

# What can you do?

Experiencing hate can cause immense harm and fear through our communities. If you, your friends or whānau have been impacted by hateful behaviour, it is important to support, record, and report.

## 1. Support

Make sure that you and any other affected people are in a safe place, away from the offender. If you are a witness, make it clear that the person(s) affected are not alone and that you are there to support them.

## 2. Record it

Any evidence recorded or preserved from the incident could be important if there is an investigation. If it is possible to do so safely, you can:

- Record a video or take photos of the incident
- Preserve any physical evidence
- Write down details of the time, location, and people (or descriptions of people) involved.

## 3. Report it

You can report directly to an agency or tell the nearest person in authority or a responsible person - this could be a bus driver, security guard or reception desk. You can also tell someone you trust who can support and help you report the incident.

Call 111 if someone is in danger.

Reporting helps to keep our communities safe, strong, and supported.

# Standing together against hate in Aotearoa

Hate can affect anyone and causes harm to all of us, our friends, our whānau, and our communities.



**Te Kāwanatanga o Aotearoa**  
New Zealand Government



**Te Kāhui Tika Tangata**  
Human Rights Commission



If you suspect that you, a person you know, or a group is being targeted because of their race, religion, gender identity, sexual orientation, age, disability, or any other part of their identity, it is important to report this.

Hate can be seen in a range of behaviours. From hurtful name calling to threats, harassment, online abuse, criminal damage, assault, and sexual violence. These acts are intended to cause harm or fear to the person(s) and wider communities just because of who they are.

Reporting reduces the harm caused by hate by capturing the bigger picture of how hate is affecting our country. This enables agencies to track and prevent behaviours, as well as provide support, to those affected.



## Report

If you don't report, we can't support.

We understand talking about these events may be difficult. There are many options for you to report and find support, including where you can speak up safely and anonymously.

### Police

If someone is in danger or an incident is happening now, [call 111 immediately](#).

If an incident has already happened and no one is in immediate danger, [call 105](#), or [report it online](#) at [105.police.govt.nz](#)

### Netsafe

Netsafe is New Zealand's independent, non-profit online safety organisation. You can report issues including online abuse, bullying and harassment.

[Visit \[netsafe.org.nz/report\]\(#\)](#)

### The Department of Internal Affairs: Countering Violent Extremism Online

The Digital Violent Extremism Team at DIA is responsible for keeping New Zealanders safe from online harm by responding to and preventing the spread of objectionable material that promotes or encourages violent extremism.

[Visit \[dia.govt.nz/Countering-Violent-Extremism\]\(#\)](#)

### Crime Stoppers

Crime Stoppers is an independent charity that offers a safe and anonymous option to speak up and report.

They can pass the information you provide onto the correct organisation and want to understand what you know, not who you are.

[Visit \[crimestoppers-nz.org/report\]\(#\)](#)

Or [call 0800 555 111](#) to talk to an experienced call taker.

### Te Kāhui Tika Tangata Human Rights Commission

The Human Rights Commission offers a free, confidential service to help with enquiries and complaints about unlawful discrimination, sexual and racial harassment, and harmful speech.

[Visit \[tikatangata.org.nz\]\(#\)](#)

Or [call 0800 496 877](#)

### CERT NZ

CERT NZ responds to cyber security threats in New Zealand. They support people affected by cyber security incidents, and provide information and advice.

[Visit \[cert.govt.nz/report\]\(#\)](#)

## Support

You never have to feel like you're alone.  
There is always support available.

### Victim Support

If you are the victim of a crime or incident, no matter how serious, support is available. Victim Support can help you deal with any emotional and practical affects of the crime or incident, and provide information to help you understand the legal process.

[Visit \[victimsupport.org.nz\]\(#\)](#)

### Mental health support

There are a range of resources and services available to help, including phone and online services and information, and face to face support.

[Depression Helpline](#)  
[Call 0800 111 757](#)  
[Text 4202](#)  
[Visit \[depression.org.nz\]\(#\)](#)

[1737](#)  
[Call or text 1737](#)  
[Visit \[1737.org.nz\]\(#\)](#)

[Suicide Crisis Helpline](#)  
[Call 0508 TAUTOKO](#)  
[\(0508 828 865\)](#)

[The Lowdown](#)  
[Call 0800 111 757](#)  
[Text 5626](#)  
[Visit \[thelowdown.co.nz\]\(#\)](#)

[Lifeline](#)  
[Call 0800 LIFELINE](#)  
[\(0800 54 33 54\)](#)  
[Text HELP or 4357](#)

### Community support

[Neighbourhood Support](#)  
Works with Police to bring neighbourhoods together to create safe, resilient and connected communities.

[Visit \[neighbourhoodsupport.co.nz\]\(#\)](#)

Or [call 0800 4 NEIGHBOURS](#)  
[\(0800 463 444\)](#)

Police Liaison Officers:

[Iwi Liaison Officers](#)  
Play an important role in navigating cultural issues and work to improve Police relationships with Māori.

[Ethnic Liaison Officers](#)  
Working in communities throughout the country, they listen to your concerns and work to improve safety in your communities.

[Pacific Liaison Officers](#)  
Enhance and develop relationships with Pacific communities.

[Diversity Liaison Officers](#)  
Provide liaison between Police and people in our community who identify as LGBTQIA+.

To contact your local Liaison Officer, [visit \[police.govt.nz/contact-us/local-contacts\]\(#\)](#)