

MODERATOR SAFETY CHECKLIST

When you or your group members are targeted

1. Immediate Response	
Screenshot abusive posts, DMs, or comments before deleting.	
Hide/remove harmful content fast.	
Mute or ban the account(s) responsible.	
Post a neutral holding statement if needed: “We’re aware of harassment towards moderators/members. This behaviour is not tolerated here.”	
2. Escalation	
If threats are violent, stalking-related, or involve children → Call 111.	
For online harm that causes serious emotional distress to individuals report to Netsafe (0508 NETSAFE / netsafe.org.nz/report).	
If abuse is coming from a coordinated campaign → Flag to the platform via group admin tools.	
3. Protect Yourself	
Use your group/page role to comment, avoid personal accounts.	
Lock down your own profile (privacy check-up, limit who can DM).	
Remove personal details (phone, email, workplace) from public profiles.	
Don’t engage directly with trolls, moderation is not personal debate.	
Refer to the Free to Lead toolkit for more in-depth advice on protecting yourself online.	

4. Protect Your Team	
Share incidents in your mod chat or log – no one should carry it alone.	
Rotate responsibility for dealing with trolls to reduce burnout.	
Use collective language (“The mod team has decided...”) to reduce targeting.	
5. Protect Your Members	
If followers are being harassed, acknowledge it openly: “We’re aware some members have been targeted outside this group. Please report any harm to Netsafe or Police if unsafe.”	
Strengthen rules against cross-posting and external harassment.	
6. After the Incident	
Debrief with your mod team: what worked, what needs to change?	
Update rules if harassment revealed a gap.	
Check in on team wellbeing, encourage time out if needed.	
Log the incident in your Mod Incident Log (screenshots + summary).	

REMEMBER:

Your safety comes first. You’re not expected to absorb abuse “because you’re the mod.” Protecting yourself is part of protecting the group.