



LONG BAY COLLEGE

Care, create, excel

Remote Learning Parent and Student Wellbeing Support

If you need support from the schools Guidance Team, please contact them via email, and they can arrange to make contact via phone, or through Teams to Video Conference.

Head of Wellbeing – Hiltrud Egle – HEgle@lbc.school.nz

INFORMATION AND RESOURCES TO SUPPORT WELLBEING AND SUPPORT LEARNING AT HOME

You will understand the importance of routine for your family. If your routine has been shaken up, like you're now working from home, it's good to structure your time. Routines are reassuring and promote health and physical wellbeing.

The Ministry of Education has developed a resource for parents, caregivers, whānau and family - <http://education.govt.nz/school/health-safety-and-wellbeing/pastoral-care-and-wellbeing/talking-to-children-about-covid-19-coronavirus/>.

- The Ministry of Health's website includes [Top ways to look after your mental wellbeing](#) during the Covid-19 lockdown.
- Nathan Wallis has some helpful videos on his Facebook page for parents and whānau - <https://www.facebook.com/nathanwallisxfactoreducation/> -
- Tips on looking after mental health and wellbeing during COVID-19 from the Mental Health foundation <https://www.mentalhealth.org.nz/get-help/covid-19/>
- a website by the Health Promotion Agency to help New Zealanders recognise and understand depression and anxiety - <https://depression.org.nz/covid-19/>

Although overseas-based this is a good list and highlights some things particularly important for children.

Remember the rules of New Zealand's level 4 lockdown still apply - [25 Mental Health Wellness Tips during Quarantine from Eileen M Feliciano, Psy.D.](#)

HELPLINES & SUPPORT

Below is a list of some of the services available in New Zealand that offer support, information and help for you and your parents, family, whānau and friends.

All the services listed here are available 24 hours a day, seven days a week unless otherwise specified.

National helplines

Need to talk? Free call or text **1737** any time for support from a trained counsellor

[Lifeline](#) – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP).

[Suicide Crisis Helpline](#) – 0508 828 865 (0508 TAUTOKO).

[Healthline](#) – 0800 611 116

[Samaritans](#) – 0800 726 666

HELPLINES FOR CHILDREN AND YOUNG PEOPLE

[Youthline](#) – 0800 376 633, free text 234 or email talk@youthline.co.nz or online chat.

thelowdown.co.nz – or email team@thelowdown.co.nz or free text 5626.

[What's Up](#) – 0800 942 8787 (for 5–18 year olds). Phone counselling is available Monday to Friday, 12noon–11pm and weekends, 3pm–11pm. Online chat is available from 3pm–10pm 7 days a week, including all public holidays- www.whatsup.co.nz

[RainbowYouth \(Queersupport\)](#) - (online chat) www.rainbowyouth.co.nz – 09 3764155

[Netsafe](#) - (text /cyber bullying) 0508638723

DEPRESSION-SPECIFIC HELPLINES

[Depression Helpline](#) – 0800 111 757 or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions).

www.depression.org.nz – includes The Journal online help service.

[SPARX.org.nz](#) – online e-therapy tool provided by the University of Auckland that helps young people learn skills to deal with feeling down, depressed or stressed.

SEXUALITY OR GENDER IDENTITY HELPLINE

[OUTLine NZ](#) – 0800 688 5463 (OUTLINE) provides confidential telephone support

HELP FOR PARENTS, FAMILY AND FRIENDS

[EDANZ](#) – improving outcomes for people with eating disorders and their families. Freephone 0800 2 EDANZ or 0800 233 269, or in Auckland 09 522 2679. Or email info@ed.org.nz.

[Parent Help](#) – 0800 568 856 for parents/whānau seeking support, advice and practical strategies on all parenting concerns. Anonymous, non-judgemental and confidential.

[Family Services 211 Helpline](#) – 0800 211 211 for help finding (and direct transfer to) community based health and social support services in your area.

[Skylight](#) – 0800 299 100 for support through trauma, loss and grief; 9am–5pm weekdays..

OTHER SPECIALIST HELPLINES

[Alcohol and Drug Helpline](#) – 0800 787 797 or [online chat](#).

[Are You OK](#) – 0800 456 450 family violence helpline.

[Gambling Helpline](#) – 0800 654 655

[Anxiety NZ](#) – 0800 269 4389 (0800 ANXIETY).

[Seniorline](#) – 0800 725 463 A free information service for older people.

[0508MUSICHELPS](#) – The Wellbeing Service is a 24/7 online, on the phone and in-person counselling service fully funded by the NZ Music Foundation and provided free of charge to those in the Kiwi music community who can't access the help they need due to hardship and other circumstances. Call 0508 MUSICHELP.

[Shine](#) – 0508 744 633 confidential domestic abuse helpline.

[Quit Line](#) – 0800 778 778 smoking cessation help.

[Women's Refuge](#) Crisisline – 0800 733 843 (0800 REFUGE) (for women living with violence, or in fear, in their relationship or family).

Shakti Crisis Line – 0800 742 584 (for migrant or refugee women living with family violence).

[Rape Crisis](#) – 0800 883 300 (for support after rape or sexual assault).

Work and Income services centres are closed. However, you can apply for assistance via [MyMSD](#) or phone the contact centre on [0800 559 009](tel:0800559009) .

If you need some assistance with food these food banks may be able to help. Call first for instructions of how they are operating to ensure physical distancing:

- Auckland City Mission (City) [09 303 9200](tel:093039200)
- Salvation Army (Henderson) [09 837 4471](tel:098374471)
- Vinnies Auckland (Newton) [09 815 6122](tel:098156122) or 0800 6800
- Hope Centre (New Lynn) [02108048436](tel:02108048436)
- Vision West (Glen Eden) [09 818 0716](tel:098180716) – Mon, Wed, Fri only

If you're in Auckland, [the Auckland Emergency Management website](#) may be useful.

If you know someone who needs financial assistance, please tell him/her to call the free government helpline [0800 779 997](tel:0800779997) (8am–1am, seven days a week).

