

WHAT TO DO IF YOU RECEIVE A CALL OR VISIT ABOUT ABUSE OR HARM

National Office for Professional Standards: 0800 114 622

CALLER/VISITOR

YOU

ACTION

IF THE CALLER IS DISTRESSED

"I have been abused."

The Church has a specialist team to help you.

I can give you their contact details so you can call them yourself, or I can take your details and get them to call you.

Or at any time you can tell the Police about what happened.

Which one of those would you like to do now?

1. Thank them for their call.
2. Provide them with number and email details of NOPS or provide NOPS with their contact details to make contact:
0800 114 622
prof.standards@nzcbc.org.nz
3. Email details of the call to:
prof.standards@nzcbc.org.nz

Responding to abuse is sensitive and specialist work. You should not try to provide advice or counselling.

Your role is simply to make sure the information gets to the right people quickly.

Always listen carefully and respectfully. Take notes of what they are saying.

Continue to offer them referral options.

If the caller becomes verbally abusive or threatening, tell them that you will have to end the call if it continues.

If it continues, end the call.

Then find or call a colleague, and tell them about what happened. Have a hot drink, take deep breaths or a short walk.

"I think someone is being abused/harmed."

Thank you very much for your call.

The Church has a specialist team to investigate and take action straight away.

I can give you their contact details so you can call them yourself, or I can take your details and get them to call you.

Or at any time you can tell the Police about this.

Which one of those would you like to do now?

1. Thank them for their call.
2. Provide them with number and email details of NOPS or provide NOPS with their contact details to make contact:
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"I am a journalist calling about abuse."

Thank you for calling.

Can you please give me your name and phone number and who you work for, and I will make sure someone gets back to you.

1. Say "Thank you, I will pass that on." and end the call without further discussion.
2. Email the details of the caller to the Bishops' Communications Advisor:
communications@nzcbc.org.nz
or phone **021 611 052**