

Family Harm Support

The following links offer help and resources for people who are affected by family harm, people whose violent and abusive behaviour is affecting others and people who are worried about friends and family.

Important

Phone **111** for the police if you're in immediate danger. Or see the list of support lines below for other local organisations that can help.

Support for everyone

- [Aviva](#) – **0800-AVIVA-NOW (0800-28482-669)** – support line available 24 hours a day

Aviva supports people of any age, gender or experience of violence to create safer, healthier personal and family relationships. Includes access to alternative safe accommodation. You can also get advice if you're concerned for someone else.

- [It's not OK](#) – **0800-456-450** – family violence information line available from 9 am to 11 pm daily

Advice and information for anyone experiencing or using family violence. You can also get advice if you're concerned for someone else. They can recommend appropriate services.

- [Victim Support](#) – **0800-VICTIM (0800-842-846)** – crisis line available 24 hours a day

Information for anyone experiencing family harm.

Support for women

- [Battered Women's Trust](#) – **0800-REFUGE (0800-733-843)** or **(03) 364-8900** – crisis line available 24 hours a day. Support for women and children affected by family harm. Including short term emergency accommodation. For non-urgent issues, phone (03) 332 4122 or email lois.bwt@xtra.co.nz.

- [Shakti Ethnic Women's Support Group](#) – **0800-SHAKTI (0800-742-584)** – multilingual crisis line available 24 hours a day. Shakti provides culturally specialist, confidential support services to women and their children of Asian, African and Middle Eastern origin. Includes access to safe accommodation. For non-urgent issues, phone (03) 389-2028 or email sewsg@shakti.org.nz.

- [Te Whare Hauora \(formerly Ōtautahi Women's Refuge\)](#) – **0800-11-74-74** – crisis line available 24 hours a day. Te Whare Hauora provides a safe place for wahine and tamariki affected by domestic violence including access to safe houses. Email admin@tewharehauora.com.

Support for men

- [Canterbury Men's Centre](#) – **(03) 365-9000**

Counselling and other resources for men.

- [Hey Bro](#) – **0800 HEYBRO (0800-439-276)** – support line available 24 hours a day

This number is for men who feel they're going to harm a loved one or whānau/family member.

Support for the rainbow community

- [Hohou Te Rongo Kahukura](https://www.kahukura.co.nz/) (<https://www.kahukura.co.nz/>)

An organisation dedicated to building rainbow communities in Aotearoa New Zealand free of partner and sexual violence. At the moment there is no specialist service dedicated to all people in the Rainbow community wanting help for partner or sexual violence in Aotearoa New Zealand. OutLineNZ on 0800 688 5463 can help you find Rainbow groups near you.

Further details of some of the services these organisations provide (see their websites for more info):

Aviva

- We can support you in gaining protection orders, accessing financial support, linking to Housing NZ, and accessing support networks.
- We offer Courageous Steps, our Ministry of Justice approved education programme on family violence, to support you in making the changes you would like to make
- We can upgrade the security of your home once the violent person has left
- We may be able to arrange alternative, safe accommodation for you, regardless of gender

Victim support

- Help to understand your rights and make informed choices
- Practical information and help to answer your questions
- Help to access local support services and counselling that suit your situation
- Help to make a safety plan
- Practical support and assistance for your situation
- Someone to assist and support you at court trials, hearings, and dealing with police and other government agencies
- Help to prepare victim impact statements and attend family group or restorative justice conferences
- Financial assistance for victims of serious crime

Shakti

- Refuge Services for safe accommodation for victims of violence and their children
- Counselling Services & Group Therapy for women survivors of violence
- Legal Advocacy Services & Legal Clinics
- Family Settlement, Casework, Services for youth by youth
- Second Chance Life Skills Programme for women survivors of violence towards achieving empowerment and self-reliance

Battered womens trust

- Residential Advocacy and Support. Safe housing is short term emergency accommodation for women and children who are at serious risk or harm from family violence.
- Community Advocacy and Support. Our Community Advocacy team work with victims of Family Violence who choose to remain in their homes and communities
- Counselling Services. Free family violence counselling on-site (up to 10 sessions) with our qualified and experienced Family Violence Counsellor

Womens refuge

- Home and community visits
- Support in isolated regions
- 24/7 access to our safe houses
- Advocacy when dealing with police, legal, court, WINZ, housing, doctors, school's and Oranga Tamariki
- Referrals to counsellors, doctors, lawyers and other support services