

# LEARNER HANDBOOK

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SCAN HERE TO ACCESS  
OUR ONLINE VERSION!

# WELCOME

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**Nau mai, haere mai ki Vertical Horizonz – Poutū Huapae.**

**Welcome to our learning whānau – we're so glad you're here.**

This Learner Handbook is your go-to guide for everything you need during your time with us. Inside, you'll find helpful information about our policies, support services, wellbeing resources, and more – all designed to help you thrive.

At Vertical Horizonz (VHNZ), we're committed to creating a safe, inclusive, and empowering learning environment. We proudly uphold the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, ensuring that every learner feels supported, respected, and valued.

Your success is at the heart of everything we do. Our dedicated team is here to walk alongside you, helping you reach your goals and grow both personally and professionally. You can learn more about the support available to you on our [Learner Success Page](#).

Thank you for choosing to train with us. We're excited to be part of your journey and wish you every success as you take this next step.

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**Ngā mihi nui,**  
**Ben Johnstone**  
CEO, VHNZ

*"The beautiful thing about learning is that no one can take it away from you." — B.B. King*



# ABOUT THIS HANDBOOK

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This Learner Handbook is here to help you succeed at VHNZ, it covers everything you need to know from when you enrol to when you finish your course.

The handbook explains our rules and procedures, ensuring you have a smooth learning experience. It supports your success in all our courses and centres, promotes fairness, and follows New Zealand's education laws. It also meets industry needs for skilled workers and provides information about assessments, and everyone's rights and responsibilities.

If you are an international learner, please refer to the international learner section of the handbook.



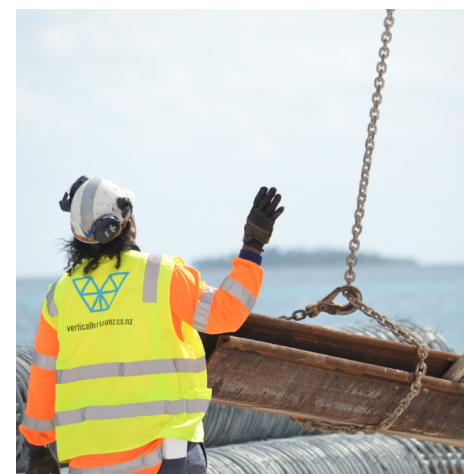
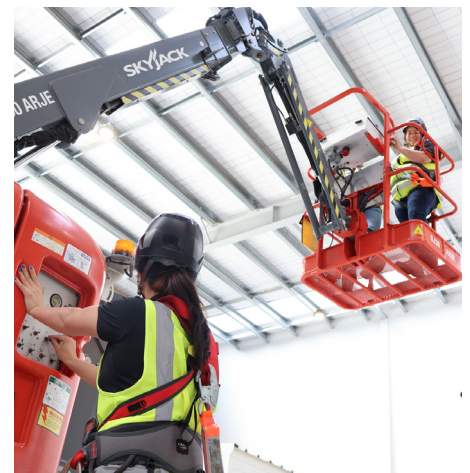
# ABOUT US

VHNZ was founded in 1998 to improve the safety of New Zealanders working at height. After 26 years, we are still committed to enhancing the safety and skills of New Zealand's workforce.

We provide top-quality safety training that is engaging, practical, and focused on learners. Our learners' success is at the heart of everything we do.

Since 2013, we have been recognised by NZQA as a Category 1 provider, the highest rating. We have consistently shown excellence in External Evaluations and Reviews (EERs), with NZQA expressing high confidence in our educational performance and self-assessment.

As a 100% New Zealand-owned and operated company, our goal is to help individuals, organisations, and industries reach their full potential. We do this by offering training that saves and changes lives. To see all our courses and services, you can visit our website [here](#).



# ABOUT OUR TRAINING

We have over 150 staff and 120 experienced trainers, offering more than 150 courses at 14 training centres across the country. Our deep industry knowledge means learners get practical, hands-on training based on real-world experience.

## OUR CLIENTS





















## OUR ACCREDITATIONS







# OUR SERVICES

## SPECIALTY AREAS

 HEALTH & SAFETY	 MARITIME	 FIRST AID	 FIRE & EMERGENCY	 RURAL	 TRANSPORT & LICENSING	 INFRASTRUCTURE	 SECURITY	 CHEMICAL SAFETY
 MAORI & PASIFIKA	 CONFINED SPACE	 HEIGHT & ACCESS	 ELEARNING	 ADULT EDUCATION	 LEADERSHIP	 CRANE	 RENEWABLE ENERGY	 ELECTRICAL SAFETY

## TRADES & APPRENTICESHIPS



 SCAFFOLDING	 ROOFING	 RIGGING	 INDUSTRIAL ROPE ACCESS
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## SCHOOLS, YOUTH & CAREERS



- School Workplace Health and Safety Courses
- First Aid
- Chemical Safety
- Building, Trades and Construction Pathways
- Mobile Elevated Work Platform
- Rural and Agriculture Pathways
- eLearning

Youth & Careers training can be found [here](#).



# OUR SERVICES

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## FLEXIBLE LEARNING OPTIONS

We understand that every learner's situation is unique. That's why we offer:

- Full-time and part-time study options
- Distance learning opportunities
- Blended learning approaches



## CONSULTANCY

We also offer consultancy services. Please contact us on **0800 72 33 848** for more details.



# OUR TRAINING CENTRES

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# OUR VALUES

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## OUR VALUES KO Ā MĀTOU NEI MĀTĀPONO



**INTEGRITY**  
NGĀKAU PONO



**EMPOWER**  
WHAKAMANA



**RESPECT**  
WHAKAUTE



**LEADERSHIP**  
HAUTŪTANGA



**COLLABORATION**  
MAHI TAHI

## REAL TRAINING THAT SAVES AND CHANGES LIVES.

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Our [Code of Conducts and Ethics Policy](#) guides how VHNZ managers, employees, and contractors should behave while working for the company. It ensures everyone acts ethically, respects laws, and maintains a safe, fair, and respectful work environment.

Our [Quality Policy](#) explains how VHNZ manages quality. It ensures that all services meet or exceed customer and stakeholder expectations through a Quality Management System (QMS) and compliance with relevant laws and standards.

# OUR CREDENTIALS

VHNZ are a New Zealand Qualifications Authority (NZQA) registered (8199) Tertiary Education Organisation under the Education and Training Act 2020, first registered in 1998 and recognised as an NZQA Category 1 provider since 2013.

We provide health, safety, and vocational training from Levels 1-5 of the NZQA Framework. When providing training, assessment and qualifications VHNZ complies in all respects with the requirements and provisions of the Education and Training act 2020 and any subsequent amendments.



## NZQA EXTERNAL EVALUATION AND REVIEW

We are committed to providing high-quality education. To ensure this, we take part in the External Evaluation and Review (EER) by NZQA.

The EER is required by law and checks how well we teach and manage our programmes. NZQA evaluators look at our operations to make sure we follow the rules and keep improving. After the review, NZQA publishes a report online that shows how well we are doing in teaching and self-assessment. This helps learners see our performance clearly.

We are proud to share that in 2021, VHNZ got the best rating possible. NZQA rated us as “Highly Confident” in how well we teach and how we check our own work. This shows we are dedicated to giving great education and always getting better. By choosing VHNZ, you are choosing a tertiary provider that meets and goes beyond New Zealand’s standards for higher education.



# WHAT IS TERTIARY EDUCATION?

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Tertiary education in New Zealand means any learning you do after finishing high school. There are lots of choices to support different people, like those who just graduated or those who want to improve their job skills. NZQA closely monitors tertiary education to ensure that the education from non-university providers is of high quality.



## CAREER OPPORTUNITIES

A tertiary qualification in New Zealand can lead to many opportunities. Graduates often have better job prospects and higher earning potential, while also supporting economic stability and fulfilling industry needs.



## VOCATIONAL EDUCATION AND TRAINING (VET)

Vocational Education and Training (VET) focuses on teaching practical skills for specific jobs or trades. It's hands-on learning that prepares you for the workforce. Whether you're beginning your career or switching fields, VET helps you gain the skills and knowledge needed to succeed.

**Benefits of Vocational Education and Training (VET) include:**

- Earn money while you learn.
- Gain or improve practical skills that employers value.
- Choose flexible learning options: classroom-based, online, or on-the-job training.
- VET qualifications are tailored to specific careers.
- Get support to re-enter the workforce after a break.
- Train for a new job role.
- Obtain the necessary certification for your job.
- Meet industry requirements.

# LEARNER RIGHTS

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You have rights as a learner. These include getting a good education, being treated fairly, having clear information about courses, and clear pathways to solve problems. The Education Code of Practice 2021 makes sure all learners are respected and supported in their wellbeing, safety, and learning. VHNZ follows this code in everything we do, and this shows in our rules and policies.

VHNZ's Equal Education Policy ensures all learners have fair and equal access to education, free from discrimination. The policy also outlines procedures for addressing grievances and complies with various New Zealand laws and standards. You can read more in our [Equal Education Policy](#).



## ACCESS & EQUITY

VHNZ values the community, the industries it serves, and every learner as an individual with dignity and worth, irrespective of the learner's ethnicity and cultural background, values, political and religious beliefs, lifestyle, gender, sexual orientation, age, occupation, appearance, disabilities, economic, marital, and social status.

We will work to identify and eliminate inappropriate aspects of policies, procedures, and regulations which may prevent a person gaining access to, or succeeding in, our education programmes. We will adopt policies and strategies which support our commitment to the Treaty of Waitangi.

You can read our [Treaty of Waitangi Policy here](#).

This policy ensures that we follow the principles of the Treaty of Waitangi and Tikanga Māori. This includes governance, partnership, protection, and participation. The policy also emphasises equity in training for all learners, regardless of their background.

### We will comply with the requirements of:

- The Human Rights Act 1993.
- The Bill of Rights Act 1990.
- The Privacy Act 2020.
- Health and Disability Commissioner Act 1996.
- Education and Training Act 2020.
- VHNZ will observe the framework of Kia Ōrite 2004. The Kia Ōrite Toolkit is a New Zealand code of practice, designed to achieve an inclusive and equitable tertiary learning environment for disabled learners to succeed.



## STUDENT SELECTION & ENROLMENT PROCESSES

You can find out about our selection and enrolment procedure in the following policies and procedures:

- [Student Entry and Enrolment Policy and Procedure](#)

This policy outlines the process for course entry and enrolment. It ensures the process is fair and clear for everyone. The policy also explains the process for applicants under 16 and recognising prior learning.

- [Recognition of Prior Learning Policy and Procedures](#)

This policy explains how learners can get credit for skills and knowledge they already have. Learners can show what they know through things like past work, training, or other experiences. If approved, they may not need to repeat learning they've already done.

- [Student Fee Protection Policy](#)

This policy outlines how we ensure student fees are kept fair and safe. It also outlines the cancellation and refund policy.





## INCLUSION & LEARNER SUPPORT

At VHNZ we are committed to ensuring all learners have equal opportunities to succeed in their studies. You can read more about this in our [Learner Support Policy](#).

This policy ensures an inclusive and supportive learning environment at VHNZ by identifying and accommodating additional learning needs, using Universal Design for Learning principles, and providing ongoing training for our staff.

We provide support services tailored to the diverse needs of learners and are committed to [The Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#). We have a range of specialists available to help you throughout your learning journey. This will depend on which course or programme you are enrolled in.

### They can assist with:

- Identifying and addressing any barriers to learning.
- Connecting you with appropriate support services.
- Advocating on behalf of disabled learners.
- Arranging necessary accommodations.

**We recognise that some learners may benefit from assistive technology to support their learning.**

### We provide access to:

- Text-to-Speech software.
- Speech-to-text software.
- Translation tools.

**Our assessment practices are designed to be fair and accessible to all learners.**

### Where possible we offer:

- Accessible assessment formats.
- Alternative assessment arrangements for learners with specific needs.

**Our [reader writer](#) and [interpreter guidance](#) explain how we support special assessment conditions. It ensures that all learners are treated equally and fairly.**

- Clear and transparent assessment criteria.
- Where compliant we offer practical evidence-based assessments.



## EQUITY & INCLUSION GUIDANCE

We make sure everyone has a fair access to vocational education, including learners from under served groups like Māori, Pacific peoples, disabled learners, learners who are gender diverse. You can find our latest DAP and LSP on our website and our [Equal Education Policy here](#).

**This policy ensures we provide equal opportunities by creating a positive, equitable learning environment and supporting diverse learner needs.**

- Cultural competency training for staff.
- Mechanisms for honouring Te Tiriti o Waitangi.
- Disability and inclusion awareness.



## CURRICULUM DEVELOPMENT & DELIVERY

**We ensure that all programmes are aligned with industry standards and meet the needs of employers.**

- Regular consultation with examining bodies, industry stakeholders and standard setting bodies.
- Incorporation of work-integrated learning opportunities.
- Continuous review and updating of course content based on labour market trends.
- Supporting literacy and numeracy skills.
- Application of UDL guidelines.



## HEALTH & SAFETY GUIDANCE

**We maintain a safe learning environment for all learners.**

- Compliance with the Health and Safety at Work Act 2015. Further information can be found on the [Worksafe website](#).
- Regular safety audits and risk assessments in training facilities.
- Training for learners on health and safety practices relevant to their field.



## PRIVACY & DATA PROTECTION GUIDANCE

We protect learner information: You can read our [Privacy Policy here](#).

This policy ensures VHNZ protects your privacy by following privacy laws, keeping your personal information safe, and using secure ways to manage data.



## COMPLAINTS & GRIEVANCE GUIDANCE

Through our policies we provide a transparent process for addressing complaints from learners.

- [Student Complaints Appeals Policy and Procedure](#)

This policy makes sure that we provide a safe way for learners to voice concerns, ensuring all issues are resolved properly.

- [Bullying and Harassment Policy](#)

This policy ensures that we prevent bullying and harassment by promoting a safe and respectful environment, providing clear procedures for reporting and addressing issues, and supporting all learners and staff.

- [Child Protection Policy](#)

This policy ensures we protect children and young people by following clear guidelines to keep them safe, reporting any concerns, and creating a secure environment for all young learners.

- [Whistle-blower and Complaints Against Staff Members Policy and Procedure](#)

This policy ensures we handle staff complaints and whistle-blower reports fairly and safely, providing clear procedures for resolving issues and protecting those who report concerns.





## ASSESSMENT & FEEDBACK GUIDANCE

We ensure fair and transparent assessment practices that support learner achievement.

- [Feedback and Progress Policy](#)

This policy ensures we report student progress accurately and regularly, keeping learners and relevant agencies informed about achievements, and maintaining secure and systematic records.



## ASSESSMENT PROCESSES & PROCEDURES

- [VHNZ Assessors Guide 2020](#)

This document provides assessors with clear guidelines for conducting fair, reliable, and valid assessments, maintaining high standards, and supporting continuous improvement in assessment practices.

- [Plagiarism and Academic Integrity Policy](#)

This policy ensures we uphold academic integrity by promoting honest and ethical behavior in all academic work, and providing clear guidelines for maintaining high standards in education.

- [Moderation Policy and Procedure](#)

This policy ensures we conduct moderation processes to maintain high standards in training and assessment, using both internal and external reviews to ensure fairness, reliability, and continuous improvement.

- [Appeals Process](#)

This policy ensures we will handle appeals fairly and transparently, providing clear steps for learners to challenge academic decisions and ensuring all appeals are resolved in a timely and unbiased manner.

- [Awarding Qualifications](#)

This policy ensures we award qualifications based on clear criteria, maintain high standards and following approved procedures for issuing Certificates of Achievement for courses, training schemes, and programmes.

- [Policy and Procedure for Programme Course Assessment](#)

This policy ensures we conduct programme and course assessments fairly and accurately, maintaining high standards and supporting continuous improvement in assessment practices.

- [Programme Course Reassessment](#)

This policy ensures we will provide a fair and transparent reassessment process, allowing learners to retake assessments if needed, and ensuring all reassessments are conducted in a timely and unbiased manner.



## WORK-BASED LEARNING GUIDANCE

We facilitate effective partnerships with employers for work-integrated learning experiences.

- [Policy for Work Experience and Off-Site Learning](#)

This policy ensures we maintain high-quality teaching and learning experiences during work experience and off-site learning activities, identifying and managing any health and safety issues, and providing practical skills that add value to the workplace.

- Framework for establishing apprenticeship programmes.
- Guidelines for monitoring learner progress in workplace settings.
- Support structures for both learners and employers during placements.

- [Credit Transfer Policy and Procedure](#)

This policy allows learners to transfer credits from previous courses to their current programme if they meet the required standards.

- [Withdrawal and Enrolment Policy](#)

This policy outlines the steps and requirements for learners to sign up for a course or programme and explains how learners can officially leave a course or programme.





# QUALITY ASSURANCE GUIDANCE

We maintain high standards in vocational education delivery as set out in our QMS.

- [Policy and Procedures on QMS](#)

This policy outlines the processes and standards to ensure the quality and continuous improvement of services and operations.

- Regular internal audits of educational programmes against established benchmarks.
- Participation in external evaluations conducted by NZQA or other relevant bodies.
- Continuous improvement processes based on feedback from learners and industry partners.



# LEARNER RESPONSIBILITIES & EXPECTATIONS

As a learner at VHNZ you play an essential role in shaping your educational experience. While we are committed to providing a safe, supportive, and high-quality learning environment, your active participation and adherence to responsibilities are equally important for success.



## ENTRY REQUIREMENTS

In order to participate in one of our courses of study, you must meet the entry requirements for the course. You can read our [Entry Requirements Policy here](#).

This policy details the qualifications and criteria learners must meet to enrol in a course or programme.

Entry requirements can include but are not limited to:

- Sufficient English language skills to understand requirements, instructions and communication necessary to comply with industry regulations and health and safety requirements.
- Prerequisite qualifications or level of prior achievement if required.
- The legal right to work or study in New Zealand.



## ENGAGEMENT IN LEARNING

You must engage fully in your learning:

- Actively participate in all scheduled training, activities, and assessments. Our attendance policy outlines the expectations and requirements for learners to attend classes regularly and the procedures for reporting absences. [Attendance Policy](#).
- Commit to completing assignments on time and to the best of your ability.
- Seek support when needed to enhance your learning experience.
- Keep us informed of any changes to your personal details or circumstances that may affect your studies.



## WELLBEING & SAFETY

- [Health and Safety Policy](#)

This policy ensures a safe and healthy environment for all learners and staff by outlining procedures to prevent accidents and manage risks.

- You must take responsibility for your own physical and mental wellbeing by accessing available support services when needed.
- Follow our safety protocols to ensure a secure learning environment for yourself and others.



## FINANCIAL COMMITMENTS

- Ensure timely payment of fees as outlined in your enrolment agreement.
- Understand refund policies in case of withdrawal or changes to your study plans.



## RESPECT FOR OTHERS

- Treat fellow learners, trainers, and staff with respect and courtesy.
- Embrace diversity and contribute to an inclusive learning environment.





## ADHERENCE TO POLICIES

You are required to comply with our learner policies including:

- [Attendance Requirements](#)

This policy specifies the minimum attendance standards learners must meet to successfully complete their course or programme.

- [Student Discipline Policy](#)

This policy outlines the rules and procedures for managing student behavior, including the consequences for violating our standards.

- [Academic Dishonesty Policy](#)

This policy outlines the rules against cheating, plagiarism, and other forms of dishonest behavior in academic work, along with the consequences for violating these rules.

- [Computer and Internet Code of Conduct](#) and [Policy on Student Use of Computers](#)

This policy outlines the rules for using computers and the internet responsibly, including guidelines to prevent misuse.

- [Vaping and Smoke Free Workplace Policy](#)

This policy prohibits smoking and vaping inside VHNZ premises to ensure a healthy environment for all learners and staff.

- [VHNZ Environmental Policy](#)

This policy outlines VHNZ's commitment to protecting the environment through sustainable practices.



## KEY LEGISLATION & ACTS

- Te Tiriti o Waitangi (Treaty of Waitangi)
- New Zealand Qualifications Framework (NZQF)
- Tertiary Education Strategy
- Education and Training Act 2020: Governs all aspects of education in New Zealand, including tertiary education.
- Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021: Ensures the safety and wellbeing of both domestic and international tertiary learners.
- Privacy Act 2020: Protects personal information and privacy rights of learners.
- Human Rights Act 1993: Prevents discrimination and promotes equality in education.
- Health and Safety at Work Act 2015: Ensures safe learning environments for learners.

# INTERNATIONAL LEARNERS

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## WELCOME TO NEW ZEALAND

Starting life and study in New Zealand (NZ) is an exciting journey. At VHNZ we are dedicated to supporting your success both in and out of the classroom. Immigration New Zealand have a wealth of information about healthcare, public services, cost of living and lifestyle and family. [Moving to New Zealand](#).



## ACCESS TO TRANSLATION AND LANGUAGE SUPPORT TOOLS

All of our centres have access to assistive technology and translation tools to help you understand course materials and communicate more easily. There are many mobile apps also available for quick translation including google translate.



## INTERPRETERS

If you need an interpreter to access your course, you can read our [Interpreter Guidance here](#).



## ENGLISH SPEAKERS OF OTHER LANGUAGES (ESOL)

In NZ there are a range of paid and free options available for improving your English language skills. For example [englishlanguage.org.nz](http://englishlanguage.org.nz) works across NZ. There are also a number of local services available depending on the area you live in.



## IMMIGRATION, VISAS, AND EMPLOYMENT INFORMATION

### New Zealand Immigration and Work Visa Resources

Find the latest information on applying for, extending, or understanding your visa by visiting the official [Immigration NZ Website](#).



## EMPLOYMENT CONDITIONS AND RIGHTS

All workers, including international students, are entitled to:

- At least minimum wage.
- Written employment agreement.
- Annual leave (at least four weeks).
- Sick leave (ten days per year after six months).
- A safe work environment.



## NON-DISCRIMINATION

You must receive the same conditions as NZ citizens and residents. For full details about rights and conditions, see the [Immigration NZ Worker Rights Page](#).



## UNDERSTANDING CULTURAL DIFFERENCES IN NEW ZEALAND

Visit the [100% Pure New Zealand website](#) for information about NZ culture and places to visit.





## SOCIAL AND ACADEMIC CULTURE

NZ is highly multicultural, with people from Europe, Asia, the Pacific, and many other parts of the world. Auckland is one of the world's most diverse cities.

**Māori Culture:** Māori are the indigenous people of NZ, and their traditions (including manaakitanga—kindness and hospitality) shape daily life. Māori language and customs are commonly observed.



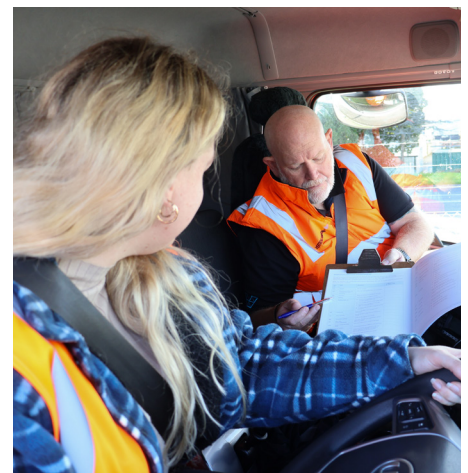
## LEARNING

- VHNZ courses generally take place in our centres or at the place of employment.
- Longer programmes of apprenticeships require some independent and self-directed study, or on the job tasks.
- Active participation in lessons is encouraged, such as asking questions and expressing your own opinion.
- Addressing teachers by their first name is common.



## SOCIAL

- New Zealanders are generally informal, friendly, and value punctuality.
- Making friends with people from various backgrounds is encouraged.
- Sports, clubs, and volunteer opportunities are great for connecting with others.
- There are many local Facebook groups that arrange social meetups with other immigrants from your country of origin.





## SUPPORT FOR ADJUSTMENT

Many learners need time to adapt. If you feel challenged, please see the pastoral care section of this handbook. [Click here.](#)



## HELPFUL TIPS

- Keep copies of all documents, employment agreements, and important emails.
- Learn basics of Māori customs (like greetings) to enrich your experience.
- Don't hesitate to seek help - many find NZ culture friendly but different.
- If you need translation or interpreter services, use our internal guidance. [Interpreter Guidance.](#)

### Emergency Services

- Police, fire or ambulance please dial 111
- NZ police non-emergency service 105

### Embassies and Consulates

[Find Your Embassy here.](#)

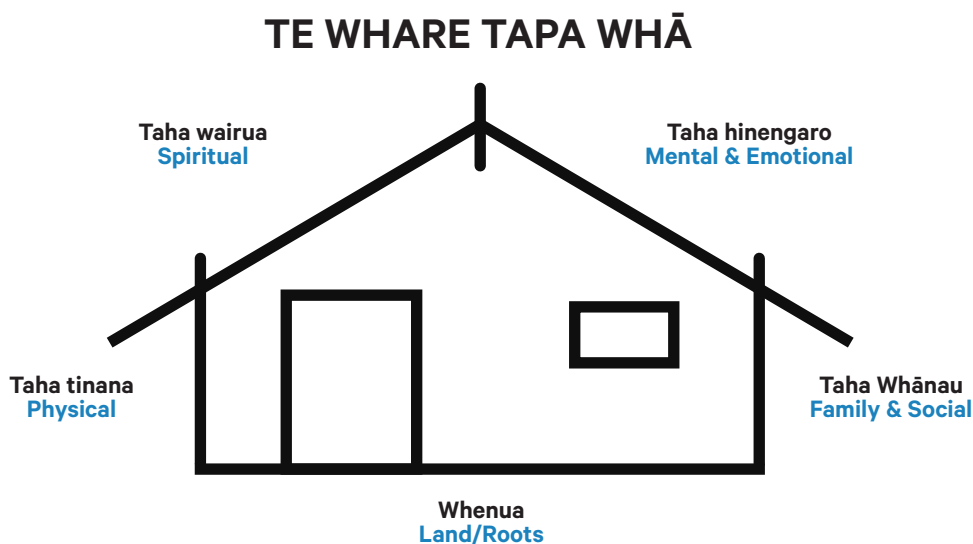


# YOUR WELLBEING

Te Whare Tapa Whā was developed by leading Māori health advocate Sir Mason Durie in 1984. The model describes health and wellbeing as a whareniui/meeting house with four walls.

These walls represent taha wairua/spiritual wellbeing, taha hinengaro/mental and emotional wellbeing, taha tinana/physical wellbeing and taha whānau/family and social wellbeing. Our connection with the whenua/land forms the foundation.

When all these things are in balance, we thrive. When one or more of these is out of balance our wellbeing is impacted.



## YOUR WELLBEING AS A LEARNER IS IMPORTANT TO US.

Over the next few pages, you'll find links and contact details to a variety of services and information portals that can support many aspects of your wellbeing.

# DID YOU KNOW WE ARE COMMITTED TO THE PASTORAL CARE CODE OF PRACTICE?



The code is designed to support the wellbeing of all tertiary learners and protect international students.

At Vertical Horizonz New Zealand, we take a holistic approach to learner wellbeing, with policies and practices that honour The Treaty of Waitangi.

We're committed to providing a clear and fair process for resolving complaints and concerns.

SCAN ME FOR FURTHER RESOURCES!



## GENERAL HEALTH

- Doctors <https://www.govt.nz/browse/health/gps-and-prescriptions/find-a-doctor/>
- Healthline for free advice **0800 611 116** (for emergencies call 111)
- Healthpoint <https://www.healthpoint.co.nz/>
- Dentist <https://dcnz.org.nz/practitioners>
- Nutrition <https://healthed.govt.nz/collections/all/products/healthy-eating-active-living>
- Exercise <https://info.health.nz/keeping-healthy/being-physically-active/physical-activity>
- Hospitals <https://www.health.govt.nz/regulation-legislation/certification-of-health-care-services/certified-providers/public-hospitals>
- Sleep <https://info.health.nz/keeping-healthy/effects-sleep-health>
- Sexual Health <https://sexualwellbeing.org.nz/>
- Women's Health <https://healthify.nz/hauora-wellbeing/w/womens-health-topics>
- Men's Health <https://healthify.nz/hauora-wellbeing/m/mens-health-topics>

## MENTAL HEALTH

- Mental Health Support Services <https://mentalhealth.org.nz/help/accessing-mental-health-services>
- Mental Health Support helplines
  - Lifeline **0800 543 354**
  - Youthline **0800 376 633**
- Addiction - Alcohol and Drug helpline **0800 787 797** <https://alcoholdrughelp.org.nz/>
- Gambling - Gambling Helpline **0800 654 655** or text **8006** <https://gamblinghelpline.co.nz>
- Stress <https://info.health.nz/mental-health/mental-health-conditions/stress>
- Bullying <https://www.govt.nz/browse/law-crime-and-justice/abuse-harassment-domestic-violence/bullying/>





## FAMILY SUPPORT

- Pregnancy <https://info.health.nz/pregnancy-maternity>
- Parental Leave <https://www.ird.govt.nz/paid-parental-leave>
- Family Violence 0508 744 633 <https://2shine.org.nz/>
- Women's Refuge 0800 733 843 <https://womensrefuge.org.nz/>
- Pet Refuge <https://www.petrefuge.org.nz/>



## CULTURAL SUPPORT

- Refugee Services <https://www.redcross.org.nz/get-help/help-for-refugees/refugee-settlement> and <https://rc.org.nz/>
- Māori Health Services <https://healthpages.co.nz/directory/categories/maori-health-services>



## FINANCIAL SUPPORT

- Financial Planning Support <https://sorted.org.nz/>
- Emergency Housing <https://www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing>
- Work and Income NZ <https://www.workandincome.govt.nz/>
- Food Banks <https://www.foodbank.co.nz/>
- Accident Compensation Commission (ACC) <https://www.acc.co.nz/>



## OTHER SUPPORT

- Citizens Advice Bureau 0800 367 222 <https://www.cab.org.nz/>
- Tenants' Rights and Responsibilities <https://www.tenancy.govt.nz/starting-a-tenancy/new-to-tenancy/key-rights-and-responsibilities/>



**REAL  
TRAINING  
THAT SAVES  
AND CHANGES  
LIVES.**

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