/7.



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