



Case Study:

Papakura High School

How Papakura High School puts wellbeing first

Papakura High School is deeply committed to a single, vital mission: ensuring every student feels seen, supported, and connected.

While the school has always been anchored by a positive culture and strong staff-student relationships, the leadership team recognised that traditional methods of support had their limits.

They wanted to ensure that quiet, underlying issues were addressed swiftly for their students, preventing them from becoming bigger problems.

“If we can put interventions and supports in place... I only have to save one life, and it's paid for itself forever.”

Simon Craggs, Principal

School: Papakura High School

Roll:
1312 students

Location:
Auckland, New Zealand

Focus:
Holistic student wellbeing

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





Pulse in action: Prioritising student wellbeing

A safe way for students to be heard

To truly nurture their students, Papakura knew they needed to provide a proactive, accessible way for young people to reach out for help safely and confidentially. Linewize Pulse was implemented to bridge the gap between a student's internal struggle and the school's ability to help.

Rather than waiting for challenges to build up, students use Pulse, a weekly wellbeing check-in tool to quietly request help without the fear of peer judgement.

This "red alert" triggers an immediate, comforting check-in from a trusted teacher, transforming how the school manages daily pastoral care and helping to prevent minor emotional struggles from escalating.

Connecting the "Hauora Hub"

Pulse serves as the real-time link that powers the school's support ecosystem, known as the "Hauora Hub" bridging the gap between school life and whānau engagement.

This collaborative team, made up of Kaiarahi, nurses, counsellors, social workers, In-school Engagement and Whānau Engagement personnel, relies on the insights from Pulse to ensure no child falls through the cracks.

Safeguarding the digital journey

Wanting to provide a 24/7 safety net for students, the school uses Linewize Monitor in addition to Pulse to protect students in their digital environments. While Pulse captures the student's voice, Monitor identifies silent signals of distress, such as cyberbullying or self-harm, before they escalate. This proactive visibility allows the wellbeing team to intervene early, ensuring no child falls through the cracks.

The outcomes

- **Accessible, safe support:** Pulse gives students an anonymous, secure way to request help from a trusted adult without waiting weeks for an issue to surface.
- **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.
- **Building emotional awareness:** Students are successfully becoming more aware of their own wellbeing and are better able to articulate when they need a helping hand.

