# Survivor Experiences Service

### For people who experienced abuse in care

## Support Services Contact Information

The Survivor Experiences Service can provide you with wellbeing support while you are involved with the service. We will help to find wellbeing support that meets your needs. You can contact us any time during your involvement with the service to arrange this. You can find more information about this in the document ‘Wellbeing support information and consent form’.

If you need other support, you might also find some of the services below to be helpful.

Please note that the information in the links below is not available in alternative formats.

### 24/7 Helplines

These helplines are available 24 hours a day, 7 days a week.

* Depression Helpline provides support, tools, and information about depression and anxiety. Phone 0800 111 757. Text 4202. Website [www.depression.org.nz](http://www.depression.org.nz)
* Healthline has registered nurses who can give advice about health problems. Phone 0800 611 116. Website [www.health.govt.nz/your-health/services-and-support/health-care-services/healthline](http://www.health.govt.nz/your-health/services-and-support/health-care-services/healthline)
* Lifeline is for counselling, support, advice, and information. Phone 0800 543 354. Text 4357. Website [www.lifeline.org.nz](http://www.lifeline.org.nz)
* Need to Talk is for anyone wanting to talk with a trained counsellor. Phone 1737. Text 1737. Website [www.1737.org.nz](http://www.1737.org.nz)
* Safe to Talk is a sexual harm helpline. Phone 0800 044 334. Text 4334. Website [www.safetotalk.nz](http://www.safetotalk.nz)
* Suicide Crisis Helpline is for anyone who feels suicidal or wants to talk about suicide. It is operated by experienced counsellors. Phone 0508 828 865. Website [www.lifeline.org.nz/services/suicide-crisis-helpline](http://www.lifeline.org.nz/services/suicide-crisis-helpline)
* Victim Support is for emotional and practical support. They can help refer you to other support services. They can help advocate for the rights of victims. Phone 0800 842 846. Website <https://www.victimsupport.org.nz/>

### Specific Helplines

The following helplines offer support for specific issues. Some of these services are open 24/7. Some of these services are open during office hours only.

* ACC Sensitive Claims Helpline is for treatment and claims about sexual abuse or assault. Phone 0800 735 566. Website [www.findsupport.co.nz](http://www.findsupport.co.nz)
* Alcohol and Drug Helpline. This is for people dealing with an alcohol or drug problem. Phone 0800 787 797. Text 8681. Website [www.alcoholdrughelp.org.nz/helpline/](http://www.alcoholdrughelp.org.nz/helpline/)
* Anxiety Phone Line is for support with anxiety and your experiences. Phone 0800269 4839. Website [www.anxiety.org.nz](http://www.anxiety.org.nz)
* Family Services Helpline is for helping finding community based health and social support services. Phone 0800 211 211. Website [www.familyservices.govt.nz/directory](http://www.familyservices.govt.nz/directory)
* Gambling Helpline is for anyone who is worried about gambling. Phone 0800 654 655. Text 8006. Website [www.gamblinghelpline.co.nz](http://www.gamblinghelpline.co.nz)
* Male Survivors of Sexual Abuse in Aotearoa New Zealand is for male survivors of sexual abuse. Check their website for the support organization in your area. Website [www.malesurvivors.nz](http://www.malesurvivors.nz)
* OUTline NZ provides support with sexuality or gender identity issues. Phone 0800 688 5463. Website [www.outline.org.nz](http://www.outline.org.nz)
* Rape Crisis is for support after rape or sexual assault. Phone 0800 883 300.
* Samaritans is for support with loneliness, depression, despair, distress, or suicidal feelings. Phone 0800 726 666. Website [www.samaritans.org.nz](http://www.samaritans.org.nz)
* Skylight is for support with trauma, loss, and grief. Phone 0800 229 100. Website [www.skylight.org.nz](http://www.skylight.org.nz)
* Supporting Families in Mental Illness is for families and whānau supporting a loved one who has a mental illness. Phone 0800 732 825.
* Youthline is for young people who want to talk about any issues they are facing. Phone 0800 376 633. Email [talk@youthline.co.nz](mailto:talk@youthline.co.nz)

## How to contact us

If you want to talk to us about wellbeing supports while you are involved with the service, you can contact us in these ways:

* Phone 0800 456 090. In Australia the phone number is 1800 456 032. The phone line hours are 8:30am-4:30pm New Zealand time.
* Text 8328.
* Email [contact@survivorexperiences.govt.nz](mailto:contact@survivorexperiences.govt.nz)
* You can write to us at Survivor Experiences Service | Ratonga Wheako Mōrehu, PO Box 805, Wellington 6140
* If you are Deaf, hard of hearing, deafblind, speech impaired or find it hard to talk, you can use the New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz)

## End of information: Support Services Contact Information

This Large Print document is adapted by Blind Citizens NZ from the standard document provided by the Department of Internal Affairs | Survivor Experiences Service