

Free Wellbeing Services

Learner Support and Referral Services

This document outlines support services available to learners to help maintain wellbeing, manage personal circumstances, and succeed in their studies. Learners are encouraged to seek support early.

Emergency: If you or someone else is in immediate danger, call 111.

<p>Wellbeing and Counselling Support</p> <p>Better Help (Online Counselling)</p> <p>Affordable online counselling with a licensed therapist, accessible via computer, phone, or tablet. Financial aid may be available. This is an external, fee-charging service. Learners are encouraged to consider free New Zealand-based services first, particularly in urgent situations. https://www.betterhelp.com/</p> <p>Free Telephone Counselling (NZ-based)</p> <p>If you are experiencing ongoing stress or distress, contact your GP or access free telephone counselling services in New Zealand. www.opencounseling.com/hotlines-nz</p>	<p>Alcohol and Other Drug Support</p> <p>Alcohol Drug Helpline (NZ)</p> <p>The Alcohol Drug Helpline provides friendly, non-judgmental, professional help and advice. If you are concerned about your own drinking or drug taking they can assist with information, insight and support. https://alcoholdrughelp.org.nz/</p> <p>Confidential, non-judgmental support and advice. - Call: 0800 787 797 (24/7) - Text: 8681</p> <p>Specialist Lines - Māori Line: 0800 787 798 - Pasifika Line: 0800 787 799 - Youth Line: 0800 787 984</p>
<p>Suicide and Crisis Support (24/7)</p> <p>Lifeline Aotearoa</p> <p>Free, confidential support when you need someone to listen. https://www.lifeline.org.nz/</p> <p>- Call: 0800 LIFELINE (0800 543 354) - Text: HELP to 4357</p> <p>- Lifeline Auckland: 0508 828 865 0800 LIFELINE (0800 543 354)</p>	<p>Food and Essential Support</p> <p>South Auckland Christian Foodbank (South Auckland only)</p> <p>South Auckland Christian Foodbank can provide food parcels from Mangere for everything from drinks to fresh vegetables, including home deliveries. https://www.sacfb.org.nz/</p> <p>Find local foodbanks and community support services across Aotearoa. https://www.foodbank.co.nz</p>

<p>Housing and Tenancy Support</p> <p>Tenancy Services New Zealand</p> <p>Information about renting rights and responsibilities in New Zealand.</p> <p>www.tenancy.govt.nz</p>	<p>Financial Wellbeing and Budgeting Support</p> <p>Financial stress can affect study progress. Free, confidential budgeting and financial advice services are available to help learners manage money-related concerns.</p> <p>Auckland Central Budgeting Consultants – Free, confidential budgeting and financial mentoring. Support includes debt planning, creditor negotiation, goal-setting and navigating systems (e.g., WINZ, IRD).</p> <p>MoneyTalksNZ provides free, confidential budgeting support. https://www.moneytalks.co.nz/</p>
<p>Accessibility and Learning Needs</p> <p>Learners with disabilities, learning differences, neurodiversity, or health conditions that impact their ability to study are encouraged to let us know. Reasonable and appropriate support options can be discussed where possible.</p> <p>Citizens Advice Bureau (CAB) can connect you to disability and accessibility services. https://www.cab.org.nz/</p> <p>There are also many disability services that provide culturally affirming services such as https://paerangi.nz/</p>	<p>Cultural and Identity-Affirming Support</p> <p>Culturally responsive support services are available for learners who prefer to access support grounded in their cultural values, including kaupapa Māori and Pasifika services.</p> <p>Citizens Advice Bureau (CAB) can connect you to culturally appropriate services including migrant connect and language support. https://www.cab.org.nz/</p> <p>There are a number of trusts that operate in Auckland providing community support including marae spaces. For example: Manukau Urban Māori Authority: https://www.muma.co.nz/</p> <p>For wellbeing services: https://www.wellbeingsupport.health.nz/available-wellbeing-support/kaupapa-maori-wellbeing-services</p> <p>Pacific-Centred Support services including Vaka Pasifika which is based in Manukau https://www.vakapasifika.org.nz/based</p>

Study and Learning Support

Learners who are struggling with workload, assessments, or time management are encouraged to seek support early. Talk to your tutor or programme manager.

Useful areas of support include: - Study skills and assessment planning - Time management and workload organisation - Academic writing, literacy, and numeracy support

Free online study skills resources are widely available and can support learner success alongside formal study. Examples include Crash course (videos) on YouTube

Internal Support and Communication

Learners are encouraged to contact the appropriate programme or student support contact if personal circumstances are affecting their ability to study. Early communication allows support options to be explored and helps prevent small issues from becoming barriers to success.

If there is anything we can add to better support you during your study, please let us know.