

# Crisis Support Services

Need help following a sexual assault or rape? Contact us for free, 24/7 crisis support



[helpauckland.org.nz](https://helpauckland.org.nz)

# HELP

Preventing sexual abuse.  
Supporting survivors.

# **If you've experienced sexual abuse, you're not alone.**

## **We're here to help.**

HELP supports those who've been sexually abused - helping to heal, helping to protect, helping to get justice, and helping survivors reclaim their right to live good lives.

Our Crisis Support Services are available to those who have experienced childhood or adult sexual abuse, assault or rape, their family/whānau and friends, and professionals in the Auckland and Rodney areas.

Made up of counsellors, psychologists and psychotherapists, our Crisis Team is skilled in working with children, young people, women, and men. **No matter what has happened, we're not here to judge or blame. We're here to help.**

Our Crisis Team is trained to give you the support you need. We're here 24/7 and our service is confidential.

HELP COUNSELLOR



**If you are experiencing any pain or physical symptoms relating to an assault, please consult with a doctor.**

**If you feel it is an emergency, contact 111.**

### **Referral to culturally appropriate or ongoing support services**

We can direct you to counsellors and psychotherapists who are eligible for payment by ACC. We can also help to refer you to other services that are best able to meet your needs.

### **Professional consultation**

We provide information and resources to other professionals working with survivors of sexual abuse or assault. We can also work with your counsellor or therapist to ensure your needs are met.

# **Our crisis services: how we can help...**

## **24/7 HELPLINE**

Our Crisis Team is available anytime, day or night, to give you support and information, advocate for your rights, or refer you to counselling/therapy or other relevant agencies.

We respond to almost 1,000 calls per month, ranging from those disclosing sexual abuse or assault for the first time, to survivors dealing with the effects of recent or historical sexual abuse or assault (i.e. struggling with flashbacks or self-harm), to parents and teachers concerned about their child's behaviour, or how to support friends or family members disclosing sexual abuse.

**Whatever you need, we're here to HELP  
– so don't hesitate to call us!**

## **24/7 Police call-out support**

We can support you before, during and after your interview with the Police. We can answer any questions you may have, which will help you understand this process.

## **24/7 medical call-out support**

We can support you during a forensic medical examination organised by the Police, or through a therapeutic medical examination, as well as advising the best way to access this service.

## **Face-to-face support**

Our Crisis Counsellors can assist with interim face-to-face counselling support sessions to help provide immediate support to survivors or their family/whānau. Early intervention is essential and can significantly decrease later effects of trauma.

## **Need help? Here's how to access our service**

Call us anytime on **0800 623 1700** to speak with a Crisis Counsellor. If you get the answerphone, please leave your name and a contact number. This is a confidential line that is checked day and night. Our Crisis Counsellor will return your call as soon as they can.

If you contact the Police to make a complaint about sexual abuse or sexual assault, the Police will automatically notify our Crisis Team, who will then meet with you and support you through the Police process.

## **Your rights**

### **Under the Health & Disability Code (1996) you have a right to:**

- Support
- Be fully informed and treated with respect
- Receive effective communication and services
- Freedom from discrimination, coercion, harassment, and exploitation
- Dignity and independence
- Make a complaint
- Have an advocate

At HELP, we care about your rights and will act in accordance with this code. We are constantly striving to best meet the needs of diverse communities. If you have any cultural or other needs related to disability, religion, gender or sexual identity, please let us know.

"If it feels wrong in your gut, then it is wrong. If you're stuck in a situation that is harming you... **please, please get help.**"

TAMARA, SURVIVOR

"Remember, you are not what happened to you, you are more than a victim, **things will get better** and you are believed."

LAURA, SURVIVOR

## HELP is here if you need us

### 24/7 HELP



0800 623 1700



Text 8236



gethelp@helpauckland.org.nz



helpauckland.org.nz



dearem.nz



PO Box 10-345, Mt Eden, Auckland 1446

Connect with us



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