

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, one of our staff members is ready to listen.

1. Health or social issues or anything that is preventing you from fully joining in with choir rehearsals and activities.

At a course:

- Talk to **Student Welfare Manager Carole Randall** or **NZSSC Acting 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 the staff member you feel most comfortable with: **Sue, Brent or Ben**.
- Talk to your section Tātāriki (pastoral care leaders) – they can also talk to Ange or Carole 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:

- Email or call NZSSC Acting Manager Ange Kalogeropoulos ange@choirsnz.co.nz / 021 181 2237. Ange works most days and will be back in touch usually the same day or the next.
- Email or call NZSSC Student Welfare Manager Carole Randall: c.randall@xtra.co.nz / 027 295 6477.
- Give feedback on rehearsal courses through our Post-Course Survey – link in the Facebook group. 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, Carole Randall and Chief Executive Arne Herrmann will 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/>

Vulnerable Child Policy

Code of Conduct

Complaints Process

Billeting policy and resolution procedures