

# SAFETY IN THE CITY

AUCKLAND,  
NEW ZEALAND

New Zealand is a safe, friendly country. Most international students who come to Auckland don't experience any serious problems, but like any city, crime and incidents can occur. It is up to you to make sure that you look after yourself and use common sense.

There are a range of support services available to you should you require them at any stage during your time in Auckland.

## **NZ Police**

[police.govt.nz](http://police.govt.nz)

Emergency phone 111

Phone police using 111 in an emergency involving you, your friends, or if you see someone who needs help. Phone your local police station for non-urgent problems like theft.

In emergencies phone 111 for fire, police or ambulance.

## **Youthline**

[youthline.co.nz](http://youthline.co.nz)

Freephone 0800 376 633

Free txt 234

Email [talk@youthline.co.nz](mailto:talk@youthline.co.nz)

Remember you can call Youthline if you need to talk to someone about any problem you have in your personal life or if you are feeling lonely, stressed or just need someone to talk to who understands.

## **Lifeline**

[lifeline.co.nz](http://lifeline.co.nz)

Freephone 0800 543 354

Contact Lifeline if you are having trouble with depression, are worried, or stressed.

## **To report any crime**

### **Crime stoppers**

[crimestoppers-nz.org](http://crimestoppers-nz.org)

Freephone 0800 555 111

Your phone call will help stop crime and can be anonymous.

## **Additional Support Services**

### **NZ Customs Service**

customs.govt.nz  
Freephone 0800 428 786

This is a website that advises you about what you can bring into New Zealand or take overseas, and offers general information to travellers.

### **Victim Support**

victimsupport.org.nz  
Freephone 0800 842 846

Contact Victim Support if you are the victim of a crime and you have already spoken to the police but need more support.

### **Sexual Assault**

In emergencies phone 111  
rpe.co.nz

Visit Rape Prevention Education if you or someone you know has been a victim of sexual assault.

### **Ministry of Business Innovation and Employment (MBIE)**

tenancy.govt.nz  
Tenancy information phone 0800 836 262  
Bond information phone 0800 737 666

Contact MBIE if you have any questions regarding your tenancy.

### **Help with family or partner violence**

2shine.org.nz  
Freephone 0508 744 633

Call Shine if you have any problems with family violence in your home or with your girlfriend or boyfriend.

### **Rainbow Youth**

ry.org.nz  
Phone 09 376 4155

Contact Rainbow Youth to get support, information and education about being young and homosexual.

### **Your Local Doctor**

yourlocaldoctor.co.nz

If you are unwell visit your local family doctor or University student health & wellbeing centre.