



# Help with online bullying, abuse and harassment in NZ



## What to do if you're being bullied or harassed online

**Don't reply:** Especially to messages from phone numbers or people you don't know.

**Don't attack the person back:** Don't give the bully the satisfaction of a reaction.

**Have a conversation:** If it's safe to do, try talking to the person privately about what they've said or done. Stay calm and let them know how their actions have made you feel.

**Cut off the person bullying you:** Block their phone number, or block them on social media. You can also report them to the social media site.

**Talk to someone:** Talking to friends, whānau or someone else you trust can help make you feel better and help you cope with the situation.

**Save the posts or messages:** Save the URL link of the posts and take screenshots of the post/message as evidence, in case you need them later.

**Make a log of the bullying:** Make a note of the time and date that the posts or messages were sent, in case you need it as evidence later.

**If someone is posting things about you online that make you upset, Netsafe can help.**

We've got a friendly team who can give you help, advice and information for dealing with online bullying.

Our helpline is open seven days a week from 8am – 8pm Monday to Friday, and 9am – 5pm on weekends and public holidays.



Call toll free from anywhere in NZ on  
**0508 NETSAFE (0508 638 723)**



Fill out an online report form [netsafe.org.nz/report](https://netsafe.org.nz/report)



Email us [help@netsafe.org.nz](mailto:help@netsafe.org.nz)

## Did you know there's a law to help?

The Harmful Digital Communications Act (the Act) is a New Zealand law made to help minimise the harm caused by online bullying, abuse and harassment.

Netsafe runs a free and confidential service to help people being bullied, including letting them know what options are available to them under the Act.

### You may be able to get help under the Act if

- 1 Someone is posting or sending messages about you; and
- 2 The posts or messages make you feel very upset; and
- 3 The posts or messages do any of these things
  - Encourage you to hurt yourself
  - Share intimate images without your consent (leaked nudes and revenge porn)
  - Encourage other people to send harmful messages to you
  - Contain content most people would think is very offensive
  - Share your sensitive, private or confidential information without your permission
  - Make a false allegation about you
  - Puts you down because of your colour, race, ethnic or national origins, gender, religion, sexual orientation, or disability.
  - Contain content that is indecent or obscene
  - Threaten to hurt you or damage your property

Netsafe has been chosen by the New Zealand government to help people with online bullying, harassment and abuse under the Harmful Digital Communications Act 2015.

Find out more at [netsafe.org.nz/HDC](https://netsafe.org.nz/HDC)