

# We're here to help 24/7

If you're ever in immediate danger, **call 111** and ask for the police. Then, if it's not safe to speak, **press 55** on a mobile or any number on a landline to be put through to police.

## We may be able to help if:

1. Your partner, ex-partner, family/whānau member, flatmate or someone else close to you is controlling, threatening, hurting or harming you
2. You want to know if you're experiencing family violence
3. You want to help someone who is experiencing family violence

You have the right to live with dignity, free from violence, fear and someone else controlling your life.



We're here to help you, **24 hours a day, everyday.**  
It's free to call or chat online with our Help Team:

**Call 0508 744 633**

**Or chat online at [www.2shine.org.nz](http://www.2shine.org.nz)**

## *\* safer homes in nz everyday*

Call or chat online with our Help team professionals as many times as you need to, for as long as you need to.

We're here to help, no matter your age, gender or gender identity, ethnicity, culture, religion, sexual orientation, or personal situation.

**What you tell us is confidential**, unless there's an urgent and serious risk to someone's safety. If possible, we'll talk to you beforehand about our decision to pass along information.

**Shine's Help Team** (free on **0508 744 633** or online chat at **www.2shine.org.nz**) can provide emotional support, information about the law and how different government agencies work, and referrals to other services and people who may be able to help with your particular needs.

This may include local specialist services that can help you with your safety and wellbeing needs (and the needs of your children).

**New Zealand law defines 'family (domestic) violence'** to include physical, sexual, and psychological abuse within a family relationship – **intimate partners, ex-partners, family members, flatmates, and anyone in a close, personal relationship.**

**Most often it's a pattern of coercive controlling behaviour that causes cumulative harm.**

It can include **threats, intimidation, stalking, property damage, ill-treatment of pets, financial abuse, and causing a child to see or hear abuse of someone close to them.**