



Case Study: Fruitvale Road School

Empowering every student's voice

Located in the heart of Auckland, Fruitvale Road School began a journey toward trauma-informed care in 2018 with a simple but profound belief: **emotional safety is the prerequisite for learning.**

While the commitment to student-centered support was deeply embedded, a natural human barrier remained. For many students, the act of speaking up (of admitting struggle or asking for help) left them feeling exposed.

In a traditional setting, the fear of peer judgement or the vulnerability of face-to-face conversation often meant students stayed silent, even when they were hurting. To bridge this gap, Fruitvale adopted Pulse as a cornerstone of their wellbeing strategy, providing a secure space for students to flag their feelings on their own terms.

"Pulse empowers our students with the confidence to share their status, giving them a voice whenever they choose to connect. Whether they want to say, 'Hey, I'm having a great day,' or reach out when things are tough, Pulse is the platform that makes that connection happen."

Shirley White, Deputy Principal

School: Fruitvale Road

Roll:
353 students

Location:
Auckland, New Zealand

Focus:
Early intervention and student wellbeing

Linewize Solutions:
Pulse (student + staff), Monitor, Classwize, Filter, Online Safety Hub





Pulse in action: Creating a confidential layer of visibility

A digital doorway to support

With Pulse, the school created a confidential digital doorway that bypassed the social pressures of the classroom. It serves as a private space where students can express their emotional state without the pressure of an audience.

By removing the fear of being "made fun of," Pulse empowers every child to reach out for support when they need it most. For leadership, this wasn't just about managing behaviour; it's about proactively nurturing a high-trust environment where no student suffers in silence, and every cry for help, no matter how quiet, is met with a restorative, compassionate response.

The path to emotional literacy

Fruitvale staff uses Pulse to actively teach the "language of emotions," moving students beyond basic labels toward a nuanced understanding of their internal state. When a check-in flags a student is struggling, it provides a baseline for teachers. Instead of guessing what is wrong, staff can help students navigate complex emotions and choose healthier behavioural responses. This foundational literacy provides staff with a sophisticated starting point for truly restorative conversations.

From silent signals to healing

Thanks to Pulse, Fruitvale students are able to bypass the social risk of face-to-face disclosure of how they're feeling.

In one instance, this "safe trigger" allowed a student to finally share the heavy burden of his father's passing. This was a grief this student had suppressed for fear of upsetting those around him. Pulse didn't just provide data; it provided the permission he needed to start a healing conversation.

Humanising the connection

This culture of connection extends beyond crisis intervention into positive, daily reinforcement. Through a "gratitude loop," students use Pulse to send digital thanks to staff members. These signals humanise the student-teacher relationship, turning digital touchpoints into meaningful, real-world acknowledgments that matter.

Ultimately, this proactive visibility ensures that no student has to suffer in silence and every voice is valued.

The outcomes

- **A safe, accessible student voice:** Every student can now ask for help without fear of peer judgement.
- **Proactive early intervention:** With real-time insights, staff can move from reactive management to immediate support, keeping students emotionally balanced and engaged in learning.
- **A deeply restorative culture:** The school has cultivated a community anchored in psychological safety, where restorative dialogue is led by student voice.
- **Sophisticated emotional literacy:** Students are successfully able to identify, express, and manage the emotions that drive their behaviour.

