



Chief Victims Advisor
to Government

11 May 2020

Chief Victims Advisor backs increased support for family violence services

The Chief Victim Advisor to Government Dr Kim McGregor has welcomed the Government's announcement today that it will invest \$183 million over four years for family violence services including Refuges, helplines, crisis services, those who work with elder abuse and perpetrators of family violence.

"As New Zealand transitions out of the higher levels of the COVID-19 pandemic lockdown, now – more than ever – we will need our specialist NGOs to be ready to support those who have been harmed during this time," says Dr McGregor.

"New Zealand already had shocking rates of family violence cases prior to the lockdown, and during the lockdown I have heard how stretched many of these critical services have been.

"Isolation is an ideal context for control. Over recent weeks many people, especially women and children, will have been harmed within their bubbles. In many cases they will not have had safe ways to reach out for help.

"It is especially important that Kaupapa Māori services are well resourced to meet multiple complexities and demands that whanau, families and communities are faced with.

"I am relieved there will be this funding boost to help retain specialist staff, and deal with the expected increased need," says Dr McGregor.

Contacts for support services (for publication)

If you are a victim survivor of family violence, sexual violence or there is someone that makes you fearful, threatens or harasses you, seek help as soon as possible. You have the right to be safe.

If you are in immediate danger or someone you know is, when it is safe to do so, call the Police on 111, even if you are not totally sure harm is occurring.

For everything you need to know about COVID-19 in one place, please go to covid19.govt.nz

Finding a Local Support Service

- [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 or www.familyservices.govt.nz/directory/
- [Find your Local Refuge at https://womensrefuge.org.nz/contact-us/find-your-local-refuge/](https://womensrefuge.org.nz/contact-us/find-your-local-refuge/) or call 0800 REFUGE to be linked up with an advocate in your area.
- Te Ohaakii a Hine National Network Ending Sexual Violence Together – For finding a sexual violence support services in your area <http://toah-nnest.org.nz/index.php/get-help/find-help>
- [Safe to Talk](mailto:support@safetotalk.nz) sexual harm helpline 0800 044334, text 4334, email support@safetotalk.nz
- [Victim Support](https://www.victimsupport.govt.nz/) – 0800 842 846 (24hr service) for all victims of serious crime.
- [Victim Information Line/ Victim Centre](https://www.victiminformationline.govt.nz/) - 0800 650 654 or email on victimcentre@justice.govt.nz

Family Violence Services

- [Women's Refuge](https://www.refuge.org.nz/) free call 0800 733 843 (0800 REFUGE) - providing 24hr service advocacy and accommodation for women and their children experiencing family violence
- [Shine domestic abuse services](https://www.shine.org.nz/) free call 0508 744 633 (9am and 11pm) - if you're experiencing domestic abuse or want to know how to help someone else
- [Family violence information line](https://www.familyviolenceinformationline.govt.nz/) to find out about local services or how to help someone else 0800 456 450
- [Elder Abuse Helpline](https://www.elderabusehelpline.govt.nz/) 0800 32 668 65 (0800 EA NOT OK) - 24hr service answered by registered nurses who can connect to local elder abuse specialist service providers
- [Tu Wahine Trust](https://www.tuwahinetrust.org.nz/) – Call 09 838 8700 - for kaupapa Māori counselling, therapy and support for survivors of sexual harm (mahi tukino) and violence within whānau
- [Shakti New Zealand](https://www.shakti.org.nz/) – Call 0800 742 584 - Shakti provides culturally competent support services for women, children and families of Asian, African and Middle Eastern origin who have experienced domestic violence

Sexual Violence Services

- [Safe to Talk](mailto:support@safetotalk.nz) sexual harm helpline 0800 044334, text 4334, email support@safetotalk.nz
- [Rape Crisis Centres](https://www.rapescalp.org.nz/) – free call 0800 88 3300 for contact details of your local centre, provides support for survivors of rape and sexual abuse, their families, friends and whānau
- [Male Survivors Aotearoa New Zealand](https://www.malesurvivors.org.nz/) – Call 0800 044 334 Offers one- to-one, peer and support groups for male survivors of sexual abuse and their significant others

- [Tu Wahine Trust](#) – Call 09 838 8700 For kaupapa Māori counselling, therapy and support for survivors of sexual harm (mahi tukino) and violence within whānau
- [ACC Sensitive Claims Unit](#) – Call 0800 735 566 for access to services related to sexual abuse or sexual assault

Services for those who want help to stop harming

- [Hey Bro helpline](#) 0800 HeyBro (0800 439 276) - 24/7 help for men who feel they're going to harm a loved one or whānau member
- [Safe to Talk](#) sexual harm helpline 0800 044334, text 4334, email support@safetotalk.nz
- [Korowai Tumanako](#) text or Call 0224747044 Kaupapa Māori service. Support for concerning or harmful sexual behaviour
- [Stop](#) www.stop.org.nz support for concerning or harmful sexual behaviour
- [Need to Talk? 1737](#) Free call or text 1737 any time for support from a trained counsellor

Youth Services

- [Youthline](#) – Call 0800 376 633, free text 234, email talk@youthline.co.nz
- [Kidsline](#) – 0800 54 37 54 (0800 kidsline) for young people up to 18 years of age (24 hr service)
- [Skylight](#) – Call 0800 299 100 helping children, young people and their families and whānau through tough times of change, loss, trauma and grief
- [Oranga Tamariki](#) 0508 326 459 (0508 FAMILY) email: contact@ot.govt.nz - for concerns about children and young people

Support for Rainbow community/ LGBTQI+

- [OUTline NZ](#) – Call OUTLINE or 0800 688 5463 - confidential telephone support for sexuality or gender identity issues
- [You, me, us](#) - promoting healthy queer, trans and takatāpui relationships

Mental Health Services

- [Need to Talk? 1737](#) Free call or text 1737 any time for support from a trained counsellor
- [Suicide Crisis Helpline](#) – 0508 828 865 (0508 TAUTOKO)
- [Lifeline](#) – Call 0800 LIFELINE or 0800 543 354 or text 4357
- [Te Haika](#) mental health crisis assessment team 0800 745 477
- [Alcohol and Drug Helpline](#) – Call 0800 787 797 phone or online chat for people dealing with an alcohol or other drug problem
- [Anxiety phone line](#) - Call 0800 ANXIETY or 0800 269 4389
- [Depression Helpline](#) – Call 0800 111 757 or text 4202
- [Supporting Families in Mental Illness](#) – For families and whānau supporting a loved one who has a mental illness, there are regional contact numbers:
 - Northern Region: 0800 732 825
 - Central North Island: 0800 555 434
 - South Island: 0800 876 682