

YOUR VOICE

Whatever you need to say, we want to hear it. Something personal – social, financial, musical, issues with staff, Health & Safety (e.g., billeting, sexual harassment) – or about the choir in general, our staff are ready to listen.

1. HEALTH / SOCIAL issues or anything that is preventing you from full participation in choir rehearsals and activities.

At a course:

- Talk to **Student Welfare Manager, Emma Blood-Mouat** or **NZSSC Manager, Ange Kalogeropoulos**. This can be in private, or over a hot chocolate during morning tea - whatever is best for you. Or talk privately with any staff member you feel most comfortable with: **Sue, Brent or Ben**.
- Talk to your section Tātāriki (pastoral care leaders) – they can talk to Ange or Emma on your behalf if you find this difficult.
- Talk to your Choir Leaders.
- NOTE: If you find things hard to talk about, you might want to bring a friend or put your thoughts in writing.

Between courses:

- Contact NZSSC Manager Ange Kalogeropoulos ange@choirsnz.co.nz / 021 181 2237
Ange works Monday to Thursday every week and will be back in touch as soon as possible.
- Contact NZSSC Student Welfare Manager, Emma Blood-Mouat: emma.peoplefirst@gmail.com / 027 5483317
- Give feedback on rehearsal courses through our Post-Course Survey (link sent after course). This can be anonymous if preferred. Through the survey you can also ask any staff member to give you a call about something worrying you. *Note: Only Ange Kalogeropoulos, Emma Blood-Mouat and Chief Executive Arne Herrmann see the results of the survey. If you request to talk to any staff member we will pass on the message.*

Escalate your issue:

- If you feel you are not getting the engagement you need to your feedback or issues, you can escalate your concern to our Chief Executive: Arne Herrmann, ceo@choirsnz.co.nz or 04 499 0692.

2. MUSIC issues: e.g., feeling you can't keep up, vocal strain, pronunciation questions, not sure what you should be practicing etc.

At a course:

- Talk to Sue Densem or Ben Madden
- Talk to your section leader
- Ask a question on our closed group Facebook page

Between courses:

- Email Sue: sue@choirsnz.co.nz or Ben: benjaminradcliffe27@gmail.com
- Ask a question on our closed group Facebook page

The NZSSC has written policies to address the following topics:

<https://www.nzsschoir.com/whats-up/for-members/>

The following documents are linked on the above page of our website:

Billeting Policy

NZSSC Commitments & CANZ Code of Conduct

NZSSC Complaints Procedure

Vulnerable Student Policy

Your Voice