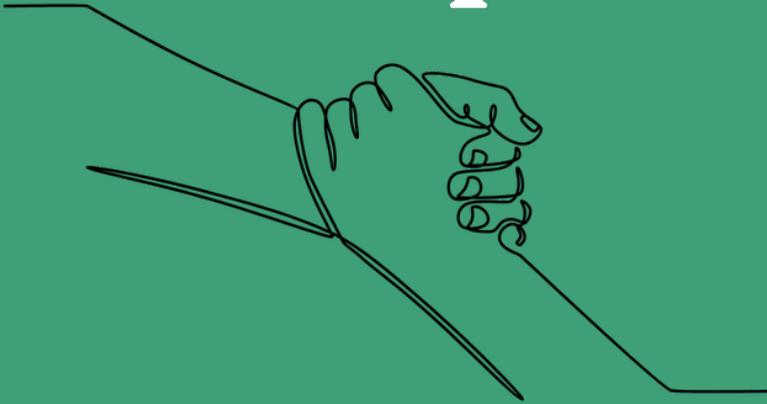


Family Harm Where to get help



Connecting whānau in Horowhenua &
Ōtaki with local services that support
safety and wellbeing



USING THIS BOOKLET

This booklet provides brief overviews of local agencies that support whānau and work to reduce family harm in our community. Each description offers a snapshot of the services available and is accurate at the time of printing.

We encourage you to contact the agencies directly using the details provided to talk through your situation and how they may be able to help.

KEY

Coloured dots under each listing help you see the key groups of people the organisation helps

-  People of all ages and backgrounds
-  Women/Wāhine
-  Children/Tamariki
-  Youth/Rangatahi
-  Men/Tāne
-  Older people/Kaumātua
-  Māori
-  People with disabilities

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What is Family Harm?

Family harm (also known as family violence) can take many different forms. It includes physical, sexual, emotional, psychological, and controlling behaviours.

Sometimes family harm is obvious. Other times it can be subtle, confusing, and hard to put into words – especially when it happens within relationships we care about or depend on.

You may be experiencing behaviours in your relationship that just don't feel right, even if no one has been physically hurt.

Family harm is not about one argument or disagreement. It is about patterns of behaviour used to control, frighten, or harm another person.

Family harm can be experienced from anyone you have a close personal relationship with. It does not have to be a sexual relationship, and you do not have to be living together.

Under New Zealand law, a close personal relationship can include:

- A partner or ex-partner
- A family member
- A support person
- Someone you live with, such as a flatmate

Different types of abuse

On the next page are some common types of abuse that can occur in family harm situations. You don't need to experience all of these – or experience them all the time – for it to be family harm.

If any of the following feels familiar, trust that feeling. You are not overreacting, and you are not alone.

Coercion and Threats

When someone persuades you to do something or stop you from doing something by using force and/or threats.

Isolation

When someone prevents you from having other relationships with friends, family, or your community.

Emotional Abuse

When someone makes you feel scared, confused, or doubt yourself.

Economic Abuse

When the abusive person controls or attempts to control a person's financial independence.

Minimising, Denying and Blaming

When someone minimises, denies, or blames you for things, this is a form of abuse.

Sexual Abuse

Any unwanted sexual act or activity, including rape, sexual assault and harassment involving words and pictures.

Using Children as a Tool

Someone could use your children as a tool to control, attack or keep you 'in your place'.

Intimidation

When someone scares you into doing what they want by making you feel afraid of them.

Physical Abuse

When someone is violent or harms your body in any way.

The Impact on Tamariki

Children and young people are affected by family harm even if they don't see or hear it directly.

They may:

- Feel anxious, withdrawn, angry, or sad
- Have trouble sleeping or concentrating
- Show changes in behaviour at home or school
- Take on adult worries or feel responsible for keeping the peace

It's important to know:

- Children do not cause family harm
- Children don't need to witness violence to be affected by it
- With the right support, children and whānau can heal

Seeking help is a protective step – it shows care, strength, and love for your children.

You Don't Have to Be in Crisis to Ask for Help

Many people wait until things feel unbearable before reaching out. You don't have to.

You can make contact if:

- You're unsure whether what's happening is family harm
- Things don't feel right, but you're not sure what to do
- You want information, not action
- You're asking for support for someone else

Reaching out does not mean:

- You are making a complaint
- Police or Oranga Tamariki will automatically be involved
- You have to leave a relationship

If You're Not Ready Yet

It's okay if you're not ready to talk to someone or take action right now.

You might choose to:

- Read this booklet and keep it somewhere safe
- Save a phone number for later
- Talk to someone you trust
- Take things one step at a time

There is no “right time” to ask for help. Help will still be here when you're ready.

Safety Planning

Your safety — and the safety of your children — matters.

If you are in immediate danger:

- Call 111

If you're thinking ahead, some small steps can help:

- Keep important phone numbers somewhere safe
- Trust your instincts — if something feels unsafe, it probably is
- Identify a safe place you could go if needed
- Talk with someone you trust about what's happening

You don't need to have a full plan or all the answers. There are support services that can help you think through safety in a way that feels right for you.

About HALT

Horowhenua Abuse Liaison Team (HALT) supports individuals and whānau affected by family harm, abuse, or violence by helping them connect with the right support.

HALT was established in 2006 by a group of local agencies who recognised the need to work together to better support people facing complex and serious situations.

HALT leads a coordinated, multi-agency approach, bringing the right organisations together around individuals and whānau who need support due to abuse or family harm.

While HALT does not provide direct services, the team works closely with relevant agencies to help ensure the right support is in place at the right time, and to support ongoing connection and progress.





58 Bath Street, Levin | P: 06 356 5868

E: admin@arcsmanawatu.org.nz | www.arcsmanawatu.org.nz

Hours: 9am - 5pm Monday to Friday

(Appointments preferred as hours may change)

Abuse and Rape Crisis Support (ARCS) Manawātū has a range of support services for sexual violence survivors and their whānau. The abuse does not need to have been reported, and could have occurred recently or some time ago. All services are free. Appointments required.



526 Queen Street East, Levin | P: 06 367 2181

E: admin@ageconcernhoro.co.nz | www.ageconcernhoro.co.nz

Hours: 9am - 3pm Monday to Friday (excludes Public Holidays)

Age Concern supports older people, their friends and whānau with a range of services such as visits, Elder Abuse & Neglect Prevention Services, Total Mobility, Staying Safe, Disability Parking, Ageing Well etc.



Barnardos

Level 1, Kent & Little Building | 29 Queen Street West, Levin

P: 06 368 1668

E: levin@barnardos.org.nz | www.barnardos.org.nz

Barnardos helps children flourish. In Horowhenua they have social work support for children and families who may be facing multiple challenges, working with whānau to develop plans and strategies to address these challenges.

0800 WHAT'S UP

(0800 942 8787)

0800 What's Up is a free and confidential phone and online chat service that gives children and young people a place to talk



Te Whare Mahana Community Hub, 32a Bristol Street, Levin

P: 0800 457 146

E: birthrightlevin.enquiries@gmail.com | www.birthright.org.nz

Hours: 10am - 3pm

Our Services include Advocacy and Advice - Support to navigate challenges and access resources. Parent Education: Programmes to build confidence, life skills, and wellbeing. Referrals: Connecting whānau to specialist services with ongoing support. Health Initiatives: Activities supporting total wellbeing, including child immunisations and health checks. Family Events & Networking: Low-cost and free activities to connect, build relationships, and celebrate whānau.



Levin Uniting Church, 87 Oxford Street, Levin
P: 06 368 9521 | 0800 367 222
E: levin@cab.org.nz | www.cab.org.nz

Provides free, confidential, independent information and advice to anyone online or in person. They help people know what their rights are and how to access services they need in our community or around the country.



P: 022 013 3928
E: foxton@rgg.org.nz | www.grg.org.nz

Provides support services to grandparents who are raising their grandchildren on a full-time basis. Their vision is for a community where grandparents raising grandchildren are empowered to provide a safe, secure and nurturing home for their grandchildren.



35-39 Hinemoa Street, Levin | P: 06 368 6030
E: hinemoaact@live.com | www.hinemoahouse.weebly.com

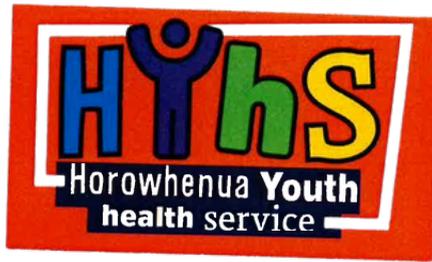
Hinemoa House partners with local people to build healthy families and a strong community, hosting after school programmes, fitness and boxing classes, crafts and more.

There is a community washing machine, lawnmowers available for hire, a community garden, community fridge, op shop, toy library and linen and bedding bank.



538 Queen Street, Levin | P: 06 368 3554
E: horowhenuaclc@mancomlaw.org.nz | www.communitylaw.org.nz
Hours: 10am - 4pm Monday to Thursday

A free and confidential service that aims to provide individuals with the information, advice, assistance and support they need to make decisions on legal related issues.



102 Liverpool Street, Levin | P: 06 368 0863
E: levin@yoss.org.nz | www.yoss.org.nz
Hours: Monday to Wednesday

YOSS provides young people aged 12 - 24 free check-ups at their health service which runs Monday-Wednesday. They have a counsellor, health improvement practitioner and a clinical psychologist who is on site one day a week.



Level 2, Levin Mall, 191 Oxford Street, Levin
P: 06 367 0355 | 021 159 8400
E: manager@hfvis.nz | www.hfvis.nz
Hours: 9am - 5pm Monday to Thursday

Horowhenua Family Violence Intervention Services (HFVIS) works to reduce family harm in Horowhenua. It runs educational and preventative programmes for men and women.



Levin Budget Services

Support With Your Financial Goals

Te Whare Mahona Community Hub, 32a Bristol Street, Levin

P: 0800 368 6924

E: info@levinbudgetservice.org.nz | FB: [@levinbudgetservice](https://www.facebook.com/levinbudgetservice)

www.levinbudgetservice.org.nz

Helps you manage your money with budget planning and debt management. They also help with negotiating with creditors and making a long-term financial strategy.





Manaaki Tāngata

Victim Support

P: 0800 842 846

E: contactservice@victimsupport.org.nz | www.victimsupport.org.nz

Hours: Open 24/7

Manaaki Tāngata | Victim Support is here for people directly affected by crime and traumatic events, including their whānau and witnesses.





Mana o te Tangata Trust

18 Durham Street, Levin | P: 06 358 5444

E: admin@manaotetangata.org.nz | www.manaotetangata.org.nz

Mana o te Tangata Trust is a free, kaupapa Māori mental health and addiction peer support service for youth, adults and whānau. All ages, ethnicities and cultures are welcome.



102 Liverpool Street, Levin | P: 0800 627 4878

E: enquire@masstrust.org.nz | www.masstrust.org.nz

Hours: 8.30am - 4.30pm Monday to Friday

MASH provides a wide range of support services for people with mental health conditions, disabilities, alcohol and addiction struggles, and youth support.



MUAUPOKO TRIBAL AUTHORITY INC.

“Whakahono kia tu kaha Muaupoko”



306 Oxford Street, Levin | P: 06 367 3311
E: admin@muaupoko.iwi.nz | www.muaupoko.iwi.nz

Muaūpoko Tribal Authority (MTA) empowers whānau to define their own hauora and whānau ora through advocacy, coaching and support. MTA practices encourage families to start from positions of strength, drawing from Kaupapa Māori principles to promote healthy living, active engagement, and a strong connection to ancestral heritage, Māori worldview, and the wider community.



c/o Levin Police Station, 7 Bristol Street, Levin | P: 021 222 1006
E: info@horowhenuansg.org.nz
Hours: 8.30am - 4.30pm Monday to Friday

Neighbourhood Support is a nationwide community-led movement that brings people and neighbourhoods together to create safe, resilient, and connected communities





**Manawatu
PARS**

Te Kaiawhina Mauhere Me O Rātou Whānau



P: 0800 727 700

E: office@manawatupars.org.nz | www.manawatupars.org.nz

Manawatu PARS (Prisoners Aid and Rehabilitation Services) helps ex-offenders who need help with day-to-day activities such as setting up bank accounts, getting WINZ benefits, health appointments, job and volunteering opportunities etc.



**whānau āwhina
plunket**

74a Cambridge Street, Levin | P: 0800 184 803

E: central.admin@plunket.org.nz | www.plunket.org.nz

Plunket offers free health and development checks, a 24/7 parenting helpline, and a range of local services, including a play group and clothing swap shop.





Raukawa Whānau Ora Ltd

Te Rau Hou O Raukawa. He iti nā Motai Tangata Rau

152 Bath Street, Levin | P: 06 368 8678

E: admin@rwo.nz | www.rwo.iwi.nz

Using a kaupapa Māori approach, Raukawa helps to improve the wellbeing of whānau as a group, addressing the individual needs within the context of whānau or families and their culture.



524 Queen Street, Levin | P: 06 920 2060

www.redcross.org.nz

Red Cross services include refugee resettlement, education, community services, tracing overseas family members, and fundraising, they deliver Meals on Wheels and run an Op Shop.





P: 0800 SAFEHELP (7433 4357)

E: info@safemansafefamily.org.nz | www.safemansafefamily.org.nz

SafeMan SafeFamily works to help men break the cycle of violence through a process of recovery which is life-changing, life-long and transferable to help whānau heal.



11 Durham Street, Levin | 06 368 8177

E: levin.corps@salvationarmy.org.nz | www.salvationarmy.org.nz

FB: [@levinsalvationarmy](https://www.facebook.com/levinsalvationarmy)

Hours: 9am - 1pm Tuesday to Friday

Foodbank: 9am - 11am Mon, Tues, Thurs, Fri

Helps our community with assistance with food, clothing and furniture. As well as budgeting, advocacy and life skills coaching.

Horowhenua SuperGrans trading as:

Skills4Living
Whānau Tautoko



538 Queen Street East, Levin | P: 06 367 0680

E: info@skills4living.co.nz | www.skills4living.co.nz

Hours: 9am - 4pm Monday to Friday

Skills4Living offers inclusive, community-based programmes that support people from all backgrounds to build essential life skills. We work alongside individuals and whānau, providing parenting programmes and support in areas such as household management, cooking groups, and sewing groups. Our focus is on strengthening confidence, connection, and wellbeing within the community.



First Floor, 58 Bath Street, Levin | P: 027 355 8562 / 027 330 8277

E: nicole@manawatusf.org.nz | www.manawatusf.org.nz

Please phone to make an appointment

Supports families and whānau to provide the best quality of life and recovery to their loved ones who have mental illness/addiction. Their central focus is family, providing support, advocacy, education and services for all people affected by mental illness and addiction. They run depression, anxiety and family connections programmes throughout the year.



Te Puna Whai Mātauranga

102 Liverpool Street, Levin | P: 0800 368 1095

E: info@tpwm.ac.nz | www.tpwm.ac.nz

Hours: 8am - 5pm

Te Puna Whai Mātauranga gives youth social service, education and/or employment help. They can help with Youth Payments, Youth Parent Payments, transitions into adulthood, mentor support and work with rangatahi at local colleges and have an attendance service.



20 Power Street, Levin | 06 367 6433

www.thinkhauora.nz/Access-and-choice

THINK Hauora provides the Te Ara Rau Access & Choice service (including mental health and addiction services, Perinatal Wellbeing, RIMA (Refugee, Internally displaced, Migrant & Asylum Seeker) and Tūturu: True to Your Authentic Self (Gender Affirming).





Whaioro Trust

83 Oxford Street, Levin | 06 354 0670

E: admin@whaioro.org.nz | www.whaioro.org.nz

Whaioro is a holistic and culturally grounded approach to improving Māori mental health and addressing addictions. Free services include wellbeing and vocational services for people experiencing mental health issues, rangatahi affected by alcohol and other drugs, health coaching, alternative education programmes, dedicated social workers, and Bars practitioners who provide culturally appropriate interventions for addiction.



WOMEN'S REFUGE Manawātū

58 Bath Street, Levin | P: 06 368 3640

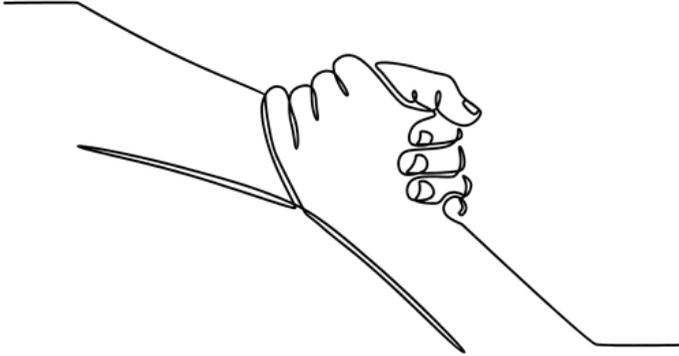
E: admin@pnwomensrefuge.org.nz | www.pnwomensrefuge.org.nz

Provides education and information to women, children and their whanau who experience family violence and can provide access to a safe house if needed.

0800 REFUGE (733 843) or Crisis Line 06 356 5585



Otaki Supports & Services



15 Tutanekai Street, Paraparaumu | P: 04 905 9597
E: kys@kys.org.nz | www.kys.org.nz
Hours: 8.30 - 5pm

KYS is a Youth One Stop Shop (YOSS), providing free health, mental health and social support services to rangatahi aged 10-24 years living in Kāpiti.



TE PUNA ORANGA O ŌTAKI

P: 0800 OTK 364 (685 364)

E: katene@tpoo.nz | www.tepunaoranga-otaki.nz

FB: @tepunaorangootaki

Te Puna Oranga o Ōtaki provide services across a wide range of community needs including a GP practice, Vaccination clinics, Maternity services, Te Hunga Rangatahi Youth program, Manaaki Ao Youth Mentors, Attendance advisor & Wellbeing initiatives. They are also a Well Child Service Provider for the Ōtaki region.



23 Matene Street, Otaki | P: 06 364 5524

www.birthright.org.nz

Opportunity Shop in Otaki - Please call for opening hours

Birthright supports whānau led by one person. They can give social work support, access to counselling, workshops to support single caregivers raising children, referrals to agencies for problems such as grief, child abuse and behaviour problems and some financial assistance with school requirements



65A Main Street, Otaki | P: 06 364 8664 / 0800 367 222
E: otaki@cab.org.nz | www.cab.org.nz
Hours: 10am - 1pm Monday to Friday

Provides free, confidential, independent information and advice to anyone online or in person. They help people know what their rights are and how to access services they need in our community or around the country.



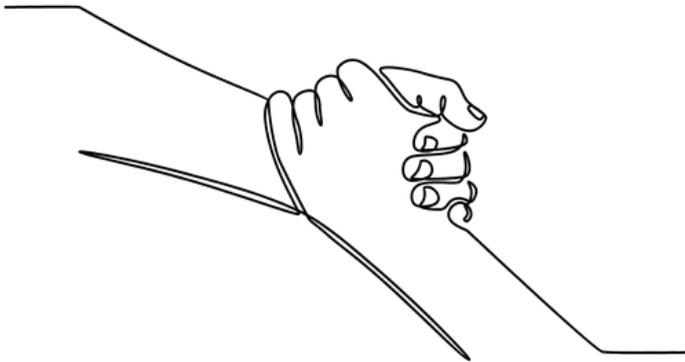
242 Taylors Road, Otaki | P: 027 5366 911
www.hearts.org.nz | Hours: Please send an email, phone or text.

Transforming Trauma Into Resilience with the Human-Horse Connection H.E.A.R.T.S. provides equine supported therapy in a safe paddock environment, using guided, nonverbal interaction with horses to support healing and personal growth. Sessions are hands-on (no riding required) and help build self-awareness, emotional regulation, confidence and healthier relationships.

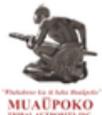
Support is available for children, young people and adults experiencing PTSD, grief, burnout, suicidal thoughts, self-harm, ADHD, anger management challenges and relationship difficulties.



Foxton Supports & Services



Ngā ratonga ki te manawa o te whenua
Heartland Services



9 Lady's Mile, Foxton | P: 022 561 4938

E: Carla.halidone@rangitaane.iwi.nz | www.heartlandservices.govt.nz

Hours: 9am - 4pm Monday to Friday

Provides free, confidential support to help people navigate government and community services. The team can assist with accessing health, housing, income support, employment, education, and social services, and help connect you with the right agencies for your needs. Heartland Services offers a welcoming, community-based space where people can get practical guidance, advocacy, and support to find the help that's right for them.

Shannon Supports & Services

Te Puàwaitanga o Hanana Shannon
Health & Wellbeing Centre



66 Plimmer Terrace, Shannon | P: 021 023 02659
E: info@tepuawaitangaohanana.nz
Hours: 9am - 3pm Monday to Friday

We are a group of like-minded volunteers of the Shannon Community. Our goal is to support and provide social and Health & wellbeing services to the community.



Shannon Kai Hub

12 Ballance Street, Shannon | P: 021 089 50544
E: shannonhub@tehapori.com
Hours: 10am - 12pm Thursday, Friday, Saturday

Shannon Kai Hub provides free food in a grocery shop setting to the public. It also offers home delivery for people experiencing illness, mobility challenges, or mental health difficulties. To arrange a delivery, please get in touch.

Digital Safety & Online Help

Keeping Yourself Safe Online

- Protect your personal information: avoid sharing full name, address, passwords, or financial details online.
- Be cautious with social media: adjust privacy settings and think carefully before posting.
- Use strong, unique passwords and change them regularly.
- Avoid clicking on suspicious links or attachments from unknown sources.
- Check information sources carefully; rely only on official websites for health, legal, or financial advice.

If you encounter threats, harassment or abuse, block the person and report it to the website or authority.

Keeping Children and Young People Safe Online

- Talk regularly with children about their online activities.
- Use parental controls or monitoring tools as appropriate.
- Encourage safe behaviour: respectful communication, no sharing of personal information.
- Monitor for signs of cyberbullying, grooming, or exposure to unsafe content.

TEXT 'NETSAFE'
TO 4282

Tips for Healthy Online Habits

- Limit screen time and take regular breaks.
- Balance online interaction with face-to-face connections.
- Verify facts before sharing information.
- Keep passwords private and do not reuse the same password across multiple accounts.

What to Do if You Feel Unsafe Online

- Step away from the situation to take time and calm down.
- Save screenshots or messages as evidence if needed.
- Reach out to a trusted adult, support worker, or helpline.
- Remember: online harassment or abuse is never your fault.

Organisation	Support offered	Contact
Netsafe	Advice on online safety, cyberbullying & scams	www.netsafe.org.nz
Police Cybercrime Unit	Report online scams or abuse	www.police.govt.nz
IDCARE	Australia & New Zealand's National Identity Support Service	www.idcare.org

Online Resources



New Zealand
Family Violence
Clearinghouse

www.nzfvc.org.nz



www.whiteribbon.org.nz



Tautoko Tāne
Male Survivors Aotearoa

www.tautokotane.nz



Bright Sky App

available on the App store
and Google Play



www.areyouok.org.nz



Te Puna Aonui
Responding, healing, strengthening

www.tepunaonui.govt.nz



Safe to talk
He pai ki te kōrero

www.safetotalk.nz

Government Agencies



Te Kāwanatanga o Aotearoa
New Zealand Government



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA



ARA POUTAMA AOTEAROA
DEPARTMENT OF CORRECTIONS

Health New Zealand
Te Whatu Ora



ORANGA TAMARIKI
Ministry for Children



New Zealand
POLICE
Ngā Pirihimana o Aotearoa



MINISTRY OF EDUCATION
TE TĀHUHU O TE MĀTAURANGA



He Kaupare. He Manaaki.
He Whakaora.
prevention. care. recovery.



Kāinga Ora
Homes and Communities

CALL 111 FOR EMERGENCIES

Women's Refuge

0800 REFUGE (733843)

0508 326 459

Oranga Tamariki
Ministry for Children

Please get in touch if you think any
tamariki are suffering from ill-
treatment, abuse or neglect

24/7 Mental Health Crisis Support

0800 653 357

Manaaki Tāngata
Victim Support

0800 842 846

Department of Corrections
Ara Poutama Aotearoa

0800 11 66 33

Te Tari Kaumātua
Office for Seniors

0800 326 6865

Lifeline Helpline

0800 543 354
or text **4357**

Suicide Crisis Helpline

0508 828 865

Youthline

0800 376 633
or text **234**



HALT.ORG.NZ
06 366 0540
ADMIN@HALT.ORG.NZ

NEED TO TALK?

1737