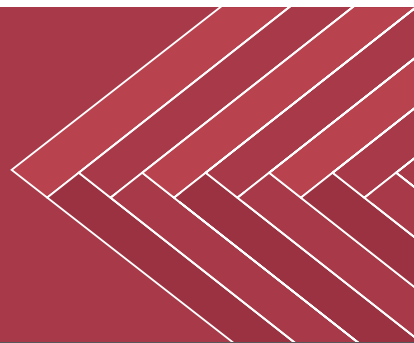


# TE ARAWA COVID-19 RESPONSE



## Crisis Services and Helplines

Page 1

SERVICE	CONTACT DETAILS
<b>Coronavirus Health Advice</b>	0800 358 5453
<b>COVID-19 Assessment Line</b>	0800 267 847
<b>Healthline</b>	0800 611 116
<b>Womens Refuge</b>	0800 REFUGE (0800 733 843)
<b>Shakti Ethnic Womens Support</b> Ethnic Minority support	0800 742 584
<b>Police</b>	111 (emergency) 105 (non-emergency)
<b>Oranga Tamariki</b>	0508 FAMILY (0508 326 459)
<b>Oranga Tamariki - Hospital Liaison</b>	029 650 1810 normal business hours
<b>Shine Family Violence Helpline</b>	0508 744 633 7 days: 9am – 11pm
<b>Its Not Ok Family Violence Helpline</b>	0800 456 450 7 days: 9am – 11pm
<b>Rape Crisis</b>	0800 88 33 00
<b>Safe to Talk: sexual harm helpline</b>	0800 044 334 or text 4434 support@safetotalk.nz; web chat: www.safetotalk.nz 7 days, 24 hours
<b>ACC Accredited counsellors</b>	www.findsupport.co.nz
<b>Hey Bro Helpline</b> For men who feel they're going to harm a loved one or whānau	0800 hey bro (0800 439 276) 7 days, 24 hours
<b>Elder Abuse Helpline</b>	0800 EA NOT OK (0800 32 668 65)
<b>Family Justice Services</b>	www.justice.govt.nz/family-justice

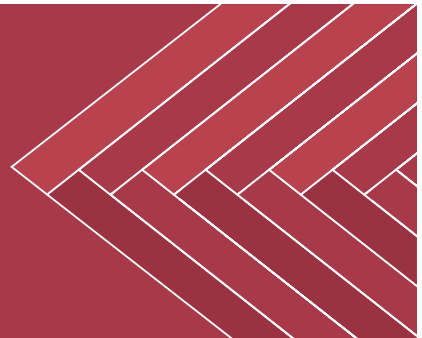
# TE ARAWA COVID-19 RESPONSE

## Crisis Services and Helplines

Page 2

SERVICE	CONTACT DETAILS
<b>Victim Support</b>	0800 VICTIM (0800 842 846)
<b>ART Team (previously CATT)</b>	0800 166 167 7 days, 24 hours
<b>Need to Talk? Helpline</b> Trained counsellor support	Free Call or text 1737 7 days, 24 hours
<b>Lifeline Aotearoa</b>	0800 LIFELINE (0800 543 354) or Text 4357 7 days, 24 hours
<b>Suicide Crisis Line</b>	0508 TAUTOKO (0508 828 865) 7 days, 24 hours
<b>Depression Support Line</b>	0800 111 757 Text 4202 or <a href="http://www.depression.org.nz">www.depression.org.nz</a> 7 days, 24 hours
<b>Anxiety Line</b>	0800 ANXIETY (0800 269 4389) <a href="http://www.anxiety.org.nz">www.anxiety.org.nz</a> 7 days, 24 hours
<b>Samaritans</b>	0800 726 666 7 days, 24 hours
<b>Vagus Line</b> Promote family harmony among Chinese, includes stopping family violence	0800 56 76 666 Mon, Wed, Fri, 12noon – 2pm.
<b>Alcohol and Drug Helpline</b>	0800 787 797 or Text 8681 7 days, 24 hours
<b>Like Minds Like Mine</b> Mental Illness support	<a href="http://www.likeminds.org.nz">www.likeminds.org.nz</a>
<b>Quit Line</b> Smoking cessation help	0800 788 778 or text 4006 <a href="http://www.quit.org.nz">www.quit.org.nz</a>
<b>Outline Gay/lesbian support</b>	0800 OUTLINE (0800 688 5463) Weekdays 9am-9pm Weekends 6pm – 9pm

# TE ARAWA COVID-19 RESPONSE



## Helplines for children and young people

Page 3

SERVICE	CONTACT DETAILS
<b>Youthline</b>	0800 376 633 or Text 234
<b>The Lowdown</b> Website to help teens explore problems	Text 5626 or visit thelowdown.co.nz
<b>Whats Up</b> For 5-18 year olds; a place to talk about anything at all	0800 942 8787 Free online chat Monday – Friday 12pm – 10pm Saturday – Sunday 3-11pm Mon-Fri 1pm -10pm Sat-Sun 3pm – 10pm
<b>Kidsline</b> For young people up to 18 years	0800 KIDSLINE (0800 54 37 54) 7 days, 24 hours
<b>SPARX.org.nz</b> Online e-therapy tool for young people	SPARX.org.nz
<b>Rainbow Youth</b> Support for queer and gender diverse youth	www.ry.org.nz
<b>Youth Law</b> Free legal advice for children and young people	0800 UTHLAW (0800 884 529)
<b>Coping with worry and anxiety about COVID-19</b>	www.kidshealth.org.nz/coping-worry-anxiety-about-covid-19
<b>How to protect yourself against coronavirus</b>	www.kidshealth.org.nz/how-protect-yourself-against-coronavirus-covid-19

## Help for parents, whānau and friends

<b>Parent Helpline</b>	0800 568 856
<b>Parenting Resource</b> Designed for use by workers supporting families with young children. Includes parenting and child development information covering pregnancy through to 5 years of age	www.parentingresource.nz
<b>Supporting Families in Mental Illness</b>	0800 555 434
<b>Skylight</b> For support through trauma, loss and grief. COVID-19 resources for children, teens and adults	0800 299 100 www.skylight.org.nz 9am – 5pm weekdays

# TE ARAWA COVID-19 RESPONSE

## Rotorua Community Agencies

Page 4

Services are operating but working differently via phone, video or email; face to face contact will be on case by case basis

### SERVICE

### CONTACT DETAILS

<b>Family Focus</b> Family violence intervention and prevention; work with men, women, couples, children, young people and whānau	07 346 2096 Staff available for support; face to face for urgent matters and case by case basis; programmes via zoom
<b>Elder Abuse and Neglect Service</b> Provided by Family Focus	07 346 2096
<b>Family Works</b>	07 349 0990
<b>Link People</b>	0800 932 432
<b>Salvation Army</b>	07 346 8077
<b>Te Arawa Whānau Ora</b>	07 213 1995 reception@tearawawhānauora.org.nz
<b>Real Lakes</b>	07 348 2944 lakes@real.org.nz 027 200 1888 or WhatsApp
<b>Dementia Lakes</b>	07 349 0053 managerdemlakes@outlook.com
<b>Aged Concern</b>	07 347 1539
<b>Mokoia Community Association</b>	0274 579 686 for urgent matters
<b>Emergency Housing</b>	0800 2 WHARE (0800 294 273)
<b>Community Law</b>	07 348 8060 reception@rdclc.co.nz Monday-Friday 9 am – 4pm

# TE ARAWA COVID-19 RESPONSE

## Rotorua Community Agencies

Page 5

Services are operating but working differently via phone, video or email; face to face contact will be on case by case basis

SERVICE	CONTACT DETAILS
<p><b>Manaaki Ora</b> Range of services available for teen parents, families, &amp; youth</p>	
<p><b>Well Child Tamariki Ora</b> Contact and support via video messaging and phonecalls</p>	0800 348 2400
<p><b>Kia Puawai</b> Support and advice for hapū mama seeking a midwife or access to services</p>	0800 348 2400
<p><b>Tipu Ora Stop Smoking Service</b> Contact and support via video messaging and phonecalls</p>	0800 348 2400
<p><b>Family Start</b> Parenting and whānau support for parents and caregivers. Referrals accepted from pregnancy to age two</p>	0800 348 2400 tipuora@tipuora.org.nz
<p><b>Teen Parent Service</b> Contact and support via video messaging and phonecalls</p>	0800 348 2400
<p><b>Dental Service</b></p>	Closed
<p><b>Te Utuhina Manaakitanga Trust</b></p>	07 348 3598 tu_admin@manaakitanga.org.nz
Non Violence Programs	Support and sessions/assessments will occur via telephone
Community Alcohol & Drug Service	A Duty Counsellor will be available via phone each week day for any person who is seeking support/referral to service.
Impaired Driver Program	Closed
Drug Treatment Program (Waikeria Prison)	Closed
Te Whare Oranga Ngakau (Residential AOD) Service	Closed