

# Be Safe, Feel Safe



Safety information  
from New Zealand Police



NEW ZEALAND  
**POLICE**  
Ngā Pirihimana o Aotearoa

# Kia ora!

New Zealand is a safe and peaceful place to live and visit. However, it is still important to know how to stay safe, to ensure yourself and others feel safe.

Remember, in an emergency, dial 111.

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# Safer Communities Together

A connected community is a safe community. Make your community a safer place by getting to know your neighbours.

- ▶ Help out your neighbours when they are going away, e.g. by bringing in their mail, mowing their lawn, or parking in their driveway. A “lived in” house is less likely to get burgled.
- ▶ Find ways to connect and bring your neighbours together. Discuss issues affecting your community.
- ▶ Look out for your neighbours and reach out to people who may not have a support network.
- ▶ If you're concerned about the welfare of someone in your community, don't hesitate to let Police know.



If threats are made to you either in person or online that make you fearful for yourself or others, please contact Police. This includes any incident which may be motivated by hostility based on race, faith, sexual orientation, gender identity, disability or age.

Make sure you tell Police about any incidents of concern which may have recently occurred. Also let Police know how the incident has made you feel—that way we can ensure you are connected to the support you need.



## Ethnic, Diversity and Pacific Liaison Officers

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

To find contact details for your local Ethnic, Diversity or Pacific Liaison Officer, visit:

[www.police.govt.nz/advice/personal-community/new-arrivals/ethnic-liaison-officers](http://www.police.govt.nz/advice/personal-community/new-arrivals/ethnic-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 or call:

[www.neighbourhoodsupport.co.nz](http://www.neighbourhoodsupport.co.nz)  
0800 4 NEIGHBOURS

# Disasters and Emergencies

Disasters can affect essential services and disrupt your ability to travel or communicate with loved ones. It's important to be prepared and have everything you need to get you through.

## Create an Emergency Plan

Agree on a household emergency plan. This will help you to respond quicker when a disaster happens. It should include:

- ▶ Where you will meet loved ones
- ▶ Where emergency items are stored
- ▶ Who to contact if you need help.

## Prepare Emergency Survival Supplies

Store enough supplies for at least three days. Regularly check everything is in working order and not out-of-date. You should also have essential emergency items in your workplace and vehicles.

## Put together a Getaway Bag

In an emergency, you may need to leave in a hurry. Everyone should have an easily accessible pre-packed getaway bag at home and work which can include:

- Clean clothes
- Toiletries
- Emergency water
- First aid supplies
- Important documents
- Waterproof torch, radio and spare batteries
- Light non-perishable food such as energy bars or dried fruit.

## Remove Hazards

Where possible and safe, remove hazards around your home and neighbourhoods that are potentially harmful—e.g. by tidying footpaths or removing dead trees and branches near roadways or buildings.



# Property and Belongings

Property crime can have a devastating impact. Here are some simple steps you can take to make your home and property as safe as possible:

1

Always lock your car, motorbike, bicycle or other vehicles. A car alarm, steering lock, or good quality chains are extra deterrents too. Ideally keep all vehicles in a garage or out of sight.

2

When out and about, keep your belongings secure and close to you. Separate your house and car keys, especially if you have an address on the key ring.

3

Don't provide places for burglars to hide—keep bushes and trees trimmed.

4

Don't answer the door for someone you don't know or don't want in your home. Ask for identification if they say they represent a company. If you're outside for an extended time, e.g. in the garden, lock your front door.

5

Keep valuables out of sight—if it can be seen, it can be a target. Keep receipts, warranties, valuations, and serial numbers in a safe place. Take photos or videos of jewellery, art and other precious items.

6

Secure your doors, windows, sheds and garages with good quality locks. Install security stays on windows.

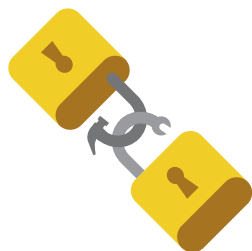
7

Get to know your neighbours. When someone is away, bring in their mail and park in their driveway. A "lived in" house is less likely to get burgled.



## Protect Your Tools

Do not leave your tools or valuables in your vehicle overnight. Instead, keep them secure and out of sight. Only buy tools from reputable businesses—if the price sounds too good to be true, it probably is.



### Engrave

Engrave your tools with your driver's licence number—that way, if found, they are easier to return to you.

### Record

Record the serial numbers of your tools and keep the list in a safe location.

### Secure

Always secure your tools using good, strong, locks.

### Report

Report any suspicious activity to Police.

## Family and Personal Safety

### Alcohol

Alcohol contributes to social harm in our communities. Excessive drinking can impair your judgment, making you vulnerable to committing an offence or becoming a victim of crime. Here are some steps you can take to stay safe.



- ▶ Always let someone know where you're going.
- ▶ Keep to main streets and well-lit areas.
- ▶ Look out for each other and ensure everyone gets home safely.
- ▶ Make sure your phone is fully charged before you head out.
- ▶ Eat something substantial before you start drinking.
- ▶ Plan how you're getting home at the end of the night.
- ▶ Drink plenty of water.
- ▶ Ensure your belongings are safe by keeping them out of view and close by.
- ▶ Have a place to meet up with your friends if you get separated.
- ▶ Take cash or another payment method to pay for transport home.
- ▶ Be aware of the risk of drink spiking. Don't leave your drink unattended or accept any drinks that you haven't personally seen poured, especially from people you don't know.

## Keeping Our Children Safe

We're all responsible for keeping children safe in our families and communities. It's also important for children to know how to identify unsafe behaviour and what to do if they feel unsafe. We encourage parents and other caregivers to talk to children about what inappropriate behaviour and actions look like, rather than the "types of people" that could cause harm.

### Advice for families, whānau and caregivers:

- ▶ Listen carefully to your child—take notice of anything unusual and discuss what they can do if it happens again.
- ▶ Always know where your child is, and only leave them with trustworthy people. Consider asking caregivers for references.
- ▶ Show your child how to get safely to and from school and other common places. Teach them to walk with friends, not alone.
- ▶ Stay in touch with local parents and know who your child walks home with.
- ▶ Provide your child with a list of useful contacts and emergency phone numbers.
- ▶ Discuss with your child how to identify and report unsafe behaviour.
- ▶ Encourage your child to take action when they feel uncomfortable, unsafe or scared—they may be able to talk to a trusted adult, teacher, or Police officer.

### Advice for children:

- ▶ Tell someone if you feel uncomfortable, unsafe or scared.
- ▶ If you feel uncomfortable, remove yourself from the situation.
- ▶ Trust your 'gut instinct'.
- ▶ If the first person you ask doesn't help, keep trying until someone does.
- ▶ If you see anything suspicious, don't hesitate to call 111.



## Keeping Our Teenagers Safe

Many teenagers are still learning to be responsible for their own safety and wellbeing. Clear guidelines and regular communication can be useful for encouraging your teenager to make good decisions and stay out of harm's way. Your advice is important, even though you may not feel like it's always welcomed.

### Advice for families, whānau and caregivers:

- ▶ Make sure you know what your teenager is doing and that you can contact each other at any time.
- ▶ Support your teenager to cope with stress—exercise, music and talking about problems can all be effective tools.
- ▶ Encourage your teenager to ignore peer pressure if they do not want to do something or feel uncomfortable.
- ▶ Watch out for signs that your teenager may be getting bullied—if you have any concerns, raise these with a school teacher or counsellor.

### Teenagers and Alcohol

There are things you can do to help reduce alcohol-related risks for your teenagers. Remember, not drinking alcohol is the safest option. Here are some other things to bear in mind:



#### 1 Delay

Most teenagers obtain alcohol from a parent, caregiver or family member. Research shows the younger you begin drinking, the more likely you are to drink harmfully later in life.

#### 2 Small Amounts

Teenagers have a lower alcohol tolerance. If you decide to supply alcohol to your teenager, only give small amounts and favour low-alcohol drinks.

#### 3 Talk Openly

Encourage an open and honest dialogue about alcohol and drugs, while setting clear boundaries and expectations.

#### 4 Supervise

Consider an alcohol-free party if teenagers are present. An adult will need to supervise if you serve alcohol. If your teenager is at a party where alcohol is being served, the adult hosts must have your consent to supply them with alcohol.

#### 5 Driving

The alcohol limit for anyone aged under 20 is zero. If your teenager drinks and drives, they can be charged.



## Family Harm

Family violence and the resulting harm impacts far too many families in New Zealand, with devastating consequences.

Preventing and effectively responding to family violence is one of the greatest opportunities to improve the wellbeing and safety of our communities, and we all have a role to play.

### Signs that someone is being harmed by a member of their family include:

- ▶ Controlling behaviour
- ▶ Intimidation
- ▶ Threats to kill
- ▶ Strangulation and choking
- ▶ Physical or sexual violence
- ▶ Jealousy or possessiveness
- ▶ Stalking.

If you, or somebody you know is experiencing family harm, there are several organisations who can help you get the help you need. Please refer to these resources on pages 26—29.

### Children living in homes where family violence is present may:

- ▶ Be fearful
- ▶ Be silent and withdrawn
- ▶ Be aggressive
- ▶ Be unusually well-behaved
- ▶ Show signs of violence or bruising
- ▶ Suddenly change behaviour
- ▶ Often be absent from school.

### People experiencing family violence may be:

- ▶ Fearful or nervous
- ▶ Isolated or reclusive
- ▶ Sad or angry
- ▶ Lacking in confidence
- ▶ Keeping secrets
- ▶ Worried about a loved one's reaction.

If you suspect someone close to you is a victim of family violence, it's okay to get involved—you could save their life. You could ask them:

- ▶ Are you OK?
- ▶ Is someone hurting you?
- ▶ Is there anything I can do?

### Other tips include:

- ▶ Always call Police if you think someone is in danger
- ▶ Talk about having a safety plan
- ▶ Listen and take what they are saying seriously
- ▶ Don't tell them what to do—let them make their own decisions, however long it may take
- ▶ Give support, not advice.

## Standing against hate

Experiencing hate (bias or prejudice) can cause immense harm and fear.

If you, or someone you know, is being targeted because their identity, such as race, religion, sexuality, gender, age or disability, it is important to support, record and report.

You can report any activity that makes you feel unsafe.

- ▶ Make sure you and any affected people are in a safe place, away from the offender.
- ▶ If you are a witness, make it clear the person(s) affected are not alone and you are there to support them.
- ▶ If you can do so safely, record a video or take photos of the incident, write down details (e.g. time, location, descriptions of people involved), and preserve any evidence. This could be important if there is an investigation.

For more information on who can help, please refer to the 'Information and Support' resources on pages 26—29.



# Road safety across New Zealand

Ensuring the safety of all road users on our roads is a priority for New Zealand Police.

Too often our officers see the devastating effects families face when losing a loved one to a fatal road crash.

We all have a responsibility in keeping our roads safe, and our role is to prevent risky behaviour and enforce the laws that are in place.

Our dedicated staff patrol our roads and know there are four main behaviours which contribute to death and injury on our roads. These behaviours include:

- ▶ not being properly restrained with seat belts
- ▶ driving while impaired (by alcohol, drugs, or fatigue)
- ▶ driving while distracted—including using a mobile phone, and;
- ▶ people driving too fast for the conditions.

Road users can expect to see our dedicated staff patrolling anywhere, at any time, so don't risk your safety or others by being careless and complacent.

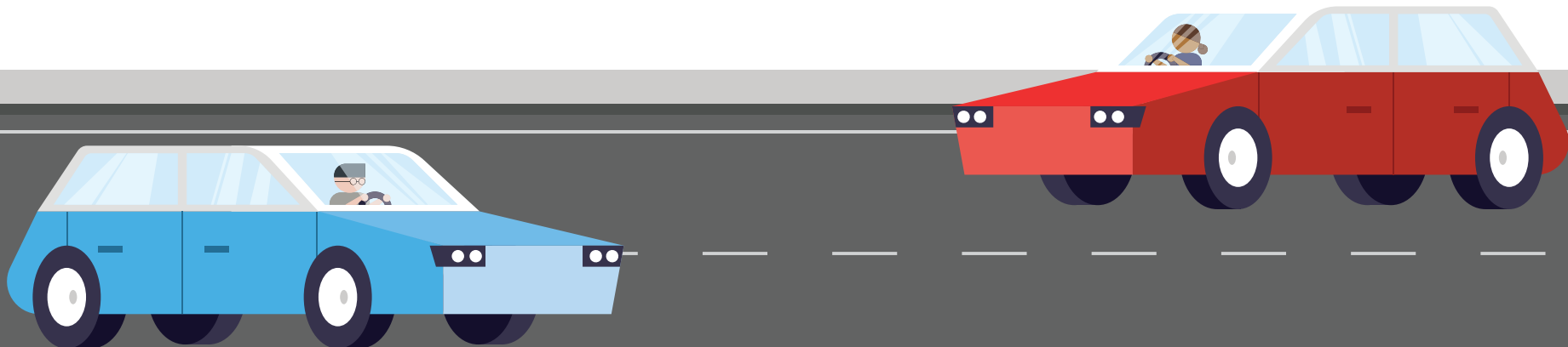
## Road safety

Parents set the best example for our young people on how road users need to be safe and smart on our roads.

It's important to be alert near schools as children can be unpredictable and can dart out onto the road.

We advise parents to give the road your full attention and allow for plenty of time for school drop offs, so you are not rushed.

Another safety tip for families is to take the time to show children the safest route to get to school and back home and practice with them, including the safest places to cross. Remind them to look left and right, and look out for cars.



# Online and Identity Safety

The internet is an important source of information and means of social interaction for children, young people and adults alike. It pays to keep in mind that it can also present dangers, including online fraud, scams, bullying and abuse.



## Social Media

- ▶ Read through privacy options carefully and make sure you fully understand your rights, and what happens to your data. This goes for app updates as well.
- ▶ Set your profile to private, and only invite or accept friend requests from people you already know.
- ▶ Don't post your address, phone number, or other personal information online.



## Scams, Fraud, Spam

- ▶ Only give personal information to trusted people or organisations who can verify who they are.
- ▶ Remember that legitimate businesses should never send you an email with a link to log in. Do not click on links contained in emails, go to the company website and log on directly.
- ▶ Never reply to a scam message even if you're curious, your interaction may provide knowledge your account is active.
- ▶ If you're unsure about any requests for details you receive or unsolicited phone calls, do some simple checks first. Go directly to the company's website instead of following an email link, call their office directly, or visit a local branch.

- ▶ Be aware legitimate websites can sometimes inadvertently display ads that lead you to a scam.
- ▶ If you're transferring a large amount of money for payments such as a car purchase, never rely on the bank account details in an email to make that payment.
- ▶ Cryptocurrency scams are rife on the internet. Do not share your private keys with anyone.
- ▶ Use a safe search option and consider setting your computers to use an alternative DNS provider to that of your ISP's DNS to help prevent criminals getting access to your personal information.

Examples include Cloudflare, Google, and Quad9. For more information, search "free public DNS server" in your browser search engine.

- ▶ Always do some basic due diligence before you provide personal details or make any purchase online.

For further information about scams, visit Netsafe New Zealand at:

[www.netsafe.org.nz/advice/scams](http://www.netsafe.org.nz/advice/scams)



### Online Trading

- ▶ Apply the tips provided under ‘Scams, Fraud, Spam’ in this section.
- ▶ There are risks when trading on all online platforms. Trust your instincts: if the deal looks too good to be true, it probably is.
- ▶ Be especially wary of products that are significantly below a ‘normal’ discounted price or investment opportunities offering extraordinary returns—especially if involving cryptocurrencies.
- ▶ Stick to known sites or thoroughly research those that you are not already familiar with before purchasing.
- ▶ If a seller is ‘in trade’, they must indicate this under the Consumer Guarantee Act, including the goods being sold are of acceptable quality.
- ▶ Online platforms, such as Trade Me, have been set up specifically for safe online trading so make use of the measures available to protect you. Check the seller’s feedback history and research the item before you buy.
- ▶ Platforms that do not moderate buying and selling are riskier (e.g. Facebook buy and sell pages). If using these platforms, never spend more than you are willing to lose or arrange in person payment and collection.
- ▶ Consider having a debit/credit card and account solely for online purchases from sites you haven’t used before. Only deposit funds when needed.
- ▶ Avoid sending money outside New Zealand or paying via instant money transfer like Western Union or TransferWise.



### Your Devices and Data

- ▶ Install a security program on your computer to protect against threats and viruses.
- ▶ Install an ad-blocker to protect against malicious advertisements. Don’t click on advertisements on unfamiliar or untrusted websites.
- ▶ Set strong passwords and multi-factor authentication.
- ▶ Be mindful of what software you download and what permissions you grant to applications.
- ▶ Regularly back up your data.
- ▶ Be cautious when using public Wi-Fi networks—avoid doing sensitive things while using them, such as online banking.



### Child Safety

- ▶ Know who your child is making contact with online. If they are not your child’s actual friends, question their online friendship.
- ▶ Know which social networking sites your child is on and what information they are posting.
- ▶ Talk to your child about the dangers of posting personal information online.
- ▶ Do not allow your child to use the computer in private areas of your home.
- ▶ If you or your child become suspicious about a person online, stop contact immediately.

# Information and 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. We 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)



## Mental Health

### 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)

## Children and Youth

### Oranga Tamariki / Ministry for Children

0508 326 459 — 24 hours  
[www.orangatamariki.govt.nz](http://www.orangatamariki.govt.nz)

### Kidsline

0800 KIDSLINE

### Bullying Free NZ

[www.bullyingfree.nz/students](http://www.bullyingfree.nz/students)

### Youthline

0800 376 633  
Text 234  
[www.youthline.co.nz](http://www.youthline.co.nz)

## Family Violence

### Women's Refuge crisis line

0800 733 843 — 24 hours  
[www.womensrefuge.org.nz](http://www.womensrefuge.org.nz)

### Family violence information line

0800 456 450  
[www.areyouok.org.nz](http://www.areyouok.org.nz)

### Shine National Helpline

0508 744 633 — 24 hours  
[www.2shine.org.nz](http://www.2shine.org.nz)

### Shakti

For women from migrant and  
refugee communities  
0800 742 584 — 24 hours

### National network of stopping violence

+64 03 391 0048  
[www.nnsvs.org.nz](http://www.nnsvs.org.nz)

### Elder Abuse Helpline

0800 32 668 65 — 24 hours

## Sexual Assault

### Safe To Talk National Sexual Harm Helpline

0800 044 334 — 24 hours  
[www.safetotalk.co.nz](http://www.safetotalk.co.nz)

### National Collective of Rape Crisis

National 24-hour helpline  
0800 883 300

### Women's Refuge

National 24-hour crisis line  
0800 733 843 (0800 refuge)

### Korowai Tumanako

027 422 6282 (24-hour crisis line)  
027 370 2091 (24-hour crisis line)

## Alcohol and Drugs

### Alcohol Drug Helpline

0800 787 797  
Text 8681  
[www.alcoholdrughelp.org.nz](http://www.alcoholdrughelp.org.nz)

### Health Promotion Agency

[www.alcohol.org.nz](http://www.alcohol.org.nz)

### New Zealand Drug Foundation

[www.drugfoundation.org.nz](http://www.drugfoundation.org.nz)

## Human Rights

### Te Kāhui Tika Tangata

#### Human Rights Commission

0800 496 877  
[www.tikatangata.org.nz](http://www.tikatangata.org.nz)

## Online Safety

### Netsafe

0508 638 723  
[www.netsafe.org.nz](http://www.netsafe.org.nz)

### CERT NZ

[www.cert.govt.nz/report](http://www.cert.govt.nz/report)

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

[www.dia.govt.nz/Countering-Violent-Extremism](http://www.dia.govt.nz/Countering-Violent-Extremism)

## Disasters

### Civil Defence

04 830 5100  
[www.civildefence.govt.nz](http://www.civildefence.govt.nz)

### Get Thru

[www.getthru.govt.nz](http://www.getthru.govt.nz)

# Contacting Police

There are various ways you can get further information, or report a crime.

## 111

### One-One-One (111)

Call 111 when you need an immediate emergency response from Police, Fire or Ambulance.

## 105

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

### Ten-Five (105)

Go online or call 105 to report things that don't need urgent Police assistance.

## 0800 555 111

### Crime Stoppers

Call Crime Stoppers to report a crime anonymously. Crime Stoppers is an independent charity.

### Reporting crime online

You can also report crimes such as lost property, property damage, shoplifting and theft online by visiting:

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

To report crimes anonymously, visit:

[crimestoppers-nz.org/report](https://www.crimestoppers-nz.org/report)

### Reporting crime in-person

You can report a crime at your local Police station by speaking to the person at the front counter who will inform you of what to do next. You may be able to speak to an officer straight away, and are welcome to bring a support person with you.

To find your local Police station, visit:

[www.police.govt.nz/contact-us/stations](https://www.police.govt.nz/contact-us/stations)

### When reporting a crime

When reporting a crime, it is important to remember not to touch anything which could be included as evidence and, if relevant, take photographs (for example, of vandalism or other property disturbance).

### Community Roadwatch Form

To report non-urgent incidents of poor driving where you do not wish the offender to be prosecuted, please complete a Community Roadwatch Form via the police website, or at your nearest police station.

<https://forms.police.govt.nz/forms/community-roadwatch>



# Providing feedback

## Positive Feedback

It's great to hear when we've done a good job. You can provide positive feedback about our organisation or thank someone who works for us, either:

- ▶ online – **positive feedback form**
- ▶ at any **police station**

## Express your dissatisfaction or make a complaint

Police aims to provide excellent service. It's important you tell us if we haven't done a good job. If you're unhappy with the service Police have provided, you can either:

- ▶ provide feedback to Police expressing your dissatisfaction
- ▶ make a complaint to the Independent Police Conduct Authority (IPCA)

- ▶ make a complaint directly to Police (and we notify the IPCA of the complaint).

If you provide feedback directly to Police, you can expect it will be:

- ▶ treated seriously, courteously and with respect
- ▶ not be discriminated against
- ▶ investigated thoroughly, impartially.

You can also expect to:

- ▶ receive helpful answers to any questions
- ▶ be advised of the procedures for actioning your feedback
- ▶ be kept informed and a record kept of your feedback.

## Express your dissatisfaction

If you're unhappy with the service provided and want an explanation, you can express your dissatisfaction to Police. Local police will work with you to address your concerns if you felt:

- ▶ our service was too slow or below standard
- ▶ our staff displayed a poor attitude, were impolite or lacked empathy
- ▶ you were given wrong or inaccurate information
- ▶ you were treated unfairly
- ▶ crime is not being policed in your area.

Express your dissatisfaction:

- ▶ online – **expression of dissatisfaction form**
- ▶ at any **police station**

## Make a complaint

You can complain to the Independent Police Conduct Authority (IPCA) or directly to Police about:

- ▶ Police misconduct
- ▶ Police neglect of duty
- ▶ Police practices, policies and procedures
- ▶ the standard of service you have received.

## **Make a complaint to the IPCA**

The IPCA oversees complaints about Police. They are headed by a Judge, are totally independent and not part of New Zealand Police. Contact the IPCA:

- ▶ online – the quickest way to complain is to use their online complaint form at [www.ipca.govt.nz](http://www.ipca.govt.nz)
- ▶ email [info@ipca.govt.nz](mailto:info@ipca.govt.nz)
- ▶ write to IPCA, PO Box 25221, Wellington 6140.
- ▶ You can download a complaint form from their website to print out and send; or call the IPCA on 0800 503 728 and they'll post one out to you.

## **Make a complaint to Police**

If you make a complaint directly to Police, we will notify the IPCA. You can make a complaint about Police:

- ▶ online – **complaint form**
- ▶ call 105
- ▶ write directly to the Commissioner of Police at Police National Headquarters, PO Box 3017, Wellington 6140
- ▶ at any **police station**
  - ▶ if you wish, you can have the services of an interpreter
  - ▶ you are welcome to bring your solicitor, friend or relative when you make your complaint
  - ▶ if you are unable or reluctant to make a complaint at a police station, arrangements can be made for you to be interviewed elsewhere.

This information is also available online at: [www.police.govt.nz/contact-us/give-feedback-about-police](http://www.police.govt.nz/contact-us/give-feedback-about-police)

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**Be Safe, Feel Safe:  
Safety Information from  
New Zealand Police**

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Wellington

**See more:**

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Instagram: @newzealandpolice

Website: [www.police.govt.nz](http://www.police.govt.nz)



**Te Kāwanatanga o Aotearoa**  
New Zealand Government