

## Some useful resources for staff and students

### If you are concerned about the immediate safety of a student or colleague:

- Call the local mental health crisis service (0800 800 717) or go with them to the emergency department at your nearest hospital.
- [University counselling services](#) – call 09 923 7681 for an urgent appointment.
- If they are an immediate physical danger to themselves or others, call 111.
- If you are concerned about your own safety, don't hesitate to call 111.

### Student counselling and support services

- [University counselling services](#) – call 09 923 7681 for either an urgent appointment or an 'academic' appointment (e.g. regarding aegrotat and compassionate consideration, late deletion). Otherwise, student should complete questionnaire on Counselling Services website.
- [AUSA Advocacy](#) - offers free and confidential support, advice and information about academic and non-academic issues. Tel: 09 923 7294; email [advocacy@ausa.org.nz](mailto:advocacy@ausa.org.nz); or visit their office at Old Choral Hall, 4 Alfred Street, City Campus.
- [The Proctor](#): deals with all forms of non-academic misconduct and complaint. The two current proctors are Gillian Lewis and Micheal Rengers. You can contact them by phone: (09) 923 7005, or 027 839 3832; email: [proctor@auckland.ac.nz](mailto:proctor@auckland.ac.nz).

### Supporting LGBTI+ staff and students

- [Hidden Perspectives: Bringing the Arts out of the Closet](#) – students and staff can come talk to Caroline Blyth ([c.blyth@auckland.ac.nz](mailto:c.blyth@auckland.ac.nz); tel. 87067) any time.
- Trans on Campus: a support and advocacy group for trans and gender diverse students and staff (email: [transoncampus@auckland.ac.nz](mailto:transoncampus@auckland.ac.nz)).
- [Outline](#) - confidential and free LGBTI+ affirming support line and counselling. Tel: 0800 688 5463 (10am-9pm weekdays; 6pm-9pm weekends – messages left will be responded to).
- [Rainbow Youth](#) - Call them for advice on (09) 376 4155, or email [info@ry.org.nz](mailto:info@ry.org.nz). Their drop-in centre is at 10 Abbey Street, Auckland.

### Supporting students with disabilities

- [Student disability services](#) – contact them at (09) 373 7599 ext 82936; email: [disability@auckland.ac.nz](mailto:disability@auckland.ac.nz); their office is located in the Clock Tower basement, room 036. You can also contact a Student Disability Coordinators:
  - Lynda Reilly (09 3737599 ext 87330; [l.reilly@auckland.ac.nz](mailto:l.reilly@auckland.ac.nz))
  - Kate Truman (09 3737599 ext 88751; [k.truman@auckland.ac.nz](mailto:k.truman@auckland.ac.nz))
  - Sophia Patiwaël (09 373 7599 ext 82936; [s.patiwael@auckland.ac.nz](mailto:s.patiwael@auckland.ac.nz))
- Our faculty disability liaison is Chip Matthews ([c.matthews@auckland.ac.nz](mailto:c.matthews@auckland.ac.nz)).

### Supporting staff and students with mental health issues

- [Youthline](#) - 0800 37 66 33. There are many other ways to contact Youthline for support (e.g. text, Skype, face2face) – the website gives further info.
- [National Health Service NZ](#) – free call or text 1737 if you are feeling anxious, depressed, and need to talk to someone.
- Lifeline – for counselling and support: 0800 543 354

- Depression helpline – to speak to a trained counsellor: 0800 111 757 or free text 4202.
- Student Disability Services has two staff dedicated to helping students living with mental health issues:
  - Louise Pentney (09 373 7599 ext 87433; [l.pentney@auckland.ac.nz](mailto:l.pentney@auckland.ac.nz))
  - Anne-Marie Keenan (09 373 7599 ext 89320; [a.keenan@auckland.ac.nz](mailto:a.keenan@auckland.ac.nz)).

### **Supporting students facing financial difficulties**

- [Resources](#): there are some grants, funds and other help for students encountering economic hardship. Details on the University website (Home>Study>Fees and Money Matters>Hardship Support).
- [AUSA food parcels](#) - students are eligible to three food parcels a semester, with no other prerequisites. Head over to AUSA reception to pick up a parcel.
- [Auckland City Mission](#): Services include health care, crisis care, and dealing with homelessness. 140 Hobson Street, Auckland Central; tel: 09 303 9200; email: [info@aucklandcitymission.org.nz](mailto:info@aucklandcitymission.org.nz).
- [Awhina](#) – this is a really useful online directory of resources for people who are facing homelessness and financial hardship.

### **Students and colleagues encountering family violence**

- Women’s refuge crisis line – 0800 733 843
- Shakti helps women from Asian, Middle Eastern and African descent: Helpline inside AKLD (09) 636 8512; 24-hour helpline outside AKLD 0800 742 584
- Shakti Asian Women's Support Group, Royal Oak - (09) 625 6714 or (09) 624 3619
- [Shine](#) – free helpline for anyone experiencing domestic abuse 0508 744 633
- [Auckland Women's Refuge](#):
  - Grey Lynn - (09) 378 7635 Office; (09) 378 1893 Crisis
  - Pakuranga - (09) 576 6551 Office; (09) 378 1893 Crisis
  - Takapuna – (09) 410 6736 Office; (09) 410 6736 Crisis
  - Pacific Island Women's Refuge, Onehunga - (09) 634 4662 Office; (09) 378 1893 Crisis
  - Otahuhu – (09) 276 8868 Office; (09) 276 8868 Crisis
  - Te Whanau Korowai (Maori Women's Refuge), Otara - (09) 277 6754 Office; (09) 277 6754 Crisis
  - Tika Maranga (Maori Women's Refuge), Henderson - (09) 833 9653 Office; (09) 833 9653 Crisis

### **Gender-based and sexual harassment or assault**

- Rape Crisis helpline – 0800 883 300
- Victim Support – 0800 842 846
- HELP Auckland (support for victims of sexual abuse) – (09) 623 1700
- [Safe to Talk](#): 0800 044 334, or text 4334

### **Supporting students and colleagues from a refugee background**

- Refugees as Survivors: psychological support for refugees and asylum seekers - 0800 472 769; [www.rasnz.co.nz](http://www.rasnz.co.nz).