



NZPUC · NEW ZEALAND PACIFIC

When It Gets Real

Answering the comment you were not ready for

Ask people to comment and eventually somebody tells you something heavy. This is the part of the job nobody trains for, and it matters more than the video did.

Comment **REPLY**

1voice.nz

First, answer everyone

Every comment gets a reply, including the one-word ones. Not because of reach, but because a person who is ignored once does not comment twice, and the one you ignore might be the one who needed it.

When somebody opens up

- Move it to messages. A public thread is not where anyone should say the hard part.
- Reply fast, even if the reply is short. 'I saw this. Give me an hour and I will write properly.' Silence reads as rejection.
- Name the thing they said back to them. 'Two years since your dad died' tells them you actually read it.
- Do not fix it. Nobody asked you to fix it.
- Ask one question, then wait.

Things not to say

Everything happens for a reason	That sounds really heavy.
God has a plan	I do not have an answer for that.
I will pray for you [and then nothing]	I am praying for you right now, actually stopping and doing it.
You just need to trust more	That would shake anyone.
At least...	nothing. Do not soften it.
Have you tried [church / reading / a group]	Would it help to talk to someone properly?

The line you should have ready

Write this one now, before you need it, and keep it somewhere you can find it at 11pm:

"Thank you for telling me that. I am not going to pretend I know what to say, but I am glad you said it and I am not going anywhere. Can I ask what today looks like for you?"

When to stop and refer

You are not a counsellor and pretending otherwise can do real harm. Stop and hand over when you hear any of these:

- Anything about self-harm or not wanting to be here
- Abuse, in any direction, current or past
- A child at risk
- Addiction they cannot control
- Anything that makes your stomach drop

Say plainly: 'This is bigger than what I can help with, and I do not want to get it wrong. Can I put you in touch with someone who does this properly?' Then actually do it, and follow up two days later.

In New Zealand: 1737, free call or text, any time. In an emergency, 111.

Look after yourself too

Carrying other people's weight in your inbox is real weight. Tell someone in your church that you are doing this. Have one person you can hand something to. Do not answer the heavy ones at midnight when you have nothing left.

This job matters more than being on camera. If it is yours, tell somebody this week.