

# SUPPORT SERVICES

Due to the sensitive nature of topics covered in our training, some individuals may feel the need for support. Safeguarding Children has compiled a list of service providers who can help or guide you in the right direction for support.

**If your safety is at risk, contact 111 immediately.**

## GENERAL

- **Family Services Directory**  
A great resource to find a specific service provider to help you. Please let others know about it.  
[www.familyservices.govt.nz/directory](http://www.familyservices.govt.nz/directory)
- **Lifeline Aotearoa**  
Discuss any issue with qualified counsellors and trained volunteers - 7am-midnight, confidential support.  
[www.lifeline.org.nz](http://www.lifeline.org.nz) or call 0800 543 354
- **1737**  
A free counselling service for anyone feeling down, anxious, overwhelmed or just need to chat - 24/7, confidential support.  
[www.1737.org.nz](http://www.1737.org.nz) or call/text 1737
- **Samaritans Aotearoa New Zealand**  
Confidential, non-judgemental & non-religious support. Contact immediately if you are experiencing loneliness, depression, despair, distress or suicidal feelings.  
[www.samaritans.org.nz](http://www.samaritans.org.nz) or call 0800 726 666

## SUPPORT FOR YOUTH

- **Youthline**  
Established to ensure young people know where to get help and can access support when they need it. Youthline also works to develop leadership and personal skills in young people. [www.youthline.co.nz](http://www.youthline.co.nz) or call 0800 376 633
- **0800 What's Up?**  
A free, nationally-available counselling helpline and webchat service for children and teenagers. A safe place to talk about anything, run by qualified counsellors and open 365 days.  
[www.whatsup.co.nz](http://www.whatsup.co.nz) or call 0800 942 8787

## SUPPORT FOR PARENTS

- **Empowerment Trust**  
Primary prevention educator teaching skills and strategies to help keep people emotionally and physically safe from all forms of violence and abuse.  
[www.empowermenttrust.nz](http://www.empowermenttrust.nz)
- **Parentline**  
Works with children who have been traumatised by abuse and domestic violence. Provides advice and support to parents and caregivers and counselling for children who present with challenging behaviours in the classroom and playground.  
[www.parentline.org.nz](http://www.parentline.org.nz)

## FAMILY VIOLENCE

- **It's Not OK Campaign**  
Family violence is not okay but it is okay to ask for help!  
[www.areyouok.org.nz](http://www.areyouok.org.nz)
- **Womens Refuge**  
Support and help for women and children experiencing family violence.  
[www.womensrefuge.org.nz](http://www.womensrefuge.org.nz) or call 0800 733 843
- **Shine**  
Provides a range of effective, practical and innovative services to help achieve making homes violence free.  
[www.2shine.org.nz](http://www.2shine.org.nz) or call 0508 744 633

## SEXUAL HARM

- **Safe to talk**  
Available to anyone affected by sexual harm in anyway. Offers free confidential contact with trained specialists and connects individuals to support services in the community.  
[www.safetotalk.nz](http://www.safetotalk.nz) or call 0800 044 334
- **Tautoko Tāne Male Survivors Aotearoa**  
Enabling the well-being of male survivors of sexual abuse.  
[www.tautokotane.nz](http://www.tautokotane.nz)
- **Specialised Therapeutic Services**  
Children, young people and adults who are engaging in concerning or harmful sexual behaviours need specialist support and appropriate interventions. The following organisations specialise in providing therapeutic services for such behaviours:
  - \* **Safe Network** (Upper North Island), [www.safenetwork.org.nz](http://www.safenetwork.org.nz)
  - \* **WellStop** (Lower North Island), [www.wellstop.org.nz](http://www.wellstop.org.nz)
  - \* **Stop** (South Island), [www.stop.org.nz](http://www.stop.org.nz)

## ONLINE

- **Netsafe**  
Provides free support, advice and education to help keep people of all ages safe online, available 7 days a week.  
[www.netsafe.org.nz](http://www.netsafe.org.nz)
- **Keep It Real Online**  
Tools and advice for parents and youth regarding online concerns such as bullying, pornography, grooming and content.  
[www.Keepitrealonline.govt.nz](http://www.Keepitrealonline.govt.nz)
- **National Cyber Security Centre**  
Practical advice to help keep your information safe and secure online. Report cyber security issues.  
[www.ncsc.govt.nz](http://www.ncsc.govt.nz)