

## ACTION TOOLKIT – QUICK DECISIONS UNDER PRESSURE

Follow the 3 steps:

**Identify → Respond → Prevent Recurrence**

### **1** Identify

#### Key questions before acting

- 1. Could it harm someone?**
  - Might a post cause serious emotional distress to someone in the group?
  - Does it include physical threats or anything that could lead to real-world harm?
- 2. Does it break the rules?**
  - Does it go against platform community standards/or the HDCA?
  - Is it breaking your group’s kaupapa or rules?
- 3. Could things get worse?**
  - Are arguments or pile-ons already forming in the comments?

#### HELPFUL MODERATION HABITS

- Act swiftly before things spiral.
- Stay consistent across moderators.
- Keep a record (screenshots with names, dates, URLs).
- Encourage positive engagement.
- When in doubt, check HDCA/ Platform Community Standards.

### **2** Respond

Risk	What it looks like	Action
<b>Low</b>	Off-topic, small disagreement, not harmful	Monitor, remind gently
<b>Medium</b>	May offend, rule-bending, repeat issue	Remove content, send kind warning, consider mute
<b>High</b>	Clearly harmful, abusive, threats, scams, criminal	Remove immediately, report to platform, remove user, escalate if needed