

## Advice for disabled people who do not feel safe

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### What should you do if you feel unsafe?

During COVID-19 you may be at home with family and whānau, friends, flatmates, support workers or people you don't know very well, or you may be at home alone.

Spending a lot of time inside either alone, or with others, during COVID-19 can make you feel stressed.

You might feel unsafe because:

- you are alone a lot of the time
- someone you live with frightens you
- someone you live with is verbally abusing you, for example yelling or using unkind words
- someone you live with is financially or emotionally abusive, for example forcing you to give them money or talking to you in a way that makes you feel bad
- someone is physically or sexually abusing you, for example hitting or touching you when you do not want to be touched.

Abusive experiences like these are **never ok**.

If you have experienced one or more of these things, or you are afraid they might happen to you because of how someone is acting, **please ask for help**. There are many organisations that you can call to talk to about how you feel – the list is on the next page.

### Who should you contact if you are in immediate danger?

Immediate danger means that abuse is happening, or about to happen to you.

**If you are in immediate danger, you should leave your house and if possible, go somewhere you feel safe such as a neighbour, family or friend's house.**

You should also phone or text 111 and say what is happening to you so the police can come and help you.

Police, ambulances and fire services are still operating at all Alert Levels and are ready to help you.

Try to be very clear that you are in immediate danger when you talk with emergency services.

### Other services you can contact if you feel unsafe

All support services in Aotearoa New Zealand know that disabled people might need assistance during COVID-19.

Some organisations are just for disabled people, and other organisations are available for anyone who feels unsafe or who is being abused.

Listed below are organisations that can help you if you feel unsafe.

## Disability organisations

- People First New Zealand, IHC and Personal Advocacy and Safeguarding Trust have set up a phone number to assist people with learning disability and their families/ whānau. While People First New Zealand staff will answer all calls, the three organisations will work together to make sure people get the help they need. Free phone: 0800 20 60 70
- Explore Behaviour Specialists: Disabled people, their whānau and support workers can call free on 0800 000 421 to receive wellbeing and behaviour support advice. 9am-5pm Monday to Friday
- Carers NZ and IHC have launched wecare.kiwi to make it easy to care for and about each other. Website: wecare.kiwi, Freephone: 0800 777 797 Email: help@wecare.kiwi

## Secret support

- Lots of New Zealand websites now have a black and white computer icon at the bottom of the page, next to the social media buttons. When you click this, a window will open where you can secretly report abuse or seek help. This is for people who may find it hard to tell someone about abuse any other way. The sites include Countdown, Brisoces, MightyApe, AA Insurance, The Warehouse, Rebel Sport, TradeMe and many more that you can find here: <https://shielded.co.nz/> 

## Family violence organisations

- Aviva: Canterbury-based 24-hour support line freephone 0800 28482 669
- Battered Women's Trust: 24-hour crisis line freephone 0800 733 843
- Are you OK: 24 hour family violence helpline freephone 0800 356 450
- Shine: Domestic violence helpline 9am-11pm freephone 0508 744 633
- Family Violence Information Line: Information and contact details for regional services 9am - 11pm freephone 0800 456 450
- HeyBro: 24-hour helpline for men on edge who feel they might harm a loved one freephone 0800 439 276
- Women's Refuge: 24-hour crisis line freephone 0800 733 843
- Shakti: 24-hour crisis line for migrant and refugee women freephone 0800 742 584

## Mental health organisations and counsellors

- Phone or text 1737: 24-hour free service for support from a trained counsellor.
- Life Line: 24-hour general counselling freephone 0800543 354 or free text 4357 (HELP)
- Anxiety NZ: 24-hour helpline freephone 0800 269 4389
- Depression Helpline: 24-hour helpline freephone 0800 111 757 or free text 4202
- Alcohol and Drug helpline: 24-hour helpline freephone 0800 787 797 or free text 8681
- Skylight Trust: 9-5pm weekday counselling support services freephone 0800 299 100

## Family, whānau, and aiga organisations:

- PlunketLine: 24-hour parenting help freephone 0800 933 922
- Parenting helpline: 9am - 9pm 7 days a week parenting advice and support freephone 0800 568 856
- Kids Line: 24-hour helpline for young people freephone 0800 543 754
- 0800 What's Up: Helpline for kids, teens and family freephone 0800 9428 787 or chat online <https://www.whatsup.co.nz/getting-in-touch/>
- Youth line: Free counselling by phone, text, chat, or Skype 0800 376 633 or free text 234

- Samaritans Aotearoa New Zealand: 24-hour crisis, family and relationship support freephone 0800 726 666

## Senior organisations:

- Seniorline: National information service for older people freephone 0800 725 463
- Age Concern Elder Abuse Response Service: 24-hour free helpline 0800 326 6865

## **For further information on violence prevention, please visit the COVID-19 website:**

<https://covid19.govt.nz/individuals-and-households/health-and-wellbeing/family-violence-and-sexual-violence-prevention/>