



Information for survivors about other services and helplines

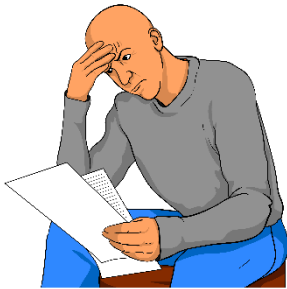


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Before you start



This is a long document.



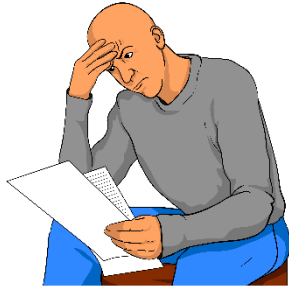
It can be hard for some people to read a document this long.



Some things you can do to make it easier are:

- read it a few pages at a time
- set aside some quiet time to look at it
- have someone read it with you to support you to understand it.





This document talks about abuse.

This information may upset some people when they are reading it.



This information is not meant to scare anyone.



If you are upset after reading this document you can talk to your:

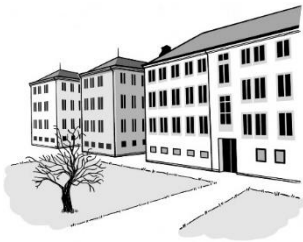
- whānau / family
- friends.



What this document is about



This Easy Read document is from the **Survivor Experiences Service**.



The **Survivor Experiences Service** is for people who have experienced abuse while in care.



We sometimes call these people **survivors**.



Survivors can use the Survivor Experiences Service to:

- tell other people what happened to them in care
- get their records from their time in care.

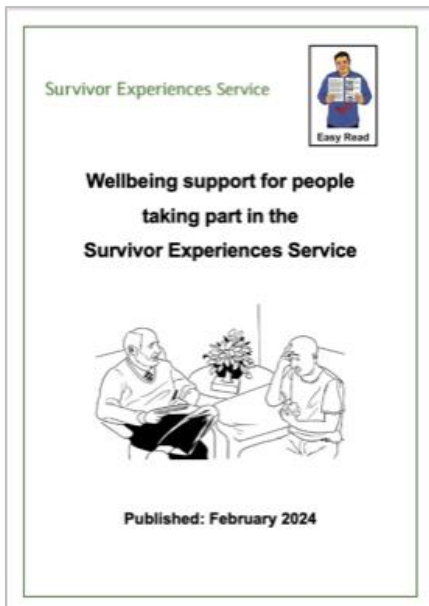


The Survivor Experience Service can give you **wellbeing support**.



Wellbeing support:

- supports you with the feelings you might have when you talk to the service
- only lasts for a short time.



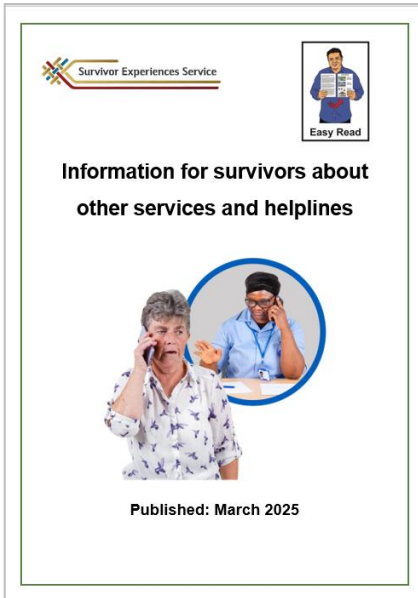
You can find out more about wellbeing support available from the Survivor Experiences Service in the Easy Read document called:

Wellbeing support for people taking part in the Survivor Experiences Service

You can find this Easy Read on our **website**:

**[www.survivorexperiences.govt.nz/
disabled-survivors](http://www.survivorexperiences.govt.nz/disabled-survivors)**





This Easy Read document has information about other services that can support you if you need:

- more support
- different support
- support quickly.



The information in this document is for people who are in Aotearoa New Zealand.

24 / 7 helplines



Helplines are services that you can contact for support / advice.

24 / 7 means you can call these helplines any time:

- 24 hours a day
- 7 days a week.



It does not cost money to call these helplines.



Some of the helplines have websites.

The information on these websites is not in Easy Read.



Call the police on **111** if:

- you are in danger
- someone else is in danger.



Depression Helpline

The Depression Helpline can give you support with:

- depression – feeling very sad for a long time
- anxiety – getting really worried about a lot of things.



You can:

- **phone** the Depression Helpline on:

0800 111 757

- **text** the Depression Helpline on:

4202





The Depression Helpline **website** is:

www.depression.org.nz



The Depression Helpline website has a lot of information about:

- getting support
- taking care of yourself.

Healthline

You can call Healthline if you are:

- unwell
- hurt
- worried about your health.



When you call Healthline you will talk to a nurse.

The nurse at Healthline can:

- tell you if you need a doctor / hospital
- tell you how to take care of yourself.





You can **phone** Healthline on:

0800 611 116



The **website** for Healthline is:

<http://tinyurl.com/4zd3m4uj>

Lifeline

If you are having a hard time you can phone / text Lifeline to get:



- support
- advice
- someone to talk to.



You can call Lifeline on:

0800 543 354



You can text Lifeline on:

4357



Need to Talk

Need to Talk lets you talk to a **counsellor**.



Counsellor means someone who is trained to support people going through a hard time.

You can call Need to Talk if you are feeling:



- stressed
- worried
- sad.



You can **phone / text** Need to Talk
on:

1737



The **website** for Need to Talk is:

www.1737.org.nz

Safe to Talk



Safe to Talk is for people who have experienced sexual abuse.

You can call Safe to Talk to:



- talk about what has happened to you

- ask questions about sexual abuse



- get support to tell the police about what has happened

- find out how to get more support.



You can **phone** Safe to Talk on:

0800 044 334



You can **text** Safe to Talk on:

4334



The **website** for Safe to Talk is:

www.safetotalk.nz

Suicide Crisis Helpline



Suicide is when you kill yourself because life feels too hard.

You can call the Suicide Crisis Helpline if:



- you are thinking about suicide
- someone you know is thinking about suicide.



You can **phone** the Suicide Crisis Helpline on:

0508 828 865



The **website** for the Suicide Crisis helpline is:

<http://tinyurl.com/bdfbrmp8>

Victim Support



Victim Support can give you support if something bad has happened to you like:



- a crime
- the suicide of someone you know.



They will talk to you to find out what sort of support you need.



You can **phone** Victim Support on:

0800 842 846



The **website** for Victim Support is:

www.victimsupport.org.nz

Some other services



These services can also give you support.



Some of them give support for just 1 thing.

You might only be able to call them at some times.



He Kaupare. He Manaaki.
He Whakaora.
prevention. care. recovery.

ACC Sensitive Claims Helpline



ACC Sensitive Claims supports people who have experienced sexual abuse with:

- counselling
- money if you cannot work because of what has happened.



You can **phone** ACC Sensitive Claims Helpline to find out more information on:

0800 735 566



The **website** for ACC Sensitive Claims is:

www.findsupport.co.nz



Alcohol and Drug Helpline

You can call the Alcohol and Drug Helpline if you:



- are worried about how you are using:



- alcohol
- drugs

- are worried about someone you know



- want to learn how to keep safe with alcohol / drugs.



You can **phone** the Alcohol and Drug Helpline on:

0800 787 797



You can **text** the Alcohol and Drug Helpline on:

8681



The **website** for the Alcohol and Drug Helpline is:

www.alcoholdrughelp.org.nz

Anxiety Helpline

You can call the Anxiety Helpline if you are feeling:



- anxious
- worried
- stressed.



You can **phone** the Anxiety Helpline on:

0800 269 4389



The **website** for the Anxiety Helpline is:

www.anxiety.org.nz

Family Services Helpline



Family Services Helpline has information about support services for lots of different things.



You can search the website to find support where you live.



You can **phone** the Family Services Helpline on:

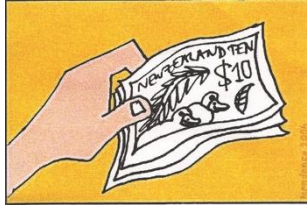
0800 211 211



The **website** for the Family Services Helpline is:

<http://tinyurl.com/yjshd3wn>

Gambling Helpline



Gambling means paying money for a chance of winning more money.

Gambling can be things like:

- buying a lottery ticket
- betting on a horse race
- playing a pokie machine.



You can call the Gambling Helpline if you:

- are worried about the way you are gambling
- are worried about someone else.

The Gambling Helpline can support you to:



- change how you gamble
- sort out problems gambling has caused for you.

You can **phone** the Gambling Helpline on:



0800 654 655

You can **text** the Gambling Helpline on:



8006

The website for the Gambling Helpline is:



www.gamblinghelpline.co.nz

Tautoko Tāne



Tautoko Tāne gives support to men who have experienced sexual abuse.



They can tell you how to find support where you live.



The website for Tautoko Tāne is:

www.tautokotane.nz



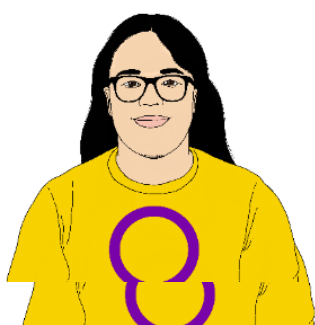
OutLine

OutLine gives support to people who are LGBTTTQIA+.



LGBTTTQIA+ stands for people who are:

- Lesbian
- Gay
- Bisexual
- Transgender
- Takatāpui
- Queer
- Intersex
- Asexual
- + is for other people who fit in similar groups.





You can **phone** OutLine on:

0800 688 5463



The **website** for OutLine is:

www.outline.org.nz

Rape Crisis



Rape Crisis gives support to people who have experienced sexual abuse.



You can **phone** Rape Crisis on:

0800 883 300

Samaritans

You can call Samaritans if you are feeling:



- lonely
- sad
- worried
- like you want to hurt yourself.



You can **phone** Samaritans on:

0800 72 66 66



The **website** for Samaritans is:

www.samaritans.org.nz



Skylight

Skylight can give you support if you are going through a hard time like:

- someone you love has died
- you have been abused
- your marriage / family has broken up
- your children are having a hard time.

Skylight does:

- counselling
- support groups
- courses.



You can **phone** Skylight on:

0800 299 100



The **website** for Skylight is:

www.skylight.org.nz



Te Wahapūahoaho:
Supporting families
towards mental
wellbeing

Yellow Brick Road



Yellow Brick Road can support you if someone in your whānau / family is having a hard time with their mental health.



You can **phone** Yellow Brick Road on:

0800 732 825



Youthline



Youthline is for:

- young people aged 12 to 24 years
- people who are supporting young people like:
 - parents
 - teachers
 - friends.



Youthline does:

- counselling
- advice
- **mentoring.**





Mentoring means working with someone to:

- think about what you want to do
- make a plan.



You can:

- **phone** Youthline on:

0800 37 66 33



- **email** Youthline at:

talk@youthline.co.nz



The **website** for Youthline is:

<https://youthline.co.nz/>

How to contact the Survivor Experiences Service



You can talk to the Survivor Experiences Service about the support you need while you are using the service.



The service can give you:

- **emergency** support
- **long-term** support.



Emergency support is when you need support right now.



Long-term support is when you need support that keeps going for a long time.



If you are in **New Zealand** you can
phone the service on:

0800 456 090



If you are in **Australia** you can
phone the service on:

1 800 456 032



It does not cost money to call these
numbers.



You can phone the service from:

- 8:30 in the morning

to

- 4:30 in the afternoon.



These times are for the New Zealand time zone.



You can text the service on:

8328



You can send an **email** to:

contact@survivorexperiences.govt.nz



You can **write** to the service at:

Survivor Experiences Service

PO Box 805

Wellington 6140



If you find it hard to use the phone
the **New Zealand Relay** service is for
people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New
Zealand Relay service at:

www.nzrelay.co.nz



ESSGEESEE NZ



This information has been written by the Survivor Experiences Service.

It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.

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