

Frequently Asked Questions

FOR YOUNG PEOPLE

Get to know us a little better and find the answers you're looking for below.

What is Livewire?

When you're a teenager with a serious illness, not many people really get what you're going through – and it can be hard for siblings too. That's why we've created Livewire: a community for young people like you, who are dealing with some tricky stuff and can do with crew who understand and offer a little extra support.

What should I join livewire?

Online, Livewire is a place you can visit any time, knowing you're always amongst friends who genuinely care and are all about the Aroha. Here, you can swap stories, ask for ideas, and talk about whatever's going on in your life, from operations, MRIs and scary tests, to issues you're having with friends and family – even your frustration at missing out on getting to the beach because of another hospital visit!

Livewire mission

To connect, support and empower young people and their siblings affected by a serious illness, chronic health condition or disability.

What is there to do on Livewire?

- Update your profile and connect with other members with similar interests
- A fully-moderated chat room providing you with the opportunity to stay connected to other members who share similar experiences and meet new friends
- Post updates and share your thoughts
- Read articles created just for you
- Create a group or join a group tailored to your interests
- Take part in events such as online quiz nights and meet special guests in the chat room like TV personalities, high profile sports people or well-known authors)
- Live Streaming workshops and events (starting this year!)

How is Livewire kept safe and secure?

Ensuring that livewire remains safe and you feel supported is our top priority!

- Livewire chat hosts are trained moderators who are on Livewire to make sure you are having fun always!
- Every Livewire member is validated by our membership services team when they sign up. Young people under 18 require proof of identification check from their parents or guardian in order to gain ongoing unrestricted access to Livewire. Young people over 18 are contact directly.

How do I join Livewire?

It's easy! Just visit www.livewire.org.au or www.livewire.org.nz and register online.

Contact Us

Do you have a question? Would you like to know more about livewire?

Please contact the Livewire support team.

In Australia

Phone: (02) 8425 5971 - 9am to 5pm (AEST) Monday to Friday

Or email us at: livewire@starlight.org.au

In New Zealand

Phone: (free call) 0800 000 680 - 11am to 7pm Monday to Friday

Or email us at: memberservices@livewire.org.nz

