

# Responding to hate crimes and hate incidents

Safety information



Hate crimes and incidents are acts perceived by the victim, or other people, to be motivated by hostility or prejudice towards a person's actual or perceived; race (includes nationality or ethnicity), religion or faith, sexual orientation, gender identity, disability or age.

Hate crimes and incidents can encompass a broad range of acts, including threatening behaviour, harassment and verbal abuse, online abuse, criminal damage, assault and sexual violence.

## What can you do?

If you, your friends or whānau have experienced abuse, violence, threats, or intimidation motivated by hostility or prejudice, **it is extremely important that you report it.**

### Report to 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, **report it online** by visiting:

[105.police.govt.nz](https://105.police.govt.nz)

### Human Rights Commission

The Human Rights Commission offers a free, informal enquiries and complaints service to deal with unlawful discrimination and racial and sexual harassment issues.

**If you think you have faced unlawful discrimination, you can make a complaint:**  
[www.hrc.co.nz/enquiries-and-complaints/how-make-complaint/](https://www.hrc.co.nz/enquiries-and-complaints/how-make-complaint/)

**Or call:**  
0800 496 877

### Netsafe: Harmful Content Online

Netsafe is New Zealand's independent, non-profit online safety organisation.

**You can report harmful content here:**  
[www.netsafe.org.nz/report](https://www.netsafe.org.nz/report)

**Or call:**  
0508 NETSAFE (0508 638 723)

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

The Digital Safety Team at DIA investigates content that clearly or potentially relates to violent extremism.

**You can report violent extremist content here:**  
[www.dia.govt.nz/countering-violent-extremism-online](https://www.dia.govt.nz/countering-violent-extremism-online)

# Witnessing a hate crime or incident

If you witness hate crimes or incidents, it is important to support, record and tell someone.

## 1 Support the victim

Make sure they are safe and away from the offender. Make it clear they are not alone.

## 2 Record it

Any evidence recorded or preserved from the incident will be important if there is an investigation.

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

## 3 Tell someone

Tell the nearest authority or responsible person - this could be a bus driver, security guard or reception desk.

**Call 111 if someone is in danger.**



# 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, no matter how serious, support is available. Victim Support can help you deal with the emotional and practical effects of the crime, and provide information to help you understand the legal process.

Find out more by visiting:  
[www.victiminfo.govt.nz](http://www.victiminfo.govt.nz)

Or call:  
0800 842 846



## Mental Health Support

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

### Depression Helpline

0800 111 757  
Text 4202  
[www.depression.org.nz](http://www.depression.org.nz)

### 1737

1737 — Phone and text  
[www.1737.org.nz](http://www.1737.org.nz)

### Suicide Crisis Helpline

0508 TAUTOKO

### The Lowdown

0800 111 757  
Text 5626  
[www.thelowdown.co.nz](http://www.thelowdown.co.nz)

### Lifeline

0800 LIFELINE  
Text HELP or 4357  
[www.lifeline.org.nz](http://www.lifeline.org.nz)

## **Community Support**

---

### **Ethnic and Pacific Liaison Officers**

Police has specialist liaison officers working in communities around the country. They can listen to any concerns and work with you to improve safety in your communities.

To find contact details for your local Ethnic or Pacific Liaison Officer, visit:  
[www.police.govt.nz/ethnic-liaison-officers](http://www.police.govt.nz/ethnic-liaison-officers)

### **Iwi Liaison Officers**

Police has a group of Iwi Liaison Officers who help navigate cultural issues and work on improving police relationships with Māori. The group is made up of police officers and police employees, based in every police district in the country.

To find contact details for your local Iwi Liaison Officer, visit:  
[www.police.govt.nz/iwi-liaison-officers](http://www.police.govt.nz/iwi-liaison-officers)

### **Diversity Liaison Officers**

Diversity Liaison Officers (DLOs) are located throughout New Zealand to provide liaison between Police and those in our community who identify as gay, lesbian, bisexual, transgender, intersex and queer (Rainbow communities).

To find contact details for your local Diversity Liaison Officer, visit:  
[www.police.govt.nz/diversity-liaison-officers](http://www.police.govt.nz/diversity-liaison-officers)

### **Neighbourhood Support**

Neighbourhood Support works with Police to bring neighbourhoods together to create safe, resilient and connected communities

To learn more about starting or joining a Neighbourhood Support group, visit:  
[www.neighbourhoodsupport.co.nz](http://www.neighbourhoodsupport.co.nz)

Or call:  
0800 4 NEIGHBOURS

New Zealand Government

