

New Zealand Methodist Church Safeguarding Policy

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Ko te Pūtake | Purpose

The Methodist Church of New Zealand – Te Hāhi Weteriana o Aotearoa places safeguarding at the very heart of its mission, ministry, and expression of faith. Grounded in He Whakaputanga and Te Tiriti o Waitangi, strengthened by our bicultural partnership, we stand firmly committed to building a faith community where the dignity, mana, rights, and wellbeing of every person are actively protected and upheld. We take an uncompromising stance in ensuring the safety and flourishing of all, with particular vigilance for children, young people, and vulnerable adults, so that our church remains a place of trust, justice, and unwavering care.

Our commitment is informed by our Christian values, our Methodist laws and relevant New Zealand legislation, including the Children's Act 2014, Oranga Tamariki Act 1989, Privacy Act 2020, Health and Safety at Work Act 2015, Human Rights Act 1993, and Family Violence Act 2018. Our commitment is also informed by Whanaketia-Through Pain and Trauma: From Darkness to Light, the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions, alongside other relevant reports, inquiries, research, and safeguarding frameworks that examine the impacts of abuse, neglect, trauma, and institutional harm. These sources provide important evidence and guidance that shape our understanding of safeguarding, strengthen our practices, inform policy development, and support our ongoing commitment to prevent harm, promote wellbeing, respond appropriately to safeguarding concerns and creating safe, respectful, inclusive, and nurturing faith communities for all.

The Church is firmly committed to creating and sustaining a safe, inclusive, and respectful environment for all. We take a zero-tolerance approach to abuse, neglect, exploitation, harassment, bullying, discrimination, intimidation, and all forms of unacceptable behaviour. Safeguarding is a shared responsibility, and every member of the Church community has a role to play in promoting safety, protection, and wellbeing. We uphold the highest standards of ethical practice and honour the principles of tikanga Māori, Pasifika values, and the rich cultural diversity within our communities. Through this commitment, we seek to ensure that all people, regardless of their background, identity, or life experience, feel safe, respected, valued, and truly at home within our Church.

Ko te Hōkaitanga | Scope

This policy applies to all people involved in the life and work of the New Zealand Methodist Church, including ministers, deacons, lay preachers, Minita-a-iwi, Kaikarakia, lay workers, kaimahi, contractors, volunteers, youth leaders, Kaiārahi Rangatahi, Sunday School teachers, church leaders, representatives, and congregation members involved in Church activities. It applies across all areas of Church life, groups, governance, whether on Church premises, offsite, or through online and digital spaces. Reflecting the diverse cultural contexts of Māori and Taiwi communities, this policy covers all environments, programmes, events, and activities particularly where vulnerable adults, mokopuna, tamariki and rangatahi are involved.

Some Church schools, organisations and social services operate as separate legal entities and may have their own safeguarding policies or requirements. People working or serving in these organisations must also follow the policies and requirements that apply to their organisation, particularly where these provide additional or more specific safeguarding requirements.

This policy applies at all times where individuals act in the capacity of church leaders, representatives, or participants under the responsibility of the New Zealand Methodist Church.

Ko ngā Mātāpono | Values and Behaviours

This Safeguarding Policy is grounded in a set of core values that guide every decision and action we take to promote the safety, wellbeing, dignity, and mana of all people within our Church communities. These values underpin our commitment to creating safe, inclusive, nurturing, and culturally responsive environments where children, young people, vulnerable adults, whānau, staff, volunteers, and all members of our faith community are protected from harm and treated with respect. The values outlined in this policy provide the foundation for a culture of safeguarding across all aspects of the Church's life and ministry.

Dignity and Respect: Upholding the inherent worth of every individual and ensuring that all members are treated with dignity and respect, regardless of age, gender, background, or other characteristics.

Prevention: Implementing proactive measures to prevent harm, abuse, or neglect before it occurs, including robust policies, training, and awareness programs.

Inclusivity: Ensuring that safeguarding measures are inclusive and considerate of the diverse needs of the entire church community, especially children, young people, and vulnerable adults.

Transparency: Being transparent about safeguarding policies, procedures, and reporting mechanisms, fostering an environment of openness and accountability.

Responsibility and Accountability: Instilling a sense of shared responsibility for safeguarding within the entire Church community and holding individuals accountable for their actions.

Confidentiality: Respecting the confidentiality of safeguarding matters while ensuring that necessary information is shared with authorised individuals and authorities as required by law.

Prompt Reporting: Encouraging individuals to promptly report any concerns or suspicions of abuse or harm, with clear and accessible reporting procedures in place.

Thorough Investigation: Committing to thorough and impartial investigations of reported concerns, ensuring that appropriate actions are taken based on investigation findings.

Pastoral Support: Providing pastoral care and support to victims, survivors, and those affected by safeguarding concerns, acknowledging the emotional and spiritual dimensions of their experiences.

Continuous Training and Education: Offering ongoing training and education programs to all members of the church community to enhance awareness, understanding, and skills related to safeguarding.

Zero tolerance for Harm and Abuse: The Church maintains zero tolerance for any form of harm or abuse, ensuring that responses are culturally sensitive and aligned with tikanga Māori and Pasifika values.

Regular Review and Improvement: Conducting regular reviews of the safeguarding policy to ensure its relevance, effectiveness, and alignment with legal requirements, making improvements as needed

Safer Recruitment and Selection

Safer Recruitment and Selection Principles:

Thorough Vetting: Safer recruitment involves thorough background checks, reference verifications, and adherence to national safeguarding guidelines for all individuals associated with the church, including staff, volunteers, and contractors.

Cultural Competence: In a diverse church community, cultural competence is crucial during recruitment to ensure that individuals selected not only have the necessary skills but also an understanding of and respect for the cultural diversity within the church.

Training and Induction: Comprehensive training and induction programs should be provided to individuals entering roles within the church, emphasising the importance of safeguarding and their role in maintaining a safe environment.

Appropriate Policies: Recruitment processes should align with established safeguarding policies, ensuring that individuals are aware of and committed to maintaining a safe and respectful environment within the church.

Regular Review of Recruitment Practices: Evaluating and updating recruitment practices regularly ensures that they remain effective, aligned with the changing needs of the church community, and compliant with evolving legal standards.

Community Engagement: Engaging with the church community during recruitment processes fosters transparency and inclusivity, allowing community members to have a voice in the selection of individuals who will be contributing to the life of the church.

Safeguarding Consultation Prior to Leadership Appointments

As part of good recruitment practice, those responsible for recruiting to leadership and other positions of trust should seek advice from the Director of Safeguarding when planning the recruitment and selection process. The Director of Safeguarding can provide guidance on how safeguarding can be appropriately incorporated into the recruitment process, including the development of position descriptions, safeguarding competencies, interview questions, scenario-based questions, reference questions, and other appropriate safer-recruitment considerations relevant to the responsibilities and level of risk associated with the role. Where advice is sought in relation to a particular vacancy, the focus of the Director's involvement should be on strengthening the recruitment process and the safeguarding requirements of the role, rather than assessing or recommending individual candidates. Responsibility for assessing candidates and making appointment decisions remains with the authorised recruitment or appointing body.

All recruitment and selection of Church leaders must prioritise their demonstrated ability to safeguard and protect all people within the Church community. Safeguarding competence is an essential and non-negotiable requirement for every leadership role. Where an individual is unable or unwilling to meet these expectations, it is the responsibility of the Church to clearly address this and determine that they are not suitable for leadership. Failure to uphold safer recruitment and selection principles, or to demonstrate a commitment to safeguarding, may result in removal from or discontinuation of a leadership position.

Code of Conduct

All leaders, ministers, and volunteers are expected to uphold the highest standards of behaviour and integrity. This includes maintaining appropriate boundaries in all relationships, ensuring interactions are respectful, transparent, and free from favouritism, manipulation, or dependency. Leaders must be mindful of their role and avoid situations where relationships could become blurred or inappropriate.

Clear communication expectations must be followed at all times, including in digital spaces such as social media, messaging, and email. Communication should remain respectful, appropriate, and, where possible, visible to others (e.g. group chats rather than private messaging with vulnerable individuals). Any form of communication that could be misinterpreted or compromise safety must be avoided.

Physical contact must always be safe, appropriate, and respectful of personal boundaries and cultural context. Unnecessary, prolonged, or private physical contact should be avoided, particularly with children, young people, and vulnerable adults.

Leaders must also demonstrate strong awareness of power and authority. Positions of trust must never be used to control, influence, or harm others. All actions should reflect humility, accountability, and a commitment to the wellbeing of those in their care.

Everyone serving within the Church is expected to understand and uphold the Code of Conduct and relevant standards established by the Methodist Church of New Zealand. These expectations apply to how we exercise leadership, authority, ministry, pastoral care and relationships with others. Safeguarding is an important part of these responsibilities and supports a culture where appropriate boundaries, accountability, dignity, respect and the wellbeing of others are maintained. Those who hold positions of leadership or trust have a particular responsibility to model these standards and contribute to creating safe Church communities.

Types of Abuse and Harm

Wellbeing is a person's overall state of where they feel safe from harm, treated with dignity and respect, supported to reach their potential, and able to flourish physically, emotionally, spiritually, socially, and culturally. Safeguarding protects wellbeing by preventing harm or abuse, promoting healthy relationships, and responding appropriately when concerns arise. When abuse or harm is present, a person's wellbeing is compromised. Safeguarding policies are then activated to protect those at risk by responding promptly, preventing further harm, and eliminating or minimising the risk of harm to the individual and others.

Abuse can take many forms and may occur in any setting. **Physical abuse** involves causing harm or injury, such as hitting or the use of inappropriate physical force. **Emotional abuse** includes behaviours that undermine a person's sense of belonging or worth, such as rejection, isolation, or constant criticism. **Psychological or mental abuse** refers to patterns of behaviour that cause fear, distress, or harm to a person's mental wellbeing, including intimidation, manipulation, coercion, or threats.

Sexual abuse involves any sexual activity or behaviour without consent, or where there is a power imbalance. **Neglect** is the failure to meet a person's basic physical, emotional, or care needs, while **deprivation** refers to the intentional withholding of essential support, care, or opportunities necessary for a person's wellbeing and development.

Spiritual abuse occurs when faith, beliefs, or religious authority are misused to control, manipulate, or harm someone. **Cultural abuse** involves denying, disrespecting, or undermining a person's cultural identity, values, or practices. **Financial abuse** includes the misuse or exploitation of a person's or church's money or resources. **Bullying and harassment** involve repeated harmful behaviours such as intimidation, exclusion, or verbal abuse.

Recognising these forms of harm and abuse supports early identification and appropriate response. For more detailed guidance on how these may present within a church context, ***please refer to the Child Protection Policy or our safeguard posters which is accessible on the church website in the different languages.***

Recognising Signs of Harm

Recognising harm requires awareness of changes in behaviour, emotions, and physical wellbeing. Indicators may include withdrawal, fearfulness, aggression, sudden changes in behaviour, changes in appetite,

unexplained injuries, or signs of distress. Children and young people may show regression, anxiety, or reluctance to engage, while adults may display changes in mood, confidence, or social interaction.

Within a church setting, signs may include discomfort around certain individuals, lack of personal grooming, avoidance of activities, or concerning interactions between leaders and members. It is important to trust concerns, observe patterns, and take all signs seriously, even when they are not immediately clear.

Responding to a Disclosure

If someone shares a safeguarding concern, it is essential to respond calmly and supportively. Listen carefully, take what is said seriously, and reassure the person that they have done the right thing in speaking up. Use simple, supportive language and allow them to speak without interruption.

Ministers or church leadership should not promise confidentiality, as information may need to be shared to ensure safety. Ministers or church leaders should not ask leading questions, investigate, or attempt to resolve the situation yourself. The role of church leaders or ministers is to receive the information and report it appropriately. Always act promptly, prioritising the safety and wellbeing of the person.

Confidentiality and Information Sharing

Safeguarding information must be handled with care, respect, and responsibility. Confidentiality is important; however, it is not absolute. Information must be shared when there is a concern about the safety or wellbeing of an individual. Information should only be shared with those who are authorised and need to know, such as the church leadership team, Minister, Synod Superintendent, Kai Hāpai, Safeguarding Director, General Secretary or relevant external agencies. This ensures that concerns are managed appropriately and that individuals are protected.

It is important to be clear that confidentiality cannot be promised when a safeguarding concern is disclosed. Where there is risk of harm, information must be shared in line with this policy and legal obligations. The safety and wellbeing of the person must always take priority over maintaining confidentiality.

Working with External Agencies

The Church is committed to working collaboratively with external agencies where safeguarding concerns meet the threshold for statutory involvement. This includes agencies such as the New Zealand Police, Oranga Tamariki, and other relevant authorities or community agencies. External agencies must be contacted where there are concerns of abuse, neglect, or significant risk of harm, particularly involving children, young people, or vulnerable adults. The role of these agencies is to investigate and respond to safeguarding concerns within the legal framework. The Church's role is to report concerns, ensure immediate safety, and cooperate fully with any investigations. Church leaders and members must not attempt to investigate serious matters themselves. Full cooperation, transparency, and respect for external processes are essential.

Safeguarding as a Leadership Responsibility

Responsibility	What This Means in Practice
Respond to Concerns	Take all safeguarding concerns, disclosures, allegations, or observations seriously. Do not ignore, minimise, or investigate the matter yourself. Follow church safeguarding procedures promptly.
Protect the Vulnerable Person	Prioritise the immediate safety and wellbeing of the child, young person, or vulnerable adult. Take reasonable steps to reduce risk of further harm.
Report Concerns	Report concerns to the designated church leader ie Minister, Synod Superintendent, Tumuaki, Kai Hāpai, Director of Safeguard, General Secretary or Police and Oranga Tamariki when required by policy or where a person is at risk of harm.
Listen Appropriately	Listen calmly and respectfully when someone discloses harm. Reassure them they have done the right thing by speaking up. Do not promise confidentiality.
Record Information	Make an accurate, factual, and timely written record of concerns, disclosures, actions taken, and decisions made.
Maintain Confidentiality	Share information only with those who need to know in order to protect the person and respond appropriately.
Preserve Evidence	Do not alter records, destroy information, or interfere with potential evidence. Maintain secure records.
Cooperate with Investigations	Work collaboratively with safeguarding personnel, church leadership teams, synod leaders, Te Hapaai O Ki Muri, Director of Safeguard, General Secretary, Police, Oranga Tamariki, or other authorised agencies.
Act Professionally	Maintain appropriate boundaries and avoid actions that could place vulnerable people at risk or create conflicts of interest.
Support Those Affected	Ensure appropriate pastoral care and support are offered to those affected by safeguarding concerns, while maintaining professional boundaries.
Participate in Training	Complete required safeguarding training and remain familiar with church policies and procedures.
Promote a Safe Culture	Model respectful behaviour and actively contribute to a church environment where safety, dignity, and wellbeing are prioritised.

Every church leader has a responsibility to respond to safeguarding concerns, protect vulnerable people from harm, accurately record and report concerns, maintain appropriate confidentiality, and actively contribute to a safe church environment. The safety and wellbeing of the vulnerable person must always be the primary consideration.

Huarahi Whākitanga uaua | Process of reporting and responding to disclosures

Safeguarding follows a clear, step-by-step process to ensure all concerns are responded to appropriately, proportionately, and in a timely manner.

Step One: Safeguarding Concern Identified

A safeguarding concern may arise through disclosure, observation, or suspicion of harm, inappropriate behaviour, or risk to any individual within the Church. All concerns, regardless of perceived severity, must be taken seriously and responded to with care and attention.

Step Two: Assess Immediate Risk

The first priority is to assess whether there is any immediate risk of harm.

Immediate danger or urgent safety risk

Where there is an immediate risk to the safety of any person, action must be taken without delay to protect them. This may include contacting emergency services or an appropriate statutory agency. The person affected should be informed and involved wherever it is safe and appropriate to do so.

Immediate Action / Emergency Response

If someone is at risk, take action straight away. Use the following as a guide:

- *Immediate danger (life-threatening situation):* Call **111**
- *Medical emergency (ambulance):* Call **111**
- *Non-urgent Police matters:* Call **105**
- *Child safety concerns: Contact Oranga Tamariki – 0508 326 459*
- *If unsure or needing advice about child protection:* Call **Oranga Tamariki for guidance**
- **Mental health support / emotional distress:** Call or text **1737 (Need to talk?)**
- **Domestic violence support:** Call **Shine – 0508 744 633**
- **Ensure immediate safety:** Stay with the person and, if possible, remove them from harm

Once the immediate situation is safe, inform the Minister, Superintendant or if appropriate Safeguarding Director as soon as possible so that appropriate safeguarding processes can be followed.

Safeguarding concern where there is no immediate danger

Where there is no immediate danger, the concern should be carefully assessed before deciding what action is required. The views and wishes of the person affected should be heard, and they should be supported to understand their options and participate in decisions about what happens next. Information should only be shared with those who need it for safeguarding, legal, pastoral or organisational purposes, and any decision to share information without the person's agreement should have a clear safety or legal basis and be recorded.

Step Three: Listen, Inform and Involve the person Affected

Once immediate safety has been addressed, the person affected should be listened to and involved in decisions about what happens next, as far as it is safe and lawful to do so. They should be given clear information about their options, what support is available, who may need to be informed, and what will happen next. Their wishes, cultural

needs, communication needs and preferred support people should be considered throughout the process. Wherever possible, safeguarding decisions should be made with the person rather than for the person.

However, there may be situations where information must be shared or action taken without the person's agreement to protect them or another person from harm, or to meet legal or safeguarding responsibilities. Where possible and safe, the person should be told before this happens and supported throughout the process. Based on the current information, and all the situational factors, it then needs to follow the safeguard responses within the church. This is reflective of the different tiers of level responses. The levels should determine who will co-lead and manage the safeguarding response. They should not determine how seriously the affected person's voice is taken.

Step Four: Assess the Safeguarding Risk

Safeguarding should be done with people, not simply to or for them. The person affected should be listened to and have as much voice, choice and control over what happens next as is safely and lawfully possible.

When assessing the concern, consider:

- Who may be at risk of harm, including the person affected and others.
- Whether a child, young person or vulnerable adult is involved.
- Whether there is an ongoing or increasing risk of harm.
- Whether other people may also be at risk.
- Whether information needs to be shared with others to support safety and an appropriate response.
- Whether specialist safeguarding advice or support is needed.
- What the person affected wants to happen next, wherever it is safe and appropriate to follow their wishes.
- What pastoral, cultural, whānau, advocacy or independent support the person may want or need.
- Is there a legal, professional or organisational requirement for this matter to be reported?

Internal and External Reporting Requirements

Following the safeguarding risk assessment, consideration must be given to whether there is a legal, professional or organisational requirement to report the concern. The Church will comply with all reporting requirements under New Zealand law. Individuals who have additional reporting responsibilities because of their employment, professional role, registration, or the organisation in which they serve must also follow those requirements.

Where there is uncertainty about whether a report is required, advice should be sought from the Safeguarding Director or other appropriate authority. The voice and wishes of the person affected should remain central wherever possible; however, these cannot prevent action where reporting is required by law or where immediate action is necessary to protect someone from harm.

Internal Church Reporting

Safeguarding concerns should be reported through the Church's established lines of accountability and oversight. Ministers and Church leaders should raise concerns with the appropriate person within their Parish, Synod or Region, according to the nature and level of the concern. Matters that can be appropriately managed through a Level One response may remain at the local level. Where a matter is more serious or complex, involves increased or ongoing risk, or requires specialist safeguarding advice, it should be escalated through the appropriate channels to the Director of Safeguarding. This approach ensures that significant safeguarding concerns are not managed by individuals in isolation and that appropriate advice, oversight and escalation are available when required.

Ministers and Church leaders must report safeguarding concerns to the Superintendent and/or Safeguarding Director where the concern involves abuse, significant harm, a child or vulnerable person, serious misconduct, repeated safeguarding concerns, or where the Minister is unsure whether external reporting is required.

External Reporting

Where external reporting is required by law, required by a person's professional or organisational responsibilities, or necessary to address immediate safety concerns, the appropriate authority must be contacted. If there is immediate risk to one's harm we must consider reporting externally to safeguard our members from potential immediate harm. This may include Police or Oranga Tamariki.

The safety, dignity, wellbeing and voice of the person affected should remain central when deciding what action to take. Where it is necessary to take action or share information without their agreement, this should be explained to them wherever it is safe and appropriate to do so.

Step Five: Determine the Appropriate Response

Once the safeguarding risk has been assessed, the concern should be managed at the level that best reflects the nature, seriousness and complexity of the concern. The three levels help ensure the right people are involved and the appropriate level of support and oversight is provided.

- *Level 1: Local Response*

A lower-level concern that can be safely and appropriately managed locally.

- *Level 2: Supported Response*

A more complex concern that requires additional safeguarding advice, support or oversight.

- *Level 3: Director Co-Led Response*

A serious, high-risk or complex concern requiring specialist safeguarding leadership and, where appropriate, involvement of external agencies.

It is important to note that concerns may move between levels if new information emerges or the level of risk changes.

Level 1: Local Response (Minister-Local Response)

The person affected should be listened to and involved in deciding how the matter is addressed wherever possible. Their wishes and wellbeing should inform the response and any pastoral support provided. If the concern is low-level and can be safely managed within the congregation, it remains at Level 1 and is co-led by the minister and the person who is affected. This may include matters such as minor boundary concerns, interpersonal conflict, inappropriate comments, low-level behavioural issues, first-time policy breaches, or minor wellbeing concerns. The minister is responsible for listening carefully, recording the concern, addressing the issue appropriately, monitoring the situation, and maintaining secure local records. At this stage, the key question is: *Can this be safely managed within the congregation without additional support?* If yes, it remains at Level 1. If not, it must be escalated to level 2.

Level 2: Supported Response (Minister with Superintendant Support)

The person affected should continue to be informed and involved in decisions about the safeguarding response. The Minister and Superintendant should consider whether the person would benefit from an independent support person, cultural support person, advocate or other appropriate support. If the concern is more complex or cannot

be safely managed locally, it moves to Level 2. This must be reported to Superintendents and/ or the Safeguarding Director. Examples include repeated boundary violations, concerns involving children or vulnerable adults, potential emotional harm, multiple complaints, complex family situations, or matters involving legal or reputational risk.

The minister must formally record the concern and notify the Superintendent and if appropriate to the Safeguarding Director. The minister is to strengthen the safeguard response with the guidance provided, and continue pastoral care. At this stage, the key question is: *Does providing accurate advice and guidance require specialised knowledge or training?* If yes, the matter escalates further to level 3. If no, it remains at Level 2 with appropriate oversight and support.

Level 3: Director Co- Led Response (Director co-leading High-Risk and Complex Cases)

The Safeguarding Director assumes responsibility for coordinating and overseeing the organisational safeguarding response, while ensuring that the voice, wishes, safety and wellbeing of the person affected remain central. Where concerns involve serious risk, harm, or complexity, the response is co-led by the Safeguarding Director and the person affected with oversight from the General Secretary. This includes matters such as sexual or physical abuse allegations, child protection concerns, involvement of Police or Oranga Tamariki, serious misconduct, historical abuse, media attention, or significant organisational risk.

In all levels, including level 3 our safeguarding response will be person-centred. People who experience harm should be treated with dignity, compassion and respect and, wherever possible, have choice and meaningful involvement in decisions that affect them. Their safety, voice, wishes, cultural needs and wellbeing will remain central throughout the safeguarding process. There may be circumstances where the Church needs to take action or share information without the person's agreement because of immediate safety concerns, risks to children or vulnerable people, or other legal or safeguarding responsibilities. Where possible and safe, these actions will be explained to the person and they will continue to be supported throughout the process.

The minister's role together with the superintendent's is to ensure immediate safety, report the concern without delay, preserve all records, and fully cooperate with the safeguarding process. The Safeguarding Director assumes responsibility for co-leading the response, including risk assessment and management, safety planning, coordination with external agencies, oversight of formal investigations, and reporting to General Secretary.

Where there is an immediate threat to safety, urgent action must be taken to protect the person, including contacting emergency services where appropriate. Other safeguarding concerns must be assessed promptly to determine whether information should or must be shared with Police, Oranga Tamariki, another appropriate agency, or another person responsible for safeguarding. Any decision must take account of the law, the level of risk, the rights and wishes of the person affected, and the safety of others. Following the report, they must immediately notify the Superintendent or the Director of Safeguard so that appropriate safeguarding measures and organisational support can be initiated.

This structured process ensures that all safeguarding concerns are managed at the appropriate level, with clear accountability, timely action, and a commitment to the safety and wellbeing of all.

Step 6: Support, Communicate and Review

Following the safeguarding response, appropriate support should continue for the person affected and, where appropriate, others involved. The person affected should be kept informed about what is happening, what actions have been taken, and what they can expect next, while respecting privacy and confidentiality.

Pastoral, cultural, whānau, advocacy or independent support should be offered according to the person's needs and wishes. Support should be provided in a way that promotes their safety, dignity, wellbeing, voice and choice.

All decisions, actions, advice received and information shared should be accurately and securely recorded in accordance with the Church's safeguarding and record-keeping requirements. This means low level and no

identifying information can be kept with the local church's support register and more complex cases can be passed to the Safeguard Director for secure record keeping.

Safeguarding should remain an ongoing process. Safety and wellbeing should be monitored, and the response should be reviewed to determine whether:

- the person affected remains safe and appropriately supported;
- any risks remain or new risks have emerged;
- agreed safeguarding actions have been completed;
- further pastoral, cultural, whānau, advocacy or independent support is needed;
- additional safeguarding advice or external support is required;
- the concern needs to move to a different response level;
- appropriate communication has been maintained with the person affected; and
- there are any lessons or improvements that can strengthen safeguarding practice within the Church.
- When can this plan be reviewed

Where circumstances change or new information becomes available, the safeguarding response should be reviewed and adjusted accordingly.

A Visual of the Process of reporting and responding to disclosures

This visual provides a simple overview of Steps 1 to 6 for reporting and responding to safeguarding concerns or disclosures. It is designed as a quick reference to help people understand what to do, who to involve, and how to respond appropriately at each stage. More detailed guidance for each step is provided in the sections the sections above and following below.

Process for Reporting and Responding to Disclosures

A safe Church. People matter. We all have a role.

1



Identify a safeguarding concern

A concern may arise through a disclosure, observation, or suspicion of harm, inappropriate behaviour, or risk to any individual within the Church. All concerns must be taken seriously and responded to with care and attention.

2



Assess immediate risk

Is anyone in immediate danger?

If there is an urgent safety concern, take immediate action to ensure safety, including contacting emergency services or relevant external agencies where necessary.



Immediate danger?

Yes – take immediate action to keep everyone safe and contact emergency services.

Then continue to Step 3.

No immediate danger?
Continue to Step 3.

3



Listen, inform and involve the person affected

Listen to the person, believe what they are telling you, and treat them with dignity and respect. Provide clear information about their options, what will happen next, and who may need to be informed. Involve them in decisions as far as it is safe and lawful to do so, and consider their cultural, language and support needs.

4



Assess the safeguarding risk

Consider the nature, seriousness and complexity of the concern, including:

- Who may be at risk, including the person affected and others
- Whether a child, young person or vulnerable adult is involved
- Whether there is an ongoing or increasing risk
- Whether other people may also be at risk
- Whether information needs to be shared
- Whether specialist safeguarding advice is needed
- What the person affected wants to happen next
- What pastoral, cultural, whānau, advocacy or independent support they may need

Safeguarding should be done with people, not simply to or for them.

The person affected should have as much voice, choice and control over what happens next as is safely and lawfully possible.

5



Determine the appropriate level of response

Based on the assessed risk, the concern will be managed at one of three levels.

The level of response ensures the right people are involved and the appropriate support and oversight is provided.



Level 1 Local Response

A lower-level concern that can be safely and appropriately managed locally.



Level 2 Supported Response

A more complex concern that requires additional safeguarding advice, support or oversight.



Level 3 Director Co-Led Response

A serious, high-risk or complex concern requiring specialist safeguarding leadership and/or external agency involvement.

Concerns may move between levels if new information emerges or the level of risk changes.

6



Respond, support and review

Take the agreed actions, provide ongoing support to the person affected, keep them informed, maintain accurate and secure records, and review the response to ensure safety and wellbeing.

Safety. Dignity. Respect. People at the centre.

Local Safeguarding Support Registers

In line with best practice, all churches are to have a local safeguarding support register. The Safeguarding Support Register is a tool used by the minister and church leadership to monitor safeguarding risks, actions, and compliance within the parish. **It is not the official record of safeguarding incidents or investigations.** The register should contain only the minimum information necessary to manage identified risks and should avoid recording detailed allegations or sensitive personal information. Detailed safeguarding records are maintained separately in accordance with the Church's safeguarding procedures and the Privacy Act 2020. All safeguarding concerns must be clearly and accurately recorded. Records should include factual information only, such as date, summary information and risk identified followed by actions completed. Opinions or assumptions and identifying information should be avoided.

Here is an example of a local safeguarding support register. An online template will be available:

Safeguarding Risk / Matter	Date Identified	Status	Action / Risk Management Response	Person Responsible	Review Date	Date Completed
Volunteer awaiting Police Vetting	08/07/2026	Identified	Volunteer not to undertake regulated roles involving children or vulnerable people until vetting requirements are completed and approved.	Minister / Volunteer Coordinator	22/07/2026	—
Hall lighting presents safety risk	08/07/2026	Responding	Concern referred to Trustees; repairs scheduled and safety checks to be completed.	Church Property Lead	01/08/2026	—
Pastoral safeguarding support plan in place	08/07/2026	Supported and Monitored	Agreed support plan implemented. Boundaries, responsibilities, and review process established.	Minister / Synod Superintendant	Monthly	—
Youth programme requires additional supervision	08/07/2026	Responding	Additional adult supervision arrangements implemented for all activities after concerned raised	Youth Leader	Termly review	—

			about inadequate supervision.			
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Local Safeguarding Support Risk Registers are intended to support proactive safeguarding oversight by identifying risks, recording actions taken, and monitoring risk reduction strategies. They should contain only the minimum information necessary to manage the identified risk and should not include detailed allegations, investigation notes, disclosures, or sensitive personal information.

Where a safeguarding concern requires detailed reporting, formal assessment, investigation, case management, or specialist oversight, it may be submitted through to the Safeguard Director. All highly confidential safeguarding concerns reported to the Safeguarding Director must be recorded in the Church's secure safeguarding record. Access to safeguarding information will be limited to authorised persons and information will only be shared where necessary and appropriate for safeguarding, legal or organisational purposes. This ensures that all information is securely recorded, stored, and managed within Church safeguarding systems, with access restricted to Director of Safeguarding and the General Secretary, as appropriate.

Appropriate Safeguarding Responses across Different Levels

Not all safeguarding concerns require the same response. These levels are designed to help Church leaders identify a proportionate response based on the nature, seriousness, complexity and level of risk associated with the concern. Each level provides examples of safeguarding actions that may be appropriate, including matters that can be managed locally and those that require greater oversight or escalation. The examples are a guide, and where there is uncertainty, Church leaders should seek advice rather than managing the concern alone.

Level	Response Type	Description	Examples of Safeguard Responses
Level 1	Local Response	Managed within the local church context where concerns are lower-level and can be resolved safely and appropriately. This response is co-led by minister and the person who has been affected.	- Informal mediation within the church - Facilitated conversation between parties - Verbal or written apology - Restorative practice approach - Increased oversight or support within ministry - Clear guidance and expectations set for behaviour
Level 2	Supported Response	Requires additional oversight, support, or intervention beyond the local setting due to increased risk or complexity. This response is co-led by minister and those who have been affected with engagement from their Superintendant or Kai Hāpai or Kai Whakahaumaru (Director of Safeguard).	- Formal supervision or pastoral oversight - Mentoring or coaching requirements - Formal warning or performance management - Development of a safeguarding improvement plan - Temporary removal from specific duties - Standing down from leadership responsibilities (interim or conditional) - Involvement of Synod or wider church leadership

Level	Response Type	Description	Examples of Safeguard Responses
Level 3	Director-Co-Led Response	Managed at a senior level where concerns are serious, complex, or involve significant risk. All actions must align with legal and safeguarding obligations. This response is co-led by the Kai Whakahaumaru, Director of Safeguarding and the person who has been affected with support from minister, Superintendant and General Secretary.	- Investigation co-led by Director or appointed authority such as General Secretary - Formal disciplinary processes - Immediate stand-down or suspension - Referral to external agencies (e.g. Oranga Tamariki, Police, or regulatory bodies) - Permanent removal from leadership or ministry roles - Implementation of any action, safety plan or wellbeing plans deemed necessary by the Director in line with legislation, policy, and best practice

Guidelines for Appropriate Response Times

These guidelines provide expected response timeframes to help Ministers and Church leaders respond to safeguarding concerns consistently and appropriately. The timeframe for responding will depend on the seriousness, urgency, complexity and level of risk involved. Some concerns may require immediate action, while others may require consultation, further information or a coordinated response. Church leaders should follow these guidelines as closely as practicable and seek advice where they are unsure about the appropriate timeframe. Where there is an immediate or increasing risk to a person's safety or wellbeing, action should not be delayed.

Concern	Church Example	Response Time
Immediate Danger or Risk of Harm	A child discloses abuse; a vulnerable adult is being threatened; a person is at risk of serious harm; sexual abuse is witnessed or reported, suicidal thoughts have been reported.	Immediately (same day). Contact emergency services, Police, Oranga Tamariki, and the Safeguarding Director as required. Do not wait for a meeting or further information. This will need a supported response or a Director, co-led response with the person who has been affected.
Recent Abuse or Serious Allegation	A young person reports inappropriate sexual contact by a church worker; a volunteer is accused of physically assaulting a child.	Within 24 hours. Report to the Safeguarding Director, and follow reporting procedures from a Director, co- led Response with the person who has been affected.
Disclosure of Historical Abuse	An adult shares they experienced abuse in the church years ago. There is no immediate risk identified.	Within 24–48 hours. Record the disclosure and notify the General Secretary. Consider whether others may still be at risk and discuss with Safeguard Director.

Concerning Behaviour by an Adult	A volunteer regularly seeks time alone with children, ignores boundaries, or communicates with youth outside approved channels.	Within 48 hours. Record concerns and report to the minister and discuss with the synod superintendent. If advice is needed seek guidance from Safeguarding Director.
Neglect or Welfare Concerns	A child repeatedly attends church hungry, distressed, poorly clothed, or appears fearful at home.	Within 48 hours. Record observations and seek safeguarding advice from your minister, leadership team or synod superintendent. Do not wait until concerns become severe. If advice is needed seek guidance from Safeguard Director.
Breach of Safeguarding Policy	A minister or volunteer transports children without approval, fails to maintain supervision ratios, or breaches church safety procedures.	Within 48 hours. Report and document the breach so risks can be managed. Report and solve internally and if needed, external guidance from Safeguard Director is available.
Low-Level Concerns or Boundary Issues	Inappropriate jokes, favouritism, excessive texting, or conduct that feels uncomfortable but does not indicate immediate harm.	Within 5 working days. Record and complete steps to address internally. If fails, discuss with your minister and if appropriate with guidance from Synod superintendent. Patterns often emerge from multiple low-level concerns.
Record Keeping Following Any Concern	Any safeguarding concern, disclosure, allegation, observation, or action taken.	As soon as possible, Record facts accurately while details are fresh.
Providing Support to Those Affected	A child, family, complainant, or respondent requires pastoral support.	A response must be given within 48 hours. Support should not wait until an investigation is complete.

Cultural Commitment

The Church is committed to upholding He Whakaputanga, Te Tiriti o Waitangi and honouring the bicultural foundations of Aotearoa New Zealand. This includes recognising and respecting tikanga Māori, as well as embracing the richness of Pasifika values, cultural worldviews, and cultural practices. Safeguarding within the Church must reflect a commitment to cultural safety, ensuring that all people feel respected, valued, and protected within their cultural identity. We acknowledge the importance of relational approaches, such as whakawhanaungatanga and vā, and strive to ensure that our safeguarding practices are culturally responsive, inclusive, and grounded in dignity and care for all. The Church recognises and values the importance of cultural knowledge, practices, and community-based approaches in responding to safeguarding concerns. When responding to safeguarding concerns, we encourage members to use culturally appropriate practices that are familiar and relevant to their communities. This may include approaches such as Talanoa, Whare Tapa Wha or Fonofale model where appropriate, while ensuring that established safeguarding processes are also followed. Where cultural perspectives or culturally appropriate responses are required, leaders and communities are encouraged to engage with the Director of Safeguarding as a resource and support person. This ensures we uphold both our cultural commitment as well as our safeguarding commitments.

The Church recognises that cultural expectations can sometimes make it difficult for people to raise safeguarding concerns. Respect for authority, concern about bringing shame to a family or congregation, protecting relationships, or reluctance to question an elder, Minister, or recognised leader may affect a person's confidence or ability to speak openly about harm. Our cultural commitment includes recognising when these expectations may create barriers to speaking up, reporting concerns, seeking support, or responding appropriately to harm. No cultural expectation, relationship, position, or status should prevent a safeguarding concern from being raised or responded to appropriately. At the same time, the Church recognises the many strengths within our cultures that contribute to safe and caring communities. Values such as respect, service, humility, collective responsibility, responsible leadership, open communication, shared decision-making, love, care, and warmth can strengthen the way we prevent harm and respond when concerns arise. The Church is committed to drawing on these cultural strengths to support good safeguarding practice. We value and uphold cultural approaches that help people feel safe, heard, respected, and supported, while ensuring that safeguarding responsibilities remain clear. Our cultural values should strengthen our ability to respond to concerns with courage, compassion, accountability, fairness, and care for everyone involved.

The cultural commitment of our policy means that we also commit to create a positive culture of our church. This means as a church we commit to respond to safeguarding concerns in a culturally appropriate and respectful way. This includes listening carefully to the person affected, supporting them to communicate in their preferred language where possible, recognising the importance of family and community relationships, and involving cultural support people when the person wishes and when it is safe to do so. The safety, dignity, confidentiality, and voice of the person affected must always remain at the centre of our response. Cultural approaches can also support pastoral care, healing, communication, and restoring wellbeing. These approaches should work alongside and strengthen our safeguarding processes, not replace them.

Where concerns involve children, vulnerable adults, abuse, or serious misconduct, appropriate safeguarding procedures alongside our commitment to culture must always be followed.

Concerns or Feedback About Safeguarding Practice, Leadership, or Responses

The Church is committed to openness, accountability, and continuous improvement in safeguarding. Everyone has the right to raise concerns about safeguarding matters, including concerns about abuse, misconduct, unsafe behaviour, or the way a safeguarding issue has been managed.

All safeguarding concerns and feedback will be taken seriously, treated respectfully, and managed in a timely, fair, and transparent manner. This process supports accountability, strengthens trust, and helps ensure that safeguarding practices continue to improve in response to the needs of our communities.

If you have a safeguarding concern, your first point of contact is usually your Minister, Presbyter, Synod Superintendent, or Regional Superintendent.

If you do not feel comfortable raising the matter through these channels, or you require additional safeguarding support, advice, or guidance, please contact our safeguard email on our website for more information.

You may contact us if you:

- Have concerns about the safety or wellbeing of someone.
- Have experienced, witnessed, or been told about abuse, neglect, bullying, discrimination, exploitation, or a misuse of power.
- Wish to raise concerns about the conduct of a church leader, minister, volunteer, employee, or church member.

- Believe safeguarding policies or standards have not been followed.
- Feel unsafe in a church setting or activity.
- Need support or guidance following a safeguarding incident.
- Are unhappy with how a safeguarding concern has been managed.
- Are unsure whether a matter should be reported and would like advice.

Anyone wanting to raise a safeguard issue can do so online under the Safeguard Tab on our church website. [Te Hāhi Weteriana » The Methodist Church of New Zealand](#).

Safeguarding Concerns Involving Senior Church Leadership

Any safeguarding concern involving a person in a senior Church leadership position must not be managed solely at a local level. The concern must be referred directly to the Director of Safeguarding of the New Zealand Methodist Church for an initial safeguarding assessment.

This includes concerns involving:

- President of the New Zealand Methodist Church
- Vice President of the New Zealand Methodist Church
- Synod Superintendents
- Parish Superintendents
- Reginal Superintendents
- Tumuaki
- Kai Hāpai
- Kai Rangatahi
- any other senior Church leadership position.

Initial Safeguarding Assessment

The Director of Safeguarding will ensure the concern is received, recorded and assessed appropriately. The initial assessment will consider:

- the nature and seriousness of the concern;
- whether anyone is at immediate or ongoing risk of harm;
- what immediate safety measures may be required;
- what levelled response does this trigger ie level 2 or level 3
- the wishes, needs and wellbeing of the person affected;
- whether pastoral, cultural, advocacy or independent support is required;
- whether information needs to be shared or an external agency needs to be involved;
- whether additional safeguarding expertise is required;
- how the concern should be recorded, monitored and reviewed; and
- whether the concern meets the threshold for another formal Church process.

The purpose of this initial assessment is to ensure that safety, appropriate support and clear accountability are established from the beginning. It is not intended to replace or pre-determine any formal complaint, disciplinary or investigation process that may subsequently be required.

Safeguarding concerns about a senior Church leader should be raised directly with the Director of Safeguarding where there are concerns about behaviour, boundaries, leadership practice or the way a safeguarding matter has been handled.

Examples may include:

- inappropriate or concerning boundaries;
- behaviour that may affect the safety or wellbeing of others;
- concerns about how a safeguarding matter has been responded to;
- repeated safeguarding concerns;
- inappropriate use of position or authority that requires further assessment;
- failure to follow safeguarding policies or procedures; or
- circumstances where a person does not feel safe or comfortable raising the concern through the usual leadership structures.

The Director of Safeguarding will assess the concern and determine the appropriate safeguarding response. If the concern reaches the threshold of serious misconduct or a breach of the Church's Laws, Ethical standards or the church's Code of Conduct, the relevant formal Church process is automatically triggered and must be followed. Safeguarding will not replace or interfere with that process but may continue alongside it to provide safety planning, risk management and appropriate support for those affected.

Use of Resource People

Where appropriate, the Director of Safeguarding may seek assistance from resource people who can provide relevant cultural, pastoral, professional, organisational or contextual knowledge to help better understand the circumstances of a safeguarding concern. The person affected may also identify or request an appropriate resource or support person where this would help ensure that their culture, circumstances, communication needs or wider context are understood. Resource people are not safeguarding decision-makers and do not determine the outcome of a matter. Their role is to provide relevant information, knowledge or context that may assist the Director of Safeguarding to understand and assess the concern on a case-by-case basis. Any involvement of resource people must respect the privacy, confidentiality, dignity and safety of everyone involved, and information should only be shared where appropriate and necessary for the safeguarding response.

Independent Safeguarding Expertise and Peer Review

Where additional independence or specialist expertise would strengthen the safeguarding response, the Director of Safeguarding may engage an external safeguarding professional to provide advice, peer review or appropriate assistance with the safeguarding assessment or response.

External safeguarding expertise may be particularly appropriate where:

- the concern is complex;
- specialist knowledge is required;
- there is an actual or perceived conflict of interest;
- greater independence or transparency is required; or

- an independent peer review would strengthen confidence in the safeguarding process.

The use of independent expertise helps provide accountability, transparency and appropriate professional oversight, while reducing the risk of actual or perceived conflicts of interest.

When the Church's Formal Processes Apply

The safeguarding process does not replace the formal dispute, complaint or disciplinary processes established under the Church's Laws and Regulations. The Church's ethical standards or the church's Laws and Regulations addresses disputes and complaints of misconduct. It defines misconduct as conduct that violates applicable rules, standards or ethical principles, with examples including abuse of power, sexual harassment, discrimination, fraud, dishonesty and failure to discharge the responsibilities of office. The laws and regulations also requires formal misconduct processes to operate according to principles of natural justice, including freedom from bias, transparency, procedural fairness and the right to a fair hearing. Where the information received reaches the threshold for a formal process under Section 8, the appropriate Church process is automatically triggered and must be followed.

This may include concerns involving:

- alleged abuse of power;
- sexual harassment;
- discrimination;
- fraud or dishonesty;
- failure to properly discharge the responsibilities of office;
- serious misconduct; or
- other behaviour that may breach the Laws, standards or requirements of the Church.

Once that threshold is reached, the matter must be referred into the appropriate Church process set out in the Laws and Regulations or the ethical standards. The safeguarding process must not be used to avoid, replace or determine the outcome of that formal process.

Safeguarding Continues Alongside the Formal Process

The commencement of a formal Church process does not necessarily end the Church's safeguarding responsibilities. Where required, the Director of Safeguarding may continue to oversee or support:

- immediate and ongoing safety measures;
- safeguarding risk management;
- pastoral and cultural support;
- support for the person affected;
- appropriate communication;
- monitoring of changing safeguarding risks; and
- referral to other services or agencies where appropriate.

Any ongoing safeguarding involvement must remain separate from the determination of the formal complaint and must not interfere with the independence, fairness or integrity of the church process.

A safeguarding concern may begin with the Director of Safeguarding, but the safeguarding process does not

replace the Church's formal complaint or disciplinary processes. Where the threshold for a formal process under the Church's Laws and Regulations is reached, that process is automatically triggered. Safeguarding support and risk management may continue alongside the formal process to ensure the safety and wellbeing of those affected.

Ko ngā kupu Whakamārama | Definitions

Kupu Maori Maori Word	Ko ngā kupu Whakamārama Definitions
Mokopuna	Grandchild
Tamaiti	Child
Tamariki	Children
Rangatahi	Youth and Young People
Kaimahi	Employees
Te Hāhi Weteriana O Aotearoa	The Methodist Church of New Zealand
Hauora – Tinana, Wairua, Hinengaro	Wellbeing – Physical, Spiritual, Mental
Tino Rangatiratanga	Right to exercise authority
Mana	Spiritual Power
Te Tiriti o Waitangi	The Treaty of Waitangi
Mana Wairua	Spiritual Autonomy
Minita-i-tōhia	Ordained minister
Minita-a-iwi	Lead Lay Preacher
Kaikarakia	Lay Preacher
Definition of roles within the church	
General Secretary	The General Secretary provides executive leadership for the Methodist Church of New Zealand, overseeing the Church's national administration and ensuring that the decisions of Conference are implemented.
Kai Hapai	The Kai Hāpai provides strategic leadership and support for the Church's mission and ministry, working collaboratively across the Connexion to strengthen ministry, leadership development, and organisational effectiveness.
Kai Ranagatahi	The Kai Rangatahi provides strategic leadership and support for the Church's young people, working collaboratively across the Connexion to strengthen children ministry, leadership development for youth, and organisational effectiveness and empowerment for young people in our church.
Tumuaki	The Tumuaiki provides national leadership for the Māori ministry of the Methodist Church, championing the mission, wellbeing, and development of Te Taha Māori.
Kai Whakahaumaru-Director of Safeguard	The Director of Safeguard (Kai Whakahaumaru) leads the Church's national safeguarding programme, providing strategic leadership to promote safe, healthy, and accountable ministry across the Connexion.
Synod Super intendants	Synod Superintendents provide regional pastoral and leadership oversight, supporting ministers and local churches to fulfil their ministry responsibilities, address challenges, and remain connected with the wider mission and governance of the Church.
Ministers	Ministers provide spiritual, pastoral, and sacramental leadership within their faith communities, nurturing discipleship, worship, and the mission of the Church. They also care for the wellbeing of their congregations, offer pastoral support, and lead the Church in living out the Gospel in their local communities.
Lay Preachers	Lay Preachers provide leadership in worship, preaching, and sharing the Gospel within their faith communities. They support the ministry of the Church by interpreting Scripture, encouraging discipleship, and helping congregations connect faith with everyday life. Working alongside Ministers and other church leaders, Lay Preachers contribute to the spiritual growth and mission of the Church within their local communities.

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<https://www.legislation.govt.nz/act/public/2018/0046/latest/LMS112968.html>

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Legislation. Retrieved from <https://www.legislation.govt.nz/act/public/1989/0024/latest/DLM147088.html>

New Zealand. *Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions Order 2018* (LI 2018/223). Legislation. Retrieved from

<https://www.legislation.govt.nz/regulation/public/2018/0223/latest/LMS118772.html>

Royal Commission of Inquiry into Abuse in Care. (2024). *Whanaketia – through pain and trauma, from darkness to light: The final report of the Royal Commission of Inquiry into Abuse in Care*. New Zealand Government. abuseincare.org.nz

Resources and Links to Services

- **Youthline** – 0800 376 633, free text 234 or email talk@youthline.co.nz or online chat if you want
- <https://www.1737.org.nz/> - Free text or call 1737 any time. This 24/7 service to strengthen your wellbeing.
- **thelowdown.co.nz** – or email team@thelowdown.co.nz or free text 5626. A space created with rangatahi for rangatahi.
- **What's Up** – 0800 942 8787 (for 5–18 year olds). Phone counselling is available every day of the week, 11am–11pm. Online chat is available from 11am–10:30pm 7 days a week, including all public holidays.
- **Anxiety NZ** – 0800 269 4389 (0800 ANXIETY). Call us if you are feeling anxious about anything.
- <https://www.auntydee.co.nz/> - Aunty Dee is a online tool used to help youth manage their thoughts and offer skills and solutions for problem solving. It is a Pacific based tool.
- **0508MUSICHELPS** – The Wellbeing Service is a 24/7 online, on the phone and in-person counselling service free of charge to those in the Kiwi music community. Call 0508 MUSICHELP.
- **Yellow Brick Road** –We provide mental health support for families who have a loved one experiencing mental health challenges. Call us on 0800732825
- **EDANZ** – We improve outcomes for people with eating disorders and their families. Freephone 0800 2 EDANZ or 0800 233 269, or in Auckland 09 522 2679. Or email info@ed.org.nz.
- **Warm Line:** Free peer support services for people experiencing mental illness or those supporting them:Auckland Central 0508 927 654 or 0508 WARMLINE (8pm to midnight, seven nights).
- **The Lowdown, NZ** Helping young Kiwis understand and deal with depression. Free 24/7 helpline 0800 111 757. Free text 5626 for help. There is also webchat available on the Lowdown website.
- **Feeling down, worried or stressed? Take control with SPARX!** SPARX is a computer game that teaches young people the key skills to help fight mild to moderate depression anxiety or stress. It helps young people to learn to control their emotions with their thoughts. SPARX.org.nz
- **Depression Helpline** – 0800 111 757 or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions). www.depression.org.nz
- **Cutting and self harm (Helpguide.org, US)** Information about self injury help, support, and treatment. Need to talk? Free call or text [1737](https://www.1737.org.nz/) any time for support from a trained counsellor.
- **Lifeline** – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP). Whatever the issue, we're here to support the emotional and mental well-being of our callers and communities.
- **Suicide Crisis Helpline** – 0508 828 865 (0508 TAUTOKO). If you think you, or someone you know, may be thinking about suicide, call the Suicide Crisis Helpline for support.
- **Healthline** – 0800 611 116 - if you don't have a family doctor or if you're feeling unwell if you need advice about what's happening for you, if you want some advice about a family member or a friend
- **Samaritans** – 0800 726 666 If you are experiencing loneliness, depression, despair, distress or suicidal feelings, call 0800 72 66 66 now. Samaritans operates a 24/7 crisis help line. Our phones are operated by volunteers from the community for the community.