

# Knowing when to contact whānau

There may be times when you will need to connect with a child's whānau.

Contact the child's whānau when you notice the following:

- a child's distress is consistently escalating
- the child is displaying worrying behaviours such as extreme withdrawal, or a terror that you cannot comfort them from
- the effects are continuing to have an impact on the child and you feel that things are not improving, or not improving fast enough.

If whānau ask you for advice, recommend the following:

- contact a local GP
- call or text 1737 (free, anytime, 24/7) – to talk with a trained counsellor.

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