



**The National School  
of Aesthetics**



**The National School of Aesthetics**  
**Student Handbook 2024**  
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# Appendix 3: External Support Agencies

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This appendix supplies a list of external agencies that may be able to help you or someone you know with issues that may arise during your time studying with us. This info supplied to the best of our knowledge. See if us an agency you think should be included in the appendix is not in the appendix.

## In This Section

- Alcohol, drugs and tobacco, including addictions assistance
- Anxiety
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- Childcare facilities
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- Christchurch Public Libraries
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- Community Law Centres
- Depression
- Disputes Tribunal
- Eating disorders
- Employment issues
- Environment Canterbury (Canterbury Regional Council)
- Family and parenting issues
- Family violence services
- Grief, loss and trauma
- Harassment and discrimination (Human Rights Commission)
- Immigration New Zealand
- iStudent Complaints (International Student Complaints)
- Justices of the Peace
- Mental health
- New Zealand legislation
- New Zealand Police (ill-treatment, harm, abuse, neglect, emergencies, other areas)
- New Zealand Qualifications Authority (NZQA)
- Personal health and welfare
- Relevant New Zealand laws
- Safety on the roads and driving laws and requirements (NZ Transport Agency)
- Sexual assault and rape
- Sexuality education, health promotion and sexual and reproductive health services
- Sexual orientation, gender and transgender support
- StudyLink (student loans and allowances)
- Suicide prevention
- Tenancy issues
- Women's Centre
- Women's Refuge Christchurch
- Work and Income New Zealand (WINZ)
- Youth helplines

| Agency and/or Area   | Different Areas, Contact Details  |
|--|---|
| <b>Alcohol, drugs and tobacco, including addictions assistance</b><br><br><b>You must be 18 or older to purchase and consume alcohol and tobacco. Drugs are illegal.</b> | Alcohol Drug Helpline<br><a href="http://www.alcoholdrughelp.org.nz">www.alcoholdrughelp.org.nz</a><br>0800 787 797   |
|  | Amohia Te Waioira (formerly Health Promotion Agency)<br><a href="http://www.alcohol.org.nz">www.alcohol.org.nz</a><br>Alcohol Drug Help: 0800 787 797 or text 8681  |
|  | Gambling Helpline New Zealand<br><a href="http://www.gamblinghelpline.co.nz">www.gamblinghelpline.co.nz</a><br>0800 654 655 or text 8006  |
|  | NZ Drug Foundation<br><a href="http://www.drugfoundation.org.nz">www.drugfoundation.org.nz</a>  |
|  | PGF Services (Gambling)<br><a href="http://www.pgf.nz">www.pgf.nz</a><br>0800 664 262 or text 5819  |
|  | Quitline (Smoking)<br><a href="http://quit.org.nz">quit.org.nz</a><br>0800 778 778 or text 4006   |
| <b>Anxiety</b>   | Anxiety New Zealand<br><a href="http://www.anxiety.org.nz">www.anxiety.org.nz</a><br>0800 269 4389  |
| <b>Assistance and access to government services in native languages</b>  | Ministry for Ethnic Communities – Te Tari Mātāwaka<br><a href="http://www.ethniccommunities.govt.nz">www.ethniccommunities.govt.nz</a><br>See Web page for further information on specific phone numbers. |
| <b>Bus information and timetables</b>  | Metro – Environment Canterbury Regional Council<br><a href="http://www.metroinfo.co.nz">www.metroinfo.co.nz</a>   |
| <b>Childcare facilities</b>  | Search Google for recommendations   |
| <b>Christchurch City Council</b>   | <a href="http://www.ccc.govt.nz">www.ccc.govt.nz</a><br>(03) 941-8999 or 0800 800 169   |
| <b>Christchurch Public Libraries</b>   | <a href="http://my.christchurchcitylibraries.com">my.christchurchcitylibraries.com</a><br>(03) 941-7923   |
| <b>Citizen’s Advice Bureau</b>   | <a href="http://www.cab.org.nz">www.cab.org.nz</a><br>0800 367 222  |
| <b>Community Law Centres</b>   | <a href="http://communitylaw.org.nz">communitylaw.org.nz</a><br>See Web page for further information on specific phone numbers.   |



| Agency and/or Area                                      | Different Areas, Contact Details   |
|---|--|
| Depression  | <a href="https://depression.org.nz">depression.org.nz</a><br>0800 111 757 or text 4202   |
|   | <a href="https://1737.org.nz">1737.org.nz</a> and <a href="https://www.mentalhealth.org.nz">www.mentalhealth.org.nz</a><br>Call or text 1737 |
|   | SPARX<br><a href="https://www.sparx.org.nz">www.sparx.org.nz</a>   |
| Disputes Tribunal                                       | Ministry of Justice<br><a href="https://www.disputestribunal.govt.nz">www.disputestribunal.govt.nz</a>                                       |
| Eating disorders  | EDANZ<br><a href="https://www.ed.org.nz">www.ed.org.nz</a><br>0800 233 269   |
| Employment issues                                       | Employment New Zealand<br>(formerly Department of Labour)<br><a href="https://www.employment.govt.nz">www.employment.govt.nz</a>             |
| Environment Canterbury<br>(Canterbury Regional Council) | <a href="https://www.ecan.govt.nz">www.ecan.govt.nz</a>  |
| Family and parenting services                           | Family Services Directory<br><a href="https://www.familyservices.govt.nz">www.familyservices.govt.nz</a>                                     |
|   | Parent Help<br><a href="https://www.parenthelp.org.nz">www.parenthelp.org.nz</a><br>0800 568 856   |
| Family violence services                                | Aviva Family Violence Services<br><a href="https://www.avivafamilies.org.nz">www.avivafamilies.org.nz</a><br>0800 2848 2669                  |
|   | Are You OK<br><a href="https://www.areyouok.org.nz">www.areyouok.org.nz</a><br>0800 456 450  |
|   | Shine<br><a href="https://www.2shine.org.nz">www.2shine.org.nz</a><br>0508 744 633   |
|   | Women's Refuge<br><a href="https://womensrefuge.org.nz">womensrefuge.org.nz</a><br>0800 733 843 (Crisis line)                                |

| Agency and/or Area  | Different Areas, Contact Details   |
|---|--|
| <b>Grief, loss and trauma</b>   | Also see "Mental health"   |
|   | Skylight<br><a href="http://www.skylight.org.nz">www.skylight.org.nz</a><br>0800 299 100   |
| <b>Harassment and discrimination<br/>(Human Rights Commission)</b>                                      | <a href="http://tikatangata.org.nz">tikatangata.org.nz</a><br>0800 496 877   |
| <b>Immigration New Zealand</b>  | <a href="http://www.immigration.govt.nz">www.immigration.govt.nz</a><br>0508 558 855   |
| <b>International student complaints<br/>(iStudent Complaints)</b>                                       | iStudent Complaints<br><a href="http://www.istudent.org.nz">www.istudent.org.nz</a><br>0800 00 66 75                                       |
| <b>Justices of the Peace</b>  | <a href="http://www.justiceofthepeace.org.nz">www.justiceofthepeace.org.nz</a>   |
| <b>Mental health</b>  | Anxiety New Zealand<br><a href="http://www.anxiety.org.nz">www.anxiety.org.nz</a><br>0800 269 4389   |
|   | <a href="http://depression.org.nz">depression.org.nz</a><br>0800 111 757 or text 4202  |
|   | <a href="http://1737.org.nz">1737.org.nz</a> and <a href="http://www.mentalhealth.org.nz">www.mentalhealth.org.nz</a><br>Call or text 1737 |
|   | SPARX<br><a href="http://www.sparx.org.nz">www.sparx.org.nz</a>  |
| <b>New Zealand legislation</b>  | <a href="http://www.legislation.govt.nz">www.legislation.govt.nz</a>   |
| <b>New Zealand Police<br/>(Ill-treatment, harm, abuse or<br/>neglect, emergencies, other<br/>areas)</b> | <a href="http://www.police.govt.nz">www.police.govt.nz</a><br>Emergency: 111<br>Non-emergency: 105   |
| <b>New Zealand Qualifications<br/>Authority (NZQA)</b>  | <a href="http://www.nzqa.govt.nz">www.nzqa.govt.nz</a><br>0800 697 296   |

| Agency and/or Area                                 | Different Areas, Contact Details  |
|--|---|
| <b>Personal health and welfare</b>                 | Search GPs in Christchurch area on Google   |
|  | Anxiety New Zealand<br><a href="http://www.anxiety.org.nz">www.anxiety.org.nz</a><br>0800 269 4389  |
|  | Coronavirus (COVID-19) Health Advice<br><a href="http://www.covid19.govt.nz">www.covid19.govt.nz</a><br>0800 358 5453 (Healthline)  |
|  | <a href="http://depression.org.nz">depression.org.nz</a><br>0800 111 757 or text 4202   |
|  | Healthline<br><a href="http://healthline.govt.nz">healthline.govt.nz</a><br>0800 611 116  |
|  | Healthpoint<br><a href="http://www.healthpoint.co.nz">www.healthpoint.co.nz</a>   |
|  | Mental health – anxiety, depression, et cetera<br>See "Mental Health"   |
|  | Rape – See "Sexual assault or rape"   |
|  | Sexual assault – See "Sexual assault or rape"   |
|  | Suicide prevention – See "Suicide prevention"   |
| <b>Relevant New Zealand laws and organisations</b> | Accident Compensation Corp<br><a href="http://www.acc.co.nz">www.acc.co.nz</a>  |
|  | Oranga Tamariki – Ministry for Children<br><a href="http://www.orangatamariki.govt.nz">www.orangatamariki.govt.nz</a>   |
|  | Consumer Guarantees Act and Fair Trading Act / Consumer<br><a href="http://www.consumerprotection.govt.nz">www.consumerprotection.govt.nz</a> and<br><a href="http://www.consumer.org.nz">www.consumer.org.nz</a> |
|  | NZ Drug Foundation<br><a href="http://www.drugfoundation.org.nz">www.drugfoundation.org.nz</a>  |
|  | Privacy Act (Privacy Commissioner)<br><a href="http://www.privacy.org.nz">www.privacy.org.nz</a>  |
|  | Smokefree law:<br><a href="http://www.smokefree.org.nz">www.smokefree.org.nz</a>  |



| Agency and/or Area   | Different Areas, Contact Details  |
|--|---|
| <b>Safety on the Roads and Driving Laws and Requirements (NZ Transport Agency)</b>       | Road Code<br><a href="http://www.nzta.govt.nz/roadcode/">www.nzta.govt.nz/roadcode/</a>   |
|  | New Residents and Visitors: Driving in NZ:<br><a href="http://www.nzta.govt.nz/driver-licences/new-residents-and-visitors/">www.nzta.govt.nz/driver-licences/new-residents-and-visitors/</a>                                |
|  | Driver's License Requirements in NZ:<br><a href="http://www.nzta.govt.nz/driver-licences/">www.nzta.govt.nz/driver-licences/</a>  |
|  | Walking and Cycling in NZ:<br><a href="http://www.nzta.govt.nz/walking-cycling-and-public-transport/">www.nzta.govt.nz/walking-cycling-and-public-transport/</a>  |
| <b>Sexual assault or rape</b>  | Male Survivors Canterbury (MSC)<br><a href="https://canmen.org.nz/survivors/">https://canmen.org.nz/survivors/</a><br>(03) 365 9000 or text 022 302 4966  |
|  | Sexual Assault Support (Aviva Family Violence Services)<br><a href="http://www.avivafamilies.org.nz/i-need-help/Sexual-Assault-Support/">www.avivafamilies.org.nz/i-need-help/Sexual-Assault-Support/</a><br>0800 2848 2669 |
|  | START<br><a href="http://starthealing.org">starthealing.org</a><br>(03) 355 4414  |
|  | Te Puna Oranga<br>0800 222 042<br><a href="mailto:info@tepunaoranga.co.nz">info@tepunaoranga.co.nz</a>  |
| <b>Sexuality education, health promotion and sexual and reproductive health services</b> | Family Planning<br><a href="http://www.familyplanning.org.nz">www.familyplanning.org.nz</a><br>Christchurch: (03) 379 0514  |
|  | Burnett Foundation Aotearoa (formerly New Zealand AIDS Foundation and Ending HIV NZ)<br><a href="http://www.burnettfoundation.org.nz">www.burnettfoundation.org.nz</a><br>0800 802 437                                      |
| <b>Sexual orientation, gender and transgender support</b>                                | Agender New Zealand<br><a href="https://www.facebook.com/groups/158438157582670">www.facebook.com/groups/158438157582670</a>  |
|  | Outline<br><a href="http://www.outline.org.nz">www.outline.org.nz</a><br>0800 688 5463  |
|  | Qtopia<br><a href="http://www.qtopia.org.nz">www.qtopia.org.nz</a>  |

| Agency and/or Area   | Different Areas, Contact Details   |
|--|--|
| <b>StudyLink<br/>(Student Loans &amp; Allowances)</b>            | <a href="http://www.studylink.govt.nz">www.studylink.govt.nz</a><br>0800 88 99 00  |
| <b>Suicide prevention</b>  | Lifeline Aotearoa<br><a href="http://www.lifeline.org.nz">www.lifeline.org.nz</a><br>0800 543 354 or text "Help" to 4357                           |
|  | Suicide Crisis Hotline<br>0508 828 865   |
| <b>Tenancy issues</b>  | Tenancy Services<br>Ministry of Business, Innovation & Employment<br><a href="http://www.tenancy.govt.nz">www.tenancy.govt.nz</a><br>0800 83 62 62 |
| <b>Tertiary Education Dispute<br/>Resolution</b>                 | <a href="http://www.tedr.org.nz">www.tedr.org.nz</a><br>0800 00 8337   |
| <b>Women's Centre</b>  | <a href="http://www.womenscentre.co.nz">www.womenscentre.co.nz</a><br>(03) 371 7414 or (022) 105 5308  |
| <b>Women's Refuge</b>  | See Family Violence Services   |
| <b>Work and Income New Zealand<br/>(WINZ) – (Benefits, etc.)</b> | <a href="http://www.workandincome.govt.nz">www.workandincome.govt.nz</a><br>Most services are online   |
| <b>Youth helplines</b>   | The Low Down<br><a href="http://thelowdown.co.nz">thelowdown.co.nz</a><br>0800 111757  |
|  | Youthline<br><a href="http://www.youthline.co.nz">www.youthline.co.nz</a><br>0800 37 66 33 or free text 234  |
|  | What's Up (for 5 to 19 year olds)<br><a href="http://www.whatsup.co.nz">www.whatsup.co.nz</a><br>0800 942 8787                                     |