

## Other Supports

### ACC

Anybody who experiences sexual violence in New Zealand is eligible for free support through ACC; you do not need to have made a complaint to Police. There is no time limit between when the incident(s) happens and when you access help.

**Phone:** 0800 735 566

**Website:** [www.findsupport.co.nz](http://www.findsupport.co.nz)

### Tautoko Tāne Male Survivors Aotearoa

One-to-one, peer and group support for male survivors and their significant others.

**Website:** [www.tautokotane.nz](http://www.tautokotane.nz)

### Male Survivors Canterbury

One-to-one, peer and group support for male survivors and their significant others.

**Phone:** (03) 365 9000

**Website:** [www.canmen.org.nz](http://www.canmen.org.nz)

### Cambridge Clinic

Medical and health services for people who have been sexually assaulted, either recently or in the past.

**Phone:** (03) 366 0067

**Email:** [office@cambridgeclinic.co.nz](mailto:office@cambridgeclinic.co.nz)

**Website:** [www.cambridgeclinic.co.nz](http://www.cambridgeclinic.co.nz)

### Te Puna Oranga

Kaupapa Māori sexual violence services.

**Phone:** (03) 381 8472

**Email:** [info@tepunaoranga.co.nz](mailto:info@tepunaoranga.co.nz)

### New Zealand Police

**Phone:** (03) 363 7400

and ask for the Adult Sexual Assault Team.

**Phone:** 105 Non-Emergency line

or utilise 105 online form at [www.police.govt.nz/use-105](http://www.police.govt.nz/use-105).

**“For the first time in my life, someone has listened and believed in me. Without this support I would have not been able to take the next step I needed to take.”**

Emma\*

## Aviva Sexual Violence Services has been developed in partnership with START

Aviva supports individuals and whānau to not only become safe, but begin a journey toward a fulfilling, violence-free life.

Please visit [www.aviva.org.nz](http://www.aviva.org.nz) to see our full range of services including:

- Adults' Family Violence Services
- Sexual Violence Services, delivered in partnership with START
- Tamariki Services - for children
- Rangatahi Services - for young people
- ReachOut - for people using violence
- Seuga - for Pasifika people
- Whānau Resilience - for long-term healing
- Aviva GoodLoans, delivered in partnership with Good Shepherd NZ

START provides specialist recovery support services for children, young people and adults who have experienced sexual violence.

Please visit [www.starthealing.org](http://www.starthealing.org) to see their full range of services including:

- Telephone or face-to-face consultations
- Counselling (including via ACC)
- Educational workshops, seminars and courses

## Aviva Sexual Violence Services

**Address:** The Loft, Level 1  
Eastgate Shopping Centre  
PO Box 24 161, Christchurch 8140

**Phone:** 0800 AVIVA NOW (0800 28482 669)

**Email:** [SVadmin@aviva.org.nz](mailto:SVadmin@aviva.org.nz)

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\*Not their real names.

# Supporting recovery from sexual violence



 **aviva**  
sexual violence services

in partnership with



Everyone deserves a life free from sexual violence. At Aviva Sexual Violence Services, we know that overcoming the effects of sexual harm takes time and support. Whether it happened last week or ten years ago, we are here 24-hours a day to support you, and your family and friends.

## What is Sexual Violence?

Sexual violence is any type of sexual contact or behaviour that you do not willingly and explicitly agree to. It includes a wide range of behaviours, including rape, attempted rape, coerced sexual activity, sexual harassment and threats.

Many adults also struggle with sexual violence or abuse they experienced in childhood, often within trusted relationships in which behaviours other than violence were used to gain control.

If you have been exposed to sexual violence, it is important to remember that it is not your fault.

## The Effects of Sexual Violence

Experiencing sexual violence can be traumatic and is associated with a number of emotional, physical, and behavioural impacts. These can be different for each person and change with time.

Sexual violence can affect how you feel about yourself and how safe you feel in the world. The process of healing can take time and you may need different supports as you move through your life. Your family may also require support.

If you have been exposed to sexual violence, it is important to pay attention to whatever you are thinking and feeling about what has happened to you. Your response is valid and you have a right to support.

## How can we help?

Aviva Sexual Violence Services are a confidential and professional specialist service offering support to adults 18 and above of any gender following either recent or historic sexual violence or abuse.

You may refer yourself to the service, or Police or another agency may refer you (with your consent).

### Our crisis services include:

- Phone support and information for you, your whānau and friends, 24-hours a day on 0800 28482 669.
- Support during a medical or forensic examination at the Cambridge Clinic, or support for whānau and friends who accompany you.
- Support for you when making a Police statement, giving a video interview or during the Court process.
- Information about other support and financial services available to you.

### Beyond the point of crisis:

- We follow up on all referrals to the service with a phone call, which includes an assessment of your needs.
- They may provide you with information on relevant services, including counselling, and arrange a referral for you.
- They may provide ongoing support for you and your whānau as you navigate your experience and recovery.

## Where are we available?

Sexual Violence Services are available in Christchurch, Selwyn, Ashburton and North Canterbury. Face-to-face appointments need to be booked in advance.

**Sexual Violence Services is run by Aviva in conjunction with START. To find out more about how we can support you, call 0800 AVIVA NOW (0800 28482 669) or visit [www.aviva.org.nz](http://www.aviva.org.nz) or [www.starthealing.org](http://www.starthealing.org).**

## Crisis Supports

### Police 111

In an emergency, always call the Police

### Aviva Sexual Violence Services

24-hour support line

**Phone:** 0800 AVIVA NOW (0800 28482 669)

**Email:** [SVadmin@aviva.org.nz](mailto:SVadmin@aviva.org.nz)

### Safe To Talk

24-hour support line

**Helpline:** 0800 044 334

**Text:** 4334

### Lifeline

Providing personal and telephone counselling

**Helpline:** 0800 543 354

**Website:** [www.lifeline.org.nz](http://www.lifeline.org.nz)

### Youthline

Counselling, support and youth development

**Helpline:** 0800 376 633 or free text 234

**Website:** [www.youthline.co.nz](http://www.youthline.co.nz)

## Other Supports

**Aviva - Family Violence Services**

**Phone:** 0800 AVIVA NOW (0800 28482 669)

**Email:** [enquiries@aviva.org.nz](mailto:enquiries@aviva.org.nz)

**Website:** [www.aviva.org.nz](http://www.aviva.org.nz)

### START

Early intervention, counselling and support

**Phone:** (03) 355 4414

**Email:** [admin@starthealing.org.nz](mailto:admin@starthealing.org.nz)

**Website:** [www.starthealing.org.nz](http://www.starthealing.org.nz)



**“Having someone who wasn’t attached to the police or doctors was good. Even though I didn’t talk much, I really liked that she was there for me.”**

**Rita\***

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