



12 August 2025

Tēnā koe

Official Information Act request

Thank you for your email dated 1 July 2025 to the Ministry of Social Development (the Ministry) in which you requested information about the support and services Work and Income provides to people impacted by family violence.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

- 1. What financial and non-financial supports are available through Work and Income specifically for people experiencing or escaping family violence?**
- 2. What are the eligibility criteria and assessment processes for accessing this support?**

Work and Income provides a range of support and services to people on low incomes, including clients who have been impacted by family violence. The support offered depends on the person's individual circumstances. Further information about the support Work and Income provides, and the relevant eligibility criteria, is available here: www.workandincome.govt.nz.

Clients who have been impacted by family violence may be eligible for re-establishment grants if they meet the criteria for a Special Needs Grant and:

- are being assisted by a social service agency to relocate after initial separation; and
- have no other resources.

Unless exceptional circumstances apply, the maximum amounts payable are:

- \$800 (recoverable) for accommodation; and/or
- \$600 (non-recoverable) for beds, bedding, and essential appliances, a phone connection, electricity, and gas costs.

It is important to note that re-establishment grants are for sole parents who have been directly impacted by family violence. The number of grants is not limited to one separation from the same or different partners. Further information about the re-establishment grant for sole parents who are

directly impacted by family violence is available here: www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/family-violence-sole-parents.html.

Migrants to New Zealand who are the ex-partners of New Zealand citizens or residents who have been impacted by family violence and intended to obtain a resident class visa through the relationship, may be eligible for financial assistance through the Family Violence Programme (FVP). Further information about the FVP is available here: www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/client-qualifies-for-and-is-getting-the-special-needs-grant-family-violence-programme.html.

In limited circumstances, when the client is at severe risk of harm, Work and Income may consider granting overseas relocation assistance. This is assessed on a case-by-basis, in consultation with the New Zealand Police and Women's Refuge. Further information is available here: www.workandincome.govt.nz/map/legislation/welfare-programmes/domestic-violence-witness-protection-relocation-program-2001/index.html.

Work and Income staff may provide other forms of financial assistance to people impacted by family violence, on a case-by-case basis.

Work and Income staff refer clients to a wide range of non-financial support services. Referral to other services depends on the person's specific circumstances and needs. This helps to ensure that people impacted by family violence have access to supports that are client-focussed and appropriate for them.

Work and Income staff commonly refer people impacted by family violence to a range of crisis support services, housing support services, and organisations which provide employment support. Many of the community-based supports Work and Income refer clients to are listed in the Family Services Directory, which can be accessed here: www.familyservices.govt.nz/directory/.

3. What policies, guidelines, or procedures does Work and Income follow when working with clients who disclose family violence?

Staff follow the processes outlined in **Appendix 1**, as included in the Ministry's Family Violence Intervention Programme (FVIP), when working with clients who disclose family violence.

Further information about the FVIP is available here: www.workandincome.govt.nz/about-work-and-income/our-services/family-violence-intervention-programme.html.

4. Does Work and Income have family violence specialists, liaisons, or case managers with specific responsibility or training to work with victim-survivors? If so, please provide:

- **Job titles or roles**
- **A description of their responsibilities**
- **Information about their training (content, frequency, and provider)**

- **How clients are referred to them**
- **The number of FTEs in each job and, if geographically bound, then FTEs by the regions/locations**

The Ministry employs 20 specialist Family Violence Response Coordinators (FVRCs) across New Zealand, on a fulltime basis.

The numbers of FVRCs based in each region are:

- 2 in Northland
- 2 in Bay of Plenty
- 3 in Auckland
- 1 in Waikato
- 2 in Taranaki
- 1 in East Coast
- 1 in Central
- 1 in Wellington
- 2 in Nelson
- 2 in Canterbury
- 3 in Southern/Otago

People impacted by family violence are not typically referred to receive services from FVRCs directly. FVRCs support Work and Income frontline staff to support clients impacted by family violence by providing expert training, guidance, and ongoing support in matters related to family violence. Their core responsibilities include:

- supporting client-facing staff to accurately recognise signs of family violence.
- supporting client-facing staff to respond safely and appropriately to disclosures and concerns.
- supporting client-facing staff to refer clients impacted by family violence to appropriate support services.
- escalating issues to senior management and reporting on trends and issues, so that regions can implement changes to improve processes when needed.
- promoting White Ribbon Day at all Work and Income sites, with particular emphasis on encouraging men to participate.
- assisting with changes to policy regarding emergency housing.
- assisting with changes made to the Domestic Violence Act 1995.
- providing guidance to staff who engage with clients in the context of fraud investigations, when consulted. This enables Ministry staff involved in fraud investigations to engage with clients who may be impacted by family violence sensitively, with due consideration of their circumstances, and refer them to appropriate supports.
- organising guest speakers to visit Work and Income sites, ensuring staff have up-to-date knowledge on trends.

FVRCs establish extensive regional networks by collaborating with family violence service providers, NGOs, and government agencies, to achieve an integrated response to family harm issues. Each FVRC provides this information to the staff in their region, ensuring all staff have current information and resources to support their clients.

Your request for training information is refused under section 18(e) of the Act as this document does not exist or, despite reasonable efforts to locate it, cannot be found. When recruiting FVRCs, the Ministry expects candidates to have experience working across government and non-government sectors and already have an in-depth knowledge of the support and services available within the family violence sector, as well as their community. FVRCs are encouraged to engage in professional development relevant to family violence, to expand their capability in this complex area. The Ministry encourages all staff, including FVRCs to engage in learning and capability through *Te Ara Piki*: the Ministry's professional development framework. Further information about *Te Ara Piki* is available here: <https://annualreport2021.msd.govt.nz/high-quality-services/we-support-our-people/building-a-strong-culture-and-capability-to-achieve-our-outcomes/>.

Case Managers are required to notify a FVRC when they believe a client they are supporting has been impacted by family violence. This notification can be made face-to-face, via a phone call, or an email from the Case Manager involved. FVRCs are responsible for supporting and mentoring Case Managers to effectively support clients who have been impacted by family violence. Further information about the FVRC role is available in **Appendix 2**.

5. How does Work and Income ensure all population-facing staff are trained to respond safely and appropriately to disclosures of family violence?

All new Work and Income Case Managers are required to participate in an introduction to the role of the FVRC and complete the Ministry's FVIP training. The FVIP includes a face-to-face training session to support frontline staff to recognise and appropriately respond to clients who are impacted by family violence. The FVIP is delivered to staff online or in person and focuses on the four-step process outlined **Appendix 3**.

Capability Managers and FVRCs organise training on a basis which corresponds with recruitment. This is reconciled against staff lists to track which staff have completed the training, to assess demand. The Ministry is engaged in continuous work to improve how it records the completion of this training and how achievement of its intended outcomes is measured.

In 2024, the Ministry offered family violence awareness training to client-facing managers, which was completed by 83 percent of client-facing managers. The learning met the capabilities set out in *Te Aorerekura* and was delivered by RISE, an external provider. The Ministry partnered with RISE to create the family violence workshop for leaders, which focuses on helping managers to develop:

- clear understanding of why it is important to discuss family violence, and knowledge of the dynamics, statistics, myths, biases, vulnerable communities most at risk of experiencing family violence.
- understanding of relevant legislation and protective orders to support harm reduction.

- awareness of the signs and impacts of family violence.
- a trauma-informed approach to responding to family violence concerns and disclosures.
- skill in supporting staff to respond to clients who are at risk of experiencing or enacting family violence.
- skill in supporting staff who are at risk of experiencing or enacting family violence.

The Ministry is currently developing new learning modules (aligned to the capabilities set out in *Te Aorerekura*) for leaders and staff about family violence. All Ministry staff who engage with clients will be required to complete three online modules, which will take approximately 20 minutes each to complete. Client-facing staff will also soon be required to attend a workshop with FVRCs, of approximately 2.5 hours duration. The Ministry anticipates that this training will be available to client-facing staff later in 2025.

6. How many clients have received support under family violence-related provisions in each of the following previous years (2022, 2023, 2024, and year-to-date 2025)?

I refer you to **Appendix 4** which contains the data you requested.

When staff are made aware of a family violence incident, they are required to add a Special Caution (SC) flag to the client's file. The Ministry uses SCs to provide staff with the ability to access prior knowledge about client circumstances and relevant safety and security concerns.

When staff select a client record from CMS (the IT system the Ministry primarily uses to manage client information), a pop-up box will display information about all current SCs, when applicable. The Ministry separates SCs into two categories: Staff Security Alerts and Client Circumstance Alerts. SCs for family violence fall into the latter category. **Appendix 1** contains further information about SCs.

7. Does Work and Income liaise with any NGOs or other government agencies (e.g. Women's Refuge, Shine, Oranga Tamariki) to support clients experiencing family violence? If so, please provide details.

As discussed above, Work and Income provides a range of support to clients who have been impacted by family violence. Referrals to NGOs and/or engagement with other government agencies may be made, depending on the person's specific circumstances.

Each FVRC provides information regarding appropriate services to frontline staff in their regions, to ensure that they are equipped to effectively support clients impacted by family violence. The support services that Work and Income staff refer people to vary, depending on which providers are delivering services that are suitable for the impacted person in their region.

8. What measures or accommodations does Work and Income have in place to make it easier for people affected by family violence to access services (e.g. appointment flexibility, remote applications, waiving documentation requirements)?

- Ministry staff are expected to try their best to connect people impacted by family violence with all the support they are eligible for, whether provided by the Ministry or other organisations.
- In consultation with their FVRC, when granting Jobseeker Support (JS), Case Managers can exempt people impacted from work obligations (and work preparation obligations) for a maximum of 3 months. Further information about this exemption is available here: www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/family-violence.html.
- The one-week stand down for receiving JS, Sole Parent Support (SPS), Emergency Benefit (EB), Youth Payment (YP), Youth Parent Payment (YPP), Jobseeker Support Student Hardship (JS SH), and the Supported Living Payment (SLP) can be waived if the client is staying at a Women's Refuge:
 - JS - www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/entering-a-refuge-01.html
 - SPS - www.workandincome.govt.nz/map/income-support/main-benefits/sole-parent-support/entering-a-refuge-01.html
 - EB - www.workandincome.govt.nz/map/income-support/main-benefits/emergency-benefit/entering-a-refuge-01.html
 - YP - www.workandincome.govt.nz/map/youth-service/youth-payment/entering-a-refuge-01.html
 - YPP - www.workandincome.govt.nz/map/youth-service/young-parent-payment/entering-a-refuge-01.html
 - SLP - www.workandincome.govt.nz/map/income-support/main-benefits/supported-living-payment/entering-a-refuge-01.html.

9. Which Work and Income services, policies, and staff practices (if any) are designed to be trauma-informed? (Note this question is not limited solely to policies regarding people who have disclosed FV) If so, please provide details or documentation.

In addition to the services, policies, and practices cited above, which is specific to family violence, the Ministry also provides a wide range of other training which is trauma informed. Detailed information about this training is provided in **Appendix 5**.

10. What specific support or outreach does Work and Income provide for people from communities who may face extra barriers to accessing help due to systemic discrimination or marginalisation (e.g. Māori, Pacific peoples, disabled people, migrants, and LGBTQIA+ individuals) when experiencing family violence?

Staff make referrals to support services depending on the specific needs and circumstances of the client. This may include services delivered by providers who specialise in meeting the support needs of specific cohorts. Work and Income staff do not conduct outreach.

11. What policies and practices are in place to ensure the privacy, confidentiality, and safety of people who disclose family violence, particularly in relation to information handling, communication,

and interactions with third parties (e.g. abusers, family members, or other agencies)?

The Ministry takes the responsibility of managing client information seriously and is committed to using it respectfully, ethically, and transparently. When Ministry staff share the personal information of clients, it is because they have their permission or a specific legal reason to do so. The Ministry is committed to sharing only what is needed to fulfil each purpose or request, to help clients to receive the support they need. The Ministry works with other government agencies to create and share value from information collected. This includes using de-identified data and analysis to inform research which improves outcomes for New Zealanders. Further information about the Ministry's management of client information is available on the webpages below:

- Using personal information responsibly - The Privacy, Human Rights and Ethics Framework: www.msd.govt.nz/about-msd-and-our-work/work-programmes/initiatives/phrae/index.html
- Our privacy notice - www.workandincome.govt.nz/about-work-and-income/privacy-notice/index.html.

Guidance about the specific procedures FVRCs follow when managing information for people impacted by family violence is provided in **Appendix 1**.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui



Anna Graham
General Manager
Ministerial and Executive Services

FVIP operational guidelines - How frontline staff and FVRC's deliver the FVIP

This page provides information on FVIP operational guidelines.

On this Page:

Case Manager responsibilities

FVIP four-step process

Recognise – staff are trained to identify indicators and ask screening questions to assess the client's situation in relation to family violence

Respond – staff are trained to respond sensitively and appropriately when a client is experiencing family violence. They do this by acknowledging and validating the client's experience, reassuring them there is no excuse for abuse. The staff member can also involve the family violence Response Coordinator for expert assistance and advice. The nature of the response is dependent on the client's request: except when there is serious and imminent risk to the client or others

Refer – staff will, with consent, refer the client to an appropriate family violence intervention service provider for assistance. Staff will follow up with the provider and/or client to ensure the service is appropriate. A further referral to another service may be required if the client wishes. Should the client decline a direct referral to a service provider staff can ensure the client has relevant provider information, should they wish to later make a self-referral. Staff will also offer appropriate financial assistance

Record – staff will ensure the relevant information is recorded in CMS by entering a 'Special Caution, Family Violence Intervention Programme' and adding a Client Event note (CEN) using FVIP note under Service Delivery - Case Management – FVIP

Making a referral

When a client discloses family violence, case managers and Family Violence Response Co-ordinator (FVRC) need to make appropriate referrals to a broad range of service providers.

In the first instance these referrals should be made to family violence service providers who provide 'Approved Family Violence Programmes' (AFVP).

Should an AFVP not be available or appropriate, referrals can be made to other family violence service providers. FVRCs will be able to provide information to case managers about these local services and their appropriateness for Work and Income clients.

Discuss referral options with the clients and gain the client's agreement. Record any referrals made to external agency in CEN using FVIP notes.

Adding Family Violence Special Caution

How to add a Special Caution to the client's record in CMS and how to remove the Special Caution if family violence is no longer a concern or clients choose to have it removed.

Special Caution Alert in CMS

A Special Caution "Family Violence" is available in CMS to identify family violence.

Identify clients in family violence situations

When talking with clients you need to be able to recognise if family violence could be a concern. The following indicators could be a sign:

body language
visual bruising
what children are saying
how children are acting.

Also:

Ask routine screening questions (be careful of questions when children are around)

Don't ask questions when partner is present

Respond sensitively to disclosure of family violence in a timely manner. Explain to the client how MSD can help by referring to specific agencies that support people and their whanau involved in family violence.

You may want to involve your FVRC. You may also want to see what local services are available by using the Family Services directory. Link below:

[Family Services Directory \(https://www.familyservices.govt.nz/directory/searchresultspublic.htm?searchTerms=&cat1=966&searchRegion=1&search=Search\)](https://www.familyservices.govt.nz/directory/searchresultspublic.htm?searchTerms=&cat1=966&searchRegion=1&search=Search)

When to add a Special Caution

When a client discloses family violence you need to explain we can note this, so they don't have to tell their story every time they see a case manager.

If they choose not to have it noted, tell them, if they change their mind, we can add a note at any time.

You must:

add a CEN to the client's record stating you have spoken to them about the family violence

they chose not to have their record noted with Special Caution

detail any information you gave them and

agencies you referred them to

If they choose to have their record noted, you need to explain:

what having or not having online access may mean for the client for example:

that the partner may control the use of the service

that the partner may want all access and money

if the client currently have online access and want to continue, advise the client to change their password

if the client currently have online access and don't want to continue, their partner may ask questions and pressure the client to change back to continue their control over the client

ensure full entitlement to any support available

ensure that the client receives information and support they need for their safety and on-going support, for example:

provide the client with family violence resources, information kit

refer the client to an approved local family violence service provider

consult with your FVRC for further information and support

How to add a Special Caution

Select:

'Actions' within the client's record

New Special Caution

Category - Change to client circumstances

Type - Family violence

Start date – the date of discussion or the date of family violence incident, whichever is relevant

Expected end date – good to add this so that Special Caution does not remain permanently. 1-2 years from the start date, depending on circumstance

Description – provide quick summary of relevant known information including any other agencies that are involved (e.g., Women's Refuge, Police)

Once you have saved this information CMS will return you to the client's 'Home' screen where you will see the Special Caution alert added to the client's avatar in the Context Panel, and to the Special Cautions field in the Active Alerts section.

When to remove a Special Caution

To ensure accurate data is available on clients affected by family violence you must remove the Family Violence Special Caution when:

client advises no longer relevant or wants it removed

benefit is cancelled

How to remove a Special Caution

End dating a special caution can be determined at the time of adding, or later. Once the end date is entered or reached the Special Caut on will transfer from 'current' to 'previous' in the 'Special Cautions' screen.

Deleting Special Caution

Where a special caution is required to be deleted from a client's record, if entered in error, staff must first discuss this with their manager, who will then escalate the matter to DIU staff via their shared mailbox Data_Integrity@MSD.govt.nz (mailto:Data_Integrity@MSD.govt.nz) with the heading 'Delete Special Caution'.

The body of the email must have:

Client's name

SWN

Reason why the special caution needs to be deleted.

Details also can be found at the Doogle link below.

[Core procedures manual \(http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/ucvii/ucvii-notification-in-box.html\)](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/ucvii/ucvii-notification-in-box.html)

Access to MyMSD

Clients with a secured record due to family violence will be able to access MyMSD from 7 February 2017.

When staff are talking to clients affected by family violence you can advise them that, they can access MyMSD, if they are interested show them how they can access it.

You will need to let them know what having online access may mean for them. For example, and this is not limited to:

their partner may control the use of the service

their partner may want all access and money

if the client currently have online access, advise the client to change their password (if they feel it would be safe to do so)

If a client feels unsafe with online access or someone else has access to their account, they can ask for their account to be blocked.

Staff must email MSD_IDU_Requests@msd.govt.nz (mailto:MSD_IDU_Requests@msd.govt.nz) with client's name, SWN and reason why wanting access blocked.

Information storage and sharing

FVRCs may acquire a range of FV-related information about Work and Income clients, provided from different sources including MSD staff and external agencies such as family violence service providers and NZ Police.

Client information

It is important that all information about a client, whether benefit-related or other, is digitally stored and held in CMS wherever possible. As a rule, all client-related emails and documents should be sent to the relevant case manager or Integrated Services Case Manager (ISCM).

The only information relating to Work and Income clients that FVRCs should retain for monitoring purposes is nationally collated reports on family violence.

New and amended legislation comes into force on 1 July 2019 that's all about enabling people and agencies working with tamariki and whānau to share information appropriately so that tamariki and whānau can be safe from harm. Any information sharing needs to be done in accordance with the following guideline.

[Information Sharing Guidance - Key Messages with Ministry of Justice \(http://doogle/helping-you/information-hub/managing-ministry-information/disclosing-transferring-sharing-information/information-sharing-guidance-key-messages-with-moj.html\)](http://doogle/helping-you/information-hub/managing-ministry-information/disclosing-transferring-sharing-information/information-sharing-guidance-key-messages-with-moj.html)

FVRC responsibilities

FVIP training package

The family violence intervention training is a one-day workshop providing staff with practical skills to enable them to identify and respond appropriately to clients who are living in or leaving violent family situations.

The link to the training package and training resources is through myLearn at:

<https://elearn.ssi.govt.nz/course/view.php?id=16183> (https://elearn.ssi.govt.nz/course/view.php?id=16183)

You will need your PSD card to access this link. When scheduling training you will need to book the course.

Alerting a case manager

To alert a case manager to a change in client circumstances follow the steps below:

add a Special Caution

in the Category use Change to Client Circumstances

in Type – select Password

then in the Description – state that whoever is looking at the pop-up record must refer to the MVN before proceeding

Information storage and sharing

It is important that all information about a client, whether benefit-related or other, is digitally stored and held in CMS wherever possible. As a rule, all client-related emails and documents should be sent to the relevant case manager or Integrated Services Case Manager (ISCM)

The only information relating to Work and Income clients that FVRCs should retain for monitoring purposes is nationally collated reports on family violence.

FVRCs may utilise iron key memory sticks for storing confidential data and enabling ready access to the data. Where this method of transporting data from site to site is utilised, FVRC need to familiarise themselves with the Removable Media Policy. See link below:

[Removable Media](http://doole/business-groups/organisational-solutions/who-we-are/it-performance-and-strategy/it-security/removable-media-policy.html) (<http://doole/business-groups/organisational-solutions/who-we-are/it-performance-and-strategy/it-security/removable-media-policy.html>)

FVRCs can provide advice and guidance around any information sharing that is required under legislation changes that comes into force on 1 July 2019.

[Information Sharing Guidance - Key Messages with Ministry of Justice](http://doole/helping-you/information-hub/managing-ministry-information/disclosing-transferring-sharing-information/information-sharing-guidance-key-messages-with-moj.html) (<http://doole/helping-you/information-hub/managing-ministry-information/disclosing-transferring-sharing-information/information-sharing-guidance-key-messages-with-moj.html>)

Integrated Safety Response Pilot

In 2016, the Integrated Safety Response pilot commenced in Christchurch and Waikato. The Pilot is a Police led multi-agency initiative. The purpose of Integrated Safety Response (ISR) is to provide safe, effective services for victims, perpetrators, whanau immediately after a reported family violence incident or on receipt of a referral from Corrections.

Principles

The principles for the ISR model are:

putting families/whanau at the centre of the system

addressing the risk and full range of needs of a family through early identification and collective impact using evidence-based assessments to inform responses

changing the behaviours of those using violence is the most effective way to prevent family violence

timely and accurate information sharing that respects the privacy and dignity of family members

improving the collective understanding of family violence and having the right service at the right time

acknowledging and respecting the diverse cultures, communities and populations that are affected by family violence

FVRCs across the country are involved in supporting the Integrated Safety Response as needed.

[ISR pilot](https://www.police.govt.nz/about-us/programmes-and-initiatives/integrated-safety-response-isr-pilot) (<https://www.police.govt.nz/about-us/programmes-and-initiatives/integrated-safety-response-isr-pilot>)

Content owner: [Partnerships and Programmes team](#) Last updated: 14 March 2022

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FVIP practice guidelines - What the FVIP is about

This page provides practice guidelines on family and whānau violence/harm for all MSD staff to contribute to healing pathways for families and whānau. FVRCs and frontline workers will work in unity with all stakeholders to achieve wellness based on these guidelines.

On this Page:

Purpose of the Practice Guide - Tika and Pono

This guide is a resource to support MSD staff and other stakeholders to demonstrate Te Tiriti o Waitangi and the principles of Te Aorerekura - The National Strategy to Eliminate Family Violence and Sexual Violence.

Te Aorerekura - The National Strategy to Eliminate Family Violence and Sexual Violence

The Family Violence Intervention Programme (FVIP) Family Violence Intervention Programme strengthens Work and Income's capacity to provide a safe supportive service for clients who are living with the effects of family violence, or leaving a violent relationship.

Strong working relationships with other government and non-government agencies have been developed and are maintained to ensure our clients are connected to the right service by case managers.

By providing a skilled response, closely linked into local family violence intervention services, Work and Income can contribute to reducing family violence and improving the safety and well being of clients and their families.

Work and Income case managers have been trained to identify and respond appropriately to clients who are living in or leaving violent family situations. By providing a skilled response, closely linked into local family violence service providers, Work and Income can make a significant contribution to reducing family violence and promoting the safety and wellbeing of clients and their families.

Family Violence Response Coordinators provide support and guidance to case managers and maintain relationships with family violence service providers. Staff may come across clients experiencing family violence which can impact on them taking all reasonable steps to meet their social obligations.

FVRC Scope of Practice

The Strategy is guided by five principles - the whanonga pono: equity and inclusion, aroha, tika and pono, kotahitanga and kaitiakitanga.

Te Aorekura is underpinned by and gives effect to The Treaty of Waitangi | Te Tiriti o Waitangi. The government's legislation, policies and practices to eliminate sexual violence and family violence will align with the intent and articles of Te Tiriti.

Evidence and community feedback indicate that achieving the moemoeā and tukunga iho (outcomes) will require six shifts in how tangata whenua, specialist sectors, communities and government work together:

Shift One: Towards strength-based wellbeing - adopt a strength-based wellbeing approach that will integrate all aspects by adopting the Tokotoru model with a focus on changing the social conditions, structures and norms that perpetuate harm.

Shift Two: Towards mobilising communities - mobilise communities through sustainable, trust-based relationships and commissioning decisions that are grounded in Te Tiriti and sharing evidence on what works.

Shift Three: Towards skilled, culturally competent and sustainable workforces - ensure the specialist, general and informal workforces are resourced and equipped to safely respond, heal and prevent and enable wellbeing.

Shift Four: Towards investment in primary prevention - invest in a Te Tiriti-based primary prevention model that strengthens the protective factors so that family violence and sexual violence do not occur.

Shift Five: Towards safe, accessible and integrated responses - ensure accessible, safe and integrated responses meet specific needs, do not perpetuate trauma, and achieve safety and accountability.

Shift Six: Towards increased capacity for healing - increase capacity for healing to acknowledge and address trauma for people and whānau.

These shifts will be delivered through actions that are specific, time-bound, and resourced to strengthen how the government works and learns together with tangata whenua, communities and the specialist sectors to achieve the tukunga iho.

See link below:

[Te-Aorekura-National-Strategy-final.pdf \(violencefree.govt.nz\)](https://violencefree.govt.nz/assets/National-strategy/Finals-translations-all-formats/Te-Aorekura-National-Strategy-final.pdf) <https://violencefree.govt.nz/assets/National-strategy/Finals-translations-all-formats/Te-Aorekura-National-Strategy-final.pdf>

Family Violence Strategy

MSD implements a wide range of initiatives designed to stop family/whānau and sexual violence from occurring, reduce the harm it causes and break the cycle of re-victimisation and re-offending. MSD also focuses on improving and coordinating existing services. We continue to work closely with our partner agencies, iwi and community providers to ensure that responses are more integrated.

What MSD will do:

Regional Public Service Commissioners (RPSCs) will support and facilitate implementation to give effect to the family violence and sexual violence national strategy with communities

Practical support and guidance for all MSD staff and stakeholders through regional Family Violence Response Coordinators (FVRCs)

FVRCs maintain and strengthen relationships with community, tangata whenua and government agencies to support all people, families and whānau impacted by family violence/harm, to access relevant and culturally appropriate support

Weave the wairua of Te Aorekura into the fabric of how we work, invest and collaborate, together

Provide a friendly interconnected response, that is strength-based, supports collaboration, focuses on wellbeing and elimination of family/whānau violence and sexual violence

Contribute to reducing family violence and improving the safety and well being of clients, their families and whānau through more accessible and integrated responses closely linked with local family violence service providers

Strengthen MSD's capacity to provide a safe supportive service for clients and their families/whānau, to help break the cycle of violence. This requires all government agencies, tangata whenua, communities and the specialist sectors to focus on holistic well being and long-term healing pathways collectively

Support service delivery staff to be aware of social conditions, structures and norms that perpetuate harm. The intent is to identify and build the client's protective factors for safety, resilience and long-term wellbeing

MSD staff may come across clients experiencing family violence/harm which impacts on their ability to meet social obligations. A holistic approach is to focus on supporting recovery, redress and restoration.

FVRC Scope of Practice - Mahi Tahī

The FVRCs are responsible for building and maintaining internal and external relationships to support MSD staff and others in their response to clients and in alignment with Te Aorekura.

Statement of practice values and standards

Family Violence Response Coordinators will:

Model standards of behaviour that reflect tika and pono, respect and compassion in line with MSD's code of conduct and Te Tiriti o Waitangi principles

Strive to align and maintain the structures, practices and quality of intervention with Te Aorekura family violence strategy

Encourage safe, timely, accessible and integrated responses for clients affected by whānau and family violence/harm

Recognise, raise awareness and enable culturally appropriate healing pathways

Support the diverse communities to design, lead and deliver solutions to affect change that links clients with appropriate specialist services and support networks

Support the growth of community led, client and whānau centred practices to create healing pathways that promote and enhance self-determination to end family/whānau violence. The government will need to devolve decision making and funding to communities, while retaining clear responsibility and accountability for delivery

Work towards ensuring well resourced, skilled, informed, culturally competent and sustainable workforces to safely respond, prevent, heal, and enable long-term wellbeing

Engage in clinical and cultural supervision to enhance competent practice, maintain professional and respectful relationships and develop personalised professional development plan to enhance the role of preventing, healing and responding to whānau and family violence/harm.

Family Violence Response Coordinators (FVRCs) key responsibilities

Support regional MSD staff with expert and culturally appropriate advice on family violence/harm matters and their knowledge of local service providers. The support will be adapted to suit the needs of different regional offices, specialist teams, sites, case managers. Contact Centres (CC) and Centralised Processing Units (CPU).

Risk Management, Information storage and control, Information sharing and requests for information are not adaptable and staff must adhere to all MSD policy and practice guidelines relating to those matters.

The FVRC's primary role is to:

Provide regional leadership ensuring the implementation and utilisation of Te Aorekura in line with Te Tiriti o Waitangi

Provide all service delivery staff with the right training, support, expertise and advice to enable them to deliver Te Aorekura effectively to clients (this includes CC and CPU)

Deliver relevant national Family Violence/Harm education and training for e.g., elder abuse, child abuse and neglect, Oranga Tamariki notification, FV recording in CMS

Support staff to report suspected family and whānau violence/harm or neglect to relevant agencies

Ensure that appropriate referral pathways are established and supported by effective relationships with family violence/harm intervention providers and networks

Support case managers when clients disclose family violence, to ensure clients are supported and encouraged to take the appropriate steps to improve capacity for healing and recovery

Deliver presentations as required on local and national FV information to MSD teams and sites within regions.

Seek feedback and ideas on how to support individual MSD sites and teams in the region

Mobilise trust-based relationships with all staff, family violence service providers, community groups and government agencies

Strengthen community capacity and capability by working strategically and using strengths based approach with family violence networks and stakeholders

Raise awareness and support action on any policy issues which may affect the Ministry's service to clients experiencing family and whānau violence/harm

Notify manager of any potential risk to the Ministry resulting from involvement in external activities.

Relationships and Interagency Ownership - Kōtahitanga

Develop high trust, collaborative and respectful relationships between MSD/Work and Income and tangata whenua, central and local government, the specialist sectors, communities and other relevant stakeholders

Maintain and strengthen relationships with family violence service providers, community groups and government agencies

FVRCs to be informed in community family violence service provisions and any governmental policy or legislative changes

FVRCs will be mindful of the potential for conflict of interest in their involvement with local family violence network activities. FVRCs will follow MSD's policies in relation to conflict of interest

FVRCs will assist in reducing the level of risk for clients and ensure safe work practices by having clear timely referral and monitoring processes.

[Are You OK \(https://www.areyouok.org.nz/\)](https://www.areyouok.org.nz/)

Service protocol agreements

Service Protocol Agreements (SPA) are between individual Work and Income Service Centres and other partner agencies

Co-design appropriate SPA agreements to support MSD clients to wellness

The role of FVRCs is to assist the site in developing and implementing the SPA.

Risk Management

Work and Income has policies and practices to minimise and manage risks related to its activities

FVRCs are to follow these policies and practices to minimise and manage these risks, and to model best practice in relation to family violence matters

FVRCs will work towards safe, accessible and integrated responses that meet the needs of clients; not perpetuate trauma; and achieve safety and accountability for all parties concerned.

Family Violence Programme information

This page provides information about the Family Violence Intervention Programme (FVIP).

On this Page:

Family Violence Intervention Programme

The Family Violence Intervention Programme (FVIP) enhances Work and Income's ability to recognise and respond to people experiencing family harm.

Work and Income can make a significant contribution to reducing family harm and promoting the safety and well-being of clients and their families.

Service Centre Delivery Case Managers have been trained to identify and respond appropriately to clients who are living in or leaving violent family situations by providing a skilled response.

Case Managers can access their region's Family Violence Response Coordinator who offer support, mentoring, and provide advice on family harm issues, safety issues and up-to-date information on local family violence services, including appropriate agencies and referral processes.

The purpose of FVIP is to:

ensure clients receive appropriate income support

provide support to clients and their children who need assistance in relation to family harm by referral to approved and local family violence services

provide formal structures to support more effective inter-agency co-ordination, including monitoring and reviewing of referral processes

Family Violence Response Coordinators collaborate and partner with family violence providers, non-government and government agencies, community groups and Iwi led social services to achieve an integrated response on family harm issues.

Staff may come across clients experiencing family harm. There is a social obligation to take reasonable steps to reduce the impact of family violence.

[Social Obligations engagement](http://doople/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/regular-engagement-and-support.html) (<http://doople/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/regular-engagement-and-support.html>)

Content owner: [Partnerships and Programmes team](#) Last updated: 14 March 2022

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MINISTRY OF SOCIAL
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TE MANATŪ WHAKAHIATO ORA

Family Violence Response Coordinator Client Service Delivery

Our purpose

Manaaki tangata, Manaaki whānau

We help New Zealanders to be safe, strong and independent

Our commitment to Māori

As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

Our strategic direction

Mana manaaki

A positive experience
every time



Kotahitanga

Partnering for greater impact



Kia takatū tātou

Supporting long-term social
and economic development



Our Values

Manaaki

We care about the
wellbeing of people

Whānau

We are inclusive
and build belonging

Mahi tahi

We work together,
making a difference
for communities

Tika me te pono

We do the right
thing, with integrity

Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

The outcomes we want to achieve

New Zealanders get the support they require

New Zealanders are resilient and live in inclusive and supportive communities

New Zealanders participate positively in society and reach their potential

We carry out a broad range of responsibilities and functions including

- Employment, income support and superannuation
 - Community partnerships, programmes and campaigns
 - Advocacy for seniors, disabled people and youth
 - Public Housing assistance and emergency housing
 - Resolving claims of abuse and neglect in state care
 - Student allowances and loans
-

He whakataukī*

Unuhia te rito o te harakeke

Kei hea te kōmako e kō?

Whakatairangitia, rere ki uta, rere ki tai;

Ui mai ki ahau,

He aha te mea nui o te ao?

Māku e kī atu,

He tangata, he tangata, he tangata*

If you remove the central shoot of the flaxbush

Where will the bellbird find rest?

Will it fly inland, fly out to sea, or fly aimlessly;

If you were to ask me,

What is the most important thing in the world?

I will tell you,

It is people, it is people, it is people

* We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī

Position detail

Overview of position

Deliver regional leadership on family violence matters and provide specialist advice to support Case Managers and other employees working with clients experiencing family violence, to help keep clients and their family/whanau safe.

Location

Various

Reports to

Manager Regional Services

Key responsibilities

Advice and support

- Provide specialist advice on family violence matters and increase awareness of the support and services available within the family violence sector
- Support Case Managers to:
 - interview clients to determine eligibility and entitlements
 - provide information about the support and services available
 - encourage clients to take the appropriate steps to improve their circumstances
 - interpret and apply relevant legislation/policy to client's circumstances
- Identify gaps within MSD policy and practice, and work with key stakeholders to facilitate and effect change for clients experiencing family violence
- Provide debrief opportunities for Case Managers and other employees allowing them to talk through recent interactions with clients dealing with family violence, and identify options to further support their wellbeing and encourage best practice
- Alert Service Centre Managers of clients experiencing family violence, and work with them to determine the level of service required to manage risk and ensure client safety
- Deliver or co-deliver training to employees to develop their capability and knowledge of family violence, and to ensure they are confident to recognise the signs, respond appropriately, and refer clients to support services. Provide tailored refresher training as required.

Collaboration and relationship management

- Identify and build proactive relationships with family violence service providers, community groups and government agencies so that clients can be connected with the right services and financial support
- Maintain proactive, regular engagement with regional networks to share relevant knowledge and provide an integrated response to high risk family violence matters for individuals in the community
- Strengthen community capacity and capability by working strategically with family violence networks and stakeholders

- Collaborate with service providers, community groups and other government agencies on family violence campaigns, events and activities to raise awareness and enhance the visibility of the help and support available in the community
- Advise stakeholders of relevant changes to MSD products and services, policy or operational processes so that mutual clients continue to receive appropriate and timely support
- Maintain a positive, credible profile for MSD in all interactions.

Risk management

- Actively identify, manage and review areas of risk within operational practices, working with managers to develop and implement effective strategies to mitigate risks
- Consult with manager regarding any potential risk to MSD's reputation resulting from involvement in external activities to mitigate any negative impact(s).

Knowledge

- Maintain up-to-date knowledge of MSD's strategic direction and specialist family violence knowledge of national and regional priorities, relevant legislation, policy and practice and products and services
- Keep abreast of local and regional family violence providers, services, programmes and products and maintain an in-depth understanding of each provider's role within the community.

Information management and privacy

- Maintain complete, concise and up-to-date client record information in business systems to inform effective decision making that supports the client, and ensures a consistent client experience across delivery channels, and helps to keep clients safe
- Maintain the integrity of sensitive and confidential information ensuring it is only disclosed to those with appropriate authority, to protect privacy and confidentiality.

Embedding te ao Māori

- Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
- Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

Health, safety and security

- Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
- Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.

Emergency management and business continuity

- Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
- Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

Know-how

- In-depth knowledge of the support and services available within the family violence sector and the community
- Experience working across government and non-government sectors, navigating these with acumen
- Experience using conflict management and resolution techniques, preferably within the complex family violence sector
- Ability to interpret, understand and apply the Family Violence Act 2018 and the Oranga Tamariki Act 2017 preferred
- A relevant tertiary qualification and/or equivalent experience preferred.

Attributes

- Relationship management skills – able to develop and maintain effective working relationships across networks and stakeholders and proven ability to build relationships with Iwi/Kaupapa/Māori and Pasefika service providers
- Advanced interpersonal skills – ability to engage with people from diverse backgrounds and cultures, demonstrate active listening skills and manage difficult conversations confidently
- Ability to communicate clearly and concisely, have open and constructive conversations and adapt communication style to the needs of the audience
- Proven ability to develop trust and credibility and handle confidential and privileged information sensitively
- Situational awareness – ability to identify potential risks and issues, evaluate information and apply discretion to make quality judgements, decisions and appropriate responses
- Resilient and able to stay calm under pressure, demonstrate resourcefulness and a proactive approach to problem solving
- Flexible, adaptable and pragmatic – ability to adapt to competing demands in a busy and changing environment, and take the initiative
- Able to work independently as part of a virtual team
- Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals
- Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

Key relationships

Internal

- Case Managers
- Service Delivery managers and employees
- Regional managers and employees
- Other MSD units

External

- Family violence networks
- Women's Refuge, Victim Support, Family Safety teams and other service providers

- New Zealand Police
- Ministry of Housing and Urban Development - Kāinga Ora
- Ministry of Justice
- Oranga Tamariki - Ministry for Children social workers
- Community groups and social/health services
- Local hapū, iwi and Māori communities
- Pasefika communities
- Other government agencies

Other

Delegations

- Financial – No
- Human Resources – No

Direct reports: No

Security clearance: No

Children's worker: No

Limited adhoc travel may be required

Position Description Updated: March 2020

Topic	Subtopics	Type	Duration	Description
Handling Challenging Callers	Challenging Callers Angry or Upset Callers Escalation and Termination Face to face and virtual classroom resources	E-Learning	60min	A practical, 60-minute online programme designed for Ministry staff who regularly engage with clients over the phone. Through three interactive modules, participants will learn to identify different caller behaviours and develop strategies for managing emotionally charged or difficult conversations. The course encourages reflection and discussion with managers or capability developers to reinforce learning and build confidence in handling challenging interactions.
Mental Health Awareness	Defining mental health, mental wellness, and mental health conditions Anxiety and depression - definitions, prevalence, and how it may present in clients, colleagues, family, and friends. Understanding vicarious trauma and recognising signs and symptoms Understanding how your reactions can impact others. Strategies for approaching clients or colleagues you are concerned about. Learn how to respond and seek support when managing risk of self-harm.	Instructor-Led with Online Content	5.5hrs	Mental Health Awareness is a facilitated workshop designed for Service Delivery staff and highly recommended for all Ministry employees. The session explores key mental health concepts, including anxiety, depression, and vicarious trauma, and provides practical strategies for recognising signs of distress, supporting others, and maintaining personal wellbeing. Participants will gain confidence in having mental health conversations, managing risk, and accessing support, while reflecting on their own values and attitudes toward mental health.

	Strategies for maintaining wellbeing and self-care. Knowing where to access sources of support.			
Unconscious Bias: Shaping our Thinking	What unconscious bias is Different categories of unconscious bias The multiple ways we can be affected by it How it shows up in our work and personal lives What we can do to mitigate unconscious bias	Online	0.15hrs	Unconscious Bias: Shaping Our Thinking is a short, 15-minute e-learning module for all kaimahi, designed to deepen understanding of how unconscious bias influences our decisions and interactions. The course explores different types of bias, how they show up in our work and personal lives and offers practical strategies to mitigate their impact. It's a powerful introduction to a lifelong journey of self-awareness and inclusive thinking.
Suicide Awareness Programme	MSD's role in suicide prevention What suicide and self-harm risk looks like Recognising warning signs and risk factors Having supportive, proactive conversations Connecting people to help and support Cultural and community-focused approaches	Online	2.5hrs	The Suicide Awareness programme is a self-directed, three-module course for all MSD employees, taking approximately 2.5 hours to complete. It equips staff with the knowledge, skills, and confidence to recognise and respond to individuals at risk of suicide or self-harm, including how to connect them with appropriate support. The course includes leadership context, national Lifekeepers training, and practical application within MSD's client-facing work.

	Applying learning in client interactions			
	Maintaining boundaries and confidence in response			

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Te
Aorerekura

The Enduring Spirit of Affection

The National Strategy to Eliminate
Family Violence and Sexual Violence

Family Violence Intervention

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Rihanna Love on the Brain

Listen to the words of this song
and what they mean to Rihanna

RIHANNA





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Kia ora

Welcome

Acknowledgements

Objectives

- Have an understanding of the world of family violence
- Identify our role in Te Aorerekura
- Apply empathetic listening
- Become more confident recognising and discussing family violence situations
- Know how to access help and support within MSD

Your wellbeing is important to us

If the subject of family violence causes you concern or distress you have a responsibility to keep yourself safe

- Talk to your manager or FVRC
- Check out Wellbeing@MSD
 - Poutuarā–peer support at MSD
 - EAP – ask for a counsellor with Family Violence experience

Activity 1

What do we already know
about family violence?

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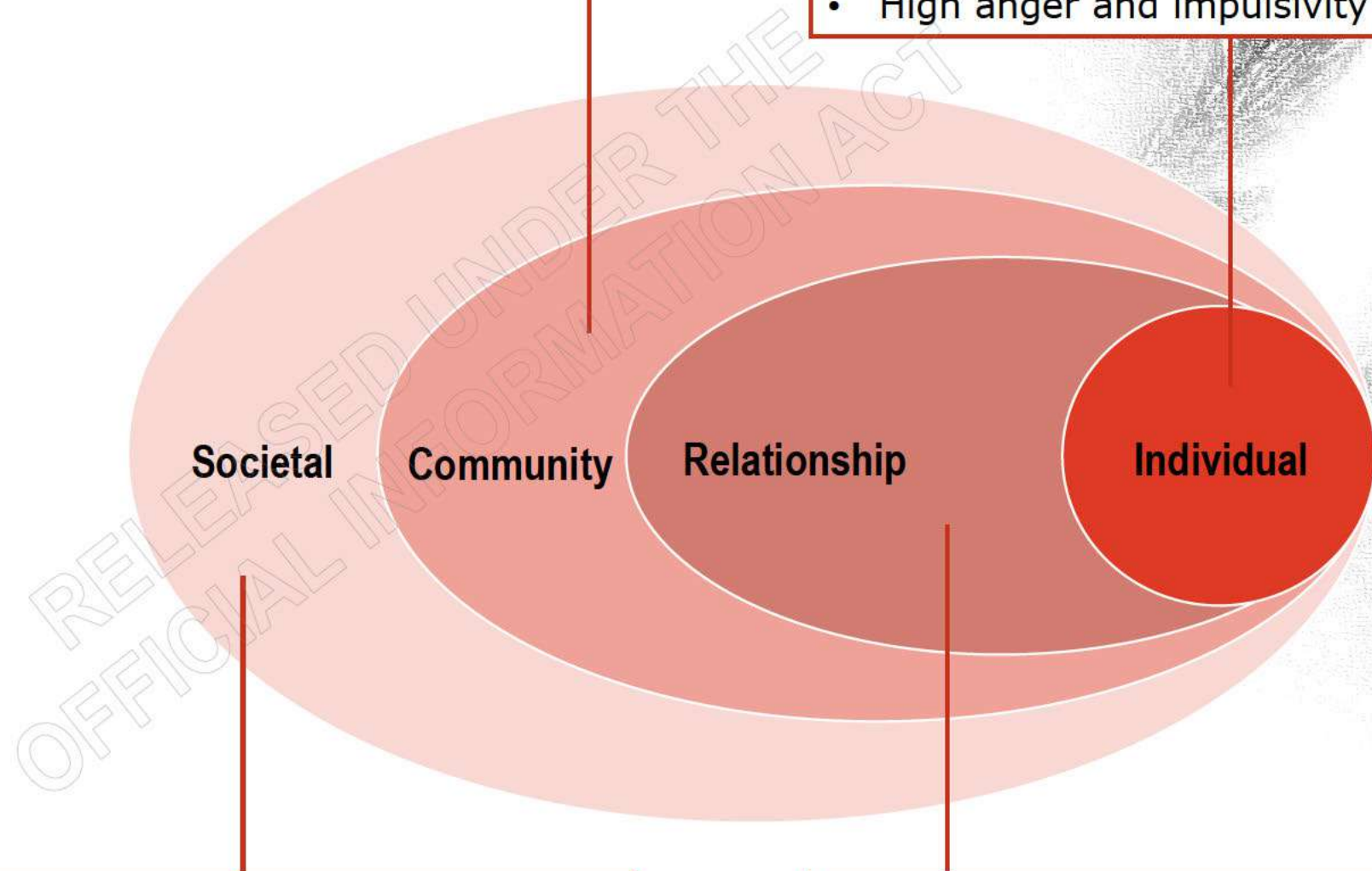


Ecological Model

A social-
psychological
perspective

- Unsafe school environment
- High neighbourhood crime levels

- Personality disorder
- Attitudes towards crime and violence
- High anger and impulsivity



- Policy that eg
- Drives divide between rich and poor
 - Criminalises youth

- Antisocial peers
- Parent/family with criminal histories
- Poor parental supervision

What do we know about people who use violence

Histories often include:

- Role modelling of antisocial behaviours
- Trauma
- Damage to the brain

Behaviour can include:

- Impulsivity
- Poor emotional regulation
- Hostile personality – responds in a hostile manner

Risk factors

Family violence

- Jealousy
- Number of step-children
- Negative attitudes about the other sex

Sexual offending

- Sexual preoccupation
- Deviant sexual interests
- Emotional identification with children
eg "children understand me more than adults"

Protective factors

Protective factors help to mitigate or reduce risk

Examples include:

- Stable employment
- Social support
- Positive involvement in the community
- Balanced attachment style
- Intelligence

Family Violence Act 2018 - Definitions

Physical

Sexual

Psychological

What does legislation mean for us personally?

Family Violence Act 2018
Domestic Violence-Victims' Protection Act 2018

Employees affected by domestic violence have the right to:

- Ten days paid domestic violence leave
- Access to short-term flexible working arrangements
- Not be treated adversely in the workplace

A few statistics

- 47% of victims of sexual assault are aged 15-29
- 10% of older people will experience elder abuse
- Women are three times as likely to experience intimate partner violence
- Wahine Māori are more likely to be impacted by violence
- Gay, lesbian, bi-sexual, trans and non-binary people experience higher rates of violence than men or women in the general population
- Disabled adults are 52% more likely to be sexually assaulted in their lifetime than non-disabled

Data source:

- [Te-Aorerekura-National-Strategy-final.pdf](#)
(violencefree.govt.nz) *December 2021*



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Vision:

All people in Aotearoa New Zealand are thriving, their wellbeing is enhanced and sustained because they are safe and supported to live their lives free from family violence and sexual violence.

Six shifts to achieve change

Shift 1	Towards strength-based wellbeing
Shift 2	Towards mobilising communities
Shift 3	Towards skilled, culturally-competent and sustainable workforces
Shift 4	Towards investment in primary prevention
Shift 5	Towards safe, accessible and integrated responses
Shift 6	Towards increased capacity for healing

Entry to Expert Capability Framework “E2E”

- E2E outlines skills and knowledge to work effectively with victims of family violence
- One of the first steps in delivering the Strategy
- Guides and supports people and organisations to respond **consistently**
- Our frontline staff need to be able to demonstrate skills to work with people affected by family violence

[Developing family violence capability for workforces and organisations](#)
[| Violence Free NZ \(tepunaaonui.govt.nz\)?](#)

Eyes Wide Open

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Debbs Murray

**Breaking
Silence**

**BREAKING SILENCE EPISODE 5:
COERCIVE CONTROL**

▶ play stuff

Introducing the 4 Rs

Recognise

- Is the client alone?
- Ask general questions
- Be direct and non-threatening

Respond

- Acknowledge and validate
- Reassure
- What are immediate needs?
- Check current safety

Refer

- To a local Family Violence Agency

Record

- Add a special caution alert
- Add a FV note

Refer

- Offer to refer client to a local approved Family Violence service
- Check the client's immediate safety needs
- Email FVRC and Manager whenever safety concerns are mentioned!



Record - Adding a Special Caution alert

Home Evidence Products and Services **Special Cautions** Client Contact Administration

★ New...

Category: Client Circumstance
Type: Family Violence Intervention Programme
Start Date: As applicable

You will now see the Special Caution alert added to:

- Client's avatar in the Context Panel
- Special Cautions field in Active Alerts

New Special Caution



* required field

Category *

to Client Circumstances ▾

Type *



Start Date *

Expected End Date

Description

Blind / Vision impaired / Low vision

Child sex offender

Deaf / Hearing impaired

Family violence

Family Violence Intervention Programme

Low Trust Client Management

Mobility

Password

Remote Client Management

Staff Member

Recording: Adding a client event note

Create Client Event: ✕

Select the documents to include in this client event. * required field

Client Event Details ▼

Business Group, Event Type and Sub-Type ▼

Service Delivery ▼ Case Management ▼ FVIP ▼

Photo ID and Non Photo ID Documents ▼

☐	Action	Document Name	Document Details	Owner	Expiry Date	Status	Date
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Saved Documents ▼

☐	Action	Document Name	Document Details	Owner	Child's Name	Saved Date	Saved By
--------------------------	--------	---------------	------------------	-------	--------------	------------	----------

Documents Available for Reuse ◀

Date Received ◀

Save Save & Complete Cancel

Add Note ✕

- Comments Create ^
- Follow Up Meeting Create
- Initial Meeting Create
- Notification to CYF Create
- Notification/s to CYF - Alerts Create ▼

Skip Note

All note types are structured except for 'Comments' which is free text.

Recording: Initial meeting structured note

New Initial Meeting

Short Description

* required field

Short Description *

Contents

Entry into
programme: *

Was client resource
kit provided? *

If Yes, Income
Support Provided:

Main benefit

Disability allowance

Advanced payment of
benefit

SNG - non
recoverable

Recoverable
assistance

UCB/OB

Other

Client referred to
approved FV service
provider? *

If yes to external
agencies, who?

Was income support
provided? *

Accommodation
supplement

TAS/SPB

SNG - recoverable

SNG - re-
establishment

Childcare
subsidy/OSCAR

CDA

Service Provider:

Refuge - crisis

Women's support
programme

Counselling

Housing

Parenting

Name of provider:

Family violence
service funded by
(enter if known):

Refuge - support

Stopping violence
programme

Police

Substance abuse

Other

How was client
referred?

If other, enter name:

Must View

Must View

Must View Expiry
Date

Comments

Save

Cancel

Your role

1. What are the client's immediate needs?
2. Has the client engaged with a support agency?
If not, offer a referral to a local approved Family Violence service
3. What other supports does the client have access to?
Encourage the client to use these
4. Must advise both FVRC and Manager
5. Record

FVRC role

Provide:

- Expertise in family violence matters
- Support, advice and mentoring
- Debriefing

Facilitate/Liaise:

- Work extensively with external parties
- Able (at times) to obtain information quickly
- Able to share information to ascertain safety

I get the feeling things might not be OK



What would you say if...?

Having a conversation with:

- Leigh
- Moana
- Isobel

What would you say?

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Identifying impacts

You've finished your interaction with the client.

- How are they feeling now?
- What might the rest of the day be like for them?
- Can we make a difference?

Jude Simpson

**Breaking
Silence**

**BREAKING SILENCE EPISODE 1:
SURVIVING FAMILY VIOLENCE**

stuff

play stuff

Child abuse reporting guidelines

- Child abuse or neglect issues must be discussed
- The Manager or FVRC will decide whether the issue should be reported to Oranga Tamariki
- The Manager or FVRC will help you complete the Report of Concern (RoC)





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What will I take away with
from today?

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Wrap up

Nga mihi – thank you

Your FVRC is just a phone call
or email away!

**What will you
take away
from today?**

**Kelly Clarkson
Because of you**



Facilitator guide

3.08.2022

Family Violence Intervention

Audience:

Service Delivery

Learning objectives:

- Develop a wider understanding of the world of family violence
- Identify our role in Te Aorerekura
- Apply empathetic listening
- Recognise and discuss family violence situations confidently
- Know how to access help and support for the client and ourselves

Delivery:



Face-to-face (or virtual platform delivery if circumstances require this)



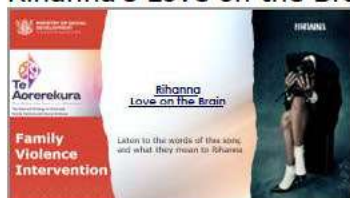
4 to 4.5 hours approximately

- Discussion-based as much as possible
- Prepare any resources you need for group work such as flipchart, Post-its, pens etc, images for virtual whiteboard
- Members of the group may have their own stories that they wish to share. Adapt the guide to include these if appropriate to make the session more personal and meaningful for the group
- Incorporate state changes/energisers where appropriate
- Take wellbeing breaks as appropriate
- Consider planning the lunch break so that you have a discussion activity immediately after they return
- Learning **must** be scheduled and completed in myLearning. If you are unsure how to do this, contact mylearning@msd.govt.nz
- If delivering remotely, contact Capability Developers for assistance eg setting up breakout rooms, virtual whiteboards etc

Resources:

- This facilitator guide – this is a guide only and can be adapted as appropriate. However, everything within the guide needs to be covered; you can add but not subtract
 - PowerPoint presentation. Remove slides processing screen shots if not required
 - Scenarios for Activity 5 "What would you say if...? Leigh, Moana and Isobel
 - Handout: Power and Control Wheel
 - Handout: Cycle of Violence
 - Poster: Your wellbeing is important to us
 - Poster: There's no excuse
 - See slide 24: you may wish to create laminated cards for 4 Rs and FVRC details
-



Slide 1**Rihanna's Love on the Brain**

Play Rihanna's Love on the Brain while people are entering the room or waiting online

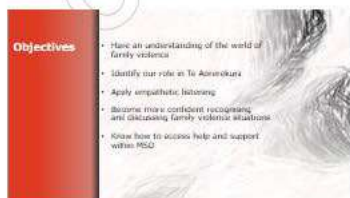
Slide 2**Kia ora – Welcome**

Open with a karakia. If you're not comfortable doing this, ask if one of the participants would like to do it or arrange for a colleague to assist you.

- Introductions
- Does anyone wish to comment on Love on the Brain?
- Housekeeping
- Approximate times, breaks
- Lunch break will be an hour
- Health and Safety, toilets, etc if face to face

Acknowledgements:

- Southern FVRC team for revising and streamlining the content for this resource – Karen Thompson, Brenda Gill and Nicky Rendell; and all those who provided feedback
- Derryn Craik for contributing her Capability Developer expertise
- Lichelle Evans and Jacinta Rogers with their extensive knowledge and world-view of family violence
- Everyone whose life experiences have made this session a necessity

Slide 3**Objectives**

- Develop a wider understanding of the world of family violence
- Identify our role in Te Aorere Kura, the National Strategy to Eliminate Family Violence and Sexual Violence
- Apply empathetic listening
- Recognise and discuss family violence situations confidently
- Know how to access help and support for the client and ourselves

Context - Family violence can affect anyone – it doesn't have economic, ethnic or social boundaries:

- Men, women, gender diverse, non-binary, sexual orientation

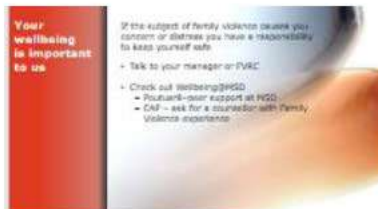


- The young, the old, the in between
- No-one is less deserving than anyone else
- We deal with both victims and people who use or are at risk of using violence as both parties may need support

Acknowledge lived experience and prior knowledge of learners. Today is a shared learning experience – everyone needs to be engaged and involved. We will learn from each other.

Slide 4

Wellbeing



Refer to the Poster

- Acknowledge that subject matter may cause concern or be distressing for some learners
- If anyone needs to leave during the session, do so but let someone know
- Poutuarā–peer support at MSD is available – access through Doogoo>>Wellbeing@MSD
- EAP is always available also – make sure to ask for a clinical psychologist or counsellor with family violence experience
- We all have a responsibility for keeping ourselves safe – don't stay if you're not OK

Slide 5

Activity 1 – What do we already know about family violence?



Allow plenty of time for this exercise – you are setting the scene and expectations for the workshop.

We all will have been exposed to family violence in some way whether from personal experience, news, TV and movies, neighbours.

In small groups - 4 to a group is ideal

- Write responses on Post-It notes and choose a reporter
- Everyone to contribute
- Topic: What do we already know about family violence? Take a wide view – victims, perpetrators, possible causes, anything and everything
- Share with the wider group

Facilitators to move from group to group – direct the conversation if they're discussing harmful myths.

Prompts if not covered in feedback from the groups:

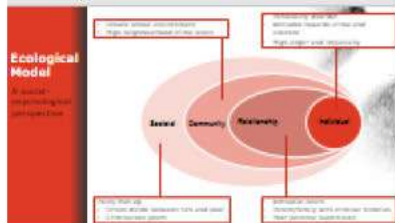
- Types of abuse – physical, psychological, financial, coercion, threats against children and animals
- When you heard the term family violence, did you default to thinking this is a man abusing a woman?
- Myths about what a victim "should" look like



- Do you think that some cultures are less likely to report family violence?
 - Who are the abusers? Can both partners be an abuser (ie bi-directional)?
 - Elder abuse by adult children, in-home carers, care facility staff
 - Child abuse by family or friends of family rather than 'stranger danger'
 - Why people stay in violent relationships
 - The difficulty in leaving – especially if children and pets are threatened
 - Strangulation – more common and not always recognised by the victim as violence
- Note: strangulation or suffocation is an offence carrying a maximum penalty of seven years imprisonment (section 189A of the Crimes Act 1961)

Slide 6 – A model for understanding family violence

Ecological model



There are many theories that explain family violence and what causes it

The Ecological model is one of the more widely accepted approaches because it considers the complexity of violence, and covers a range of aspects about the:

- Individual (their personality and biological predispositions) eg aggressive temperament, attention-deficit disorder
- Family unit and other relationships they have eg witnessing parental violence, violent friends
- Community they are part of eg culture of violence
- Wider society and culture that impacts on the person and their family/whanau eg social policies, social norms about violence

Slide 7 – What do we know about people who use violence?



The dynamics of family violence are complex and there are too many examples of what we know to include but here's a selection. Histories often include:

- Role modelling of antisocial behaviours and attitudes from parents or caregivers
- Trauma eg from neglect or being exposed to violence
- Damage to the brain eg foetal alcohol spectrum disorder (FASD), head injuries from accidents, sport, work, family violence (Dept of Justice reports that 47% of people remanded in custody have a prior recorded traumatic brain injury)

Behaviour can include:

- Impulsivity eg acting before thinking through the consequences
- Poor emotional regulation
- Hostile personality eg more likely to interpret situations as hostile and respond in a hostile manner

Slide 8 –Risk factors

Risk factors for predicting violence





A risk factor is something that is used to predict offending and in this case family violence. It's important to note that even if someone has all the risk factors **it doesn't mean they'll be violent** or offend in any way.

The Central 8 risk factors for offending are:

1. Criminal history
2. Positive attitudes towards crime
3. Pro-criminal personality eg impulsive, aggressive
4. Peers who commit crimes
5. Family / relationship problems eg high conflict and low overall satisfaction
6. Inappropriate use of leisure time
7. Substance abuse eg alcohol and other drugs
8. School or work problems eg unemployed, poor work conditions

These risk factors relate to offending in general. There are additional risk factors for predicting violence. These are examples, not an exhaustive list. For example, financial demands on parenting are high and economic disadvantage increases household stress and reduces access to good housing, healthcare and lifestyle.

- Note – the sexual offending points relate to family members AND strangers which aligns with Te Aorerekura ie the National Strategy looks broader than sexual violence against family members

What isn't a risk factor?

- Low socio-economic status
- Personal distress or mental health issues including low self-esteem, depression, and psychosis
- Lack of remorse or empathy
- Low verbal intelligence

These are commonly mistaken as risk factors but are not predictive of a person offending.

Slide 9 – Protective factors

Mitigating or reducing risk



At MSD we help to build people's protective factors in many ways. For example:

- Matching people with the right job and good employers that help to reduce stress, improve wellbeing, etc.
- Providing income support
- Helping to reduce the stress that affects people when they're experiencing hardship
- Funding services for victims and people who use violence
- Linking clients with the support that they need

Family violence occurs at all income levels and in all neighbourhoods. However, having more financial resources can enhance options for leaving a violent relationship or keeping children safe.



Slide 10

Definitions



The Family Violence Act 2018 defines:

Family Violence: violence against that person by any other person with whom that person is, or has been, in a **family** relationship

Violence: Physical, sexual, psychological abuse including a **pattern** of behaviour that may cause cumulative harm.

Note: most reported family violence has involved multiple instances over a period of time, often building in intensity

A person psychologically abuses a child if that person causes or allows the child to see or hear the physical, sexual, or psychological abuse of a person or allows the child to be at real risk of seeing or hearing that abuse occurring

The NZ Government definition of Child abuse includes emotional abuse, physical harm including excessive discipline, neglect by not providing for the child's basic needs, and sexual abuse of any kind.

We'll look more at children and the reporting requirements later in the session.

Slide 11

What does the legislation mean for us personally?



- As well as the Family Violence Act, workers are also covered by the Domestic Violence–Victims' Protection Act 2018
- This is an amendment to the Employment Relations Act 2000 (the Principal Act)

We know that some of our own colleagues are affected by family violence. They need our support, help and aroha help as much as our clients.

Employees affected by domestic violence have the right to:

- Ten days (negotiable) paid domestic violence leave within a 12-month period separate from annual leave, sick leave, and bereavement leave
- Access to short-term flexible working arrangements lasting up to two months
- Not be treated adversely or badly in the workplace because they might have experienced domestic violence – not that anyone should be treated adversely or badly in the workplace!

Slide 12

A few statistics





A few statistics:

- Disabled adults are 52% more likely to be sexually assaulted in their lifetime than non-disabled
- 47% of victims of sexual assault are aged 15-29
- One in 10 older people will experience elder abuse – a high percentage is financial abuse
- Women are three times as likely to experience intimate partner violence
- Wahine Māori are more likely to be impacted by violence
- Gay, lesbian, bi-sexual, trans and non-binary people experience higher rates of violence than men or women in the general population
- It's estimated the government spends between \$1.5-2 billion annually on the consequences of family violence and sexual violence

Some international studies have found that approximately 50% of intimate partner violence is bi-directional. Recent study in Aotearoa found that 30% of NZ men and 31% of NZ women had experienced at least one act of sexual violence or intimate partner violence in their lifetime.

Slide 13

Introducing Te Aorerekura



Te Aorerekura, the National Strategy to Eliminate Family Violence and Sexual Violence, was launched in December 2021 with the aim of eliminating family and sexual violence within a generation. In Budget 2022 the Government committed \$114.5 million over four years to roll out and support Te Aorerekura.

- The purpose of Te Aorerekura is to set out a framework to eliminate family violence and sexual violence, to drive government action in a unified way and harness public support and community action.
- It will also increase political and public sector accountability by setting out what the government is committing to do and how it will measure and report on progress.

The strategy establishes a shared view of where we've got to, what needs to be done differently, what more is required, and how tangata whenua, government, communities and sectors can work together to make this happen.

Slide 14

Six shifts to achieve change



Te Aorerekura outlines six key changes or shifts to eliminate family violence and sexual violence in Aotearoa New Zealand. Each of the shifts is interconnected and depend on the wider changes across Aotearoa that will help address the drivers of violence.

Where do we fit in the new National Strategy to Eliminate Family Violence and Sexual Violence?

There's a stronger focus on prevention, healing, and the critical role of tangata whenua and community leadership to achieve intergenerational change. We are in an ideal position to ask the right questions, to identify if abuse is occurring, and to provide support.

We need to be able to respond to the disclosure of family violence safely and effectively. We want people to receive help where and when they need it – including our work colleagues and their whanau!

Talking points:

- It can seem difficult to ask sensitive questions – but it doesn't have to be hard
- It's common practise for other services to routinely ask FV questions. People have come to accept it.
- By the end of this session, you'll feel more comfortable asking these questions
- The right question at the right time can change lives

Slide 15

Entry to Expert Capability Framework



There are two workforce frameworks developed to support the realisation of the shifts and vision outlined in Te Aorerekura.

1. Specialist Family Violence Organisational Standards (SOS) which sets out benchmarks for organisations
2. Family Violence Entry to Expert Capability Framework (E2E). This sets out the skills and knowledge that workforces and practitioners need to respond to, and work effectively with, people who have been impacted by family violence or have been using violence (remember, sometimes family violence is bi-directional)

E2E is one of the first steps in delivering the Strategy and offers a shared understanding of family violence. It aims to guide and support people and organisations to respond to family violence in **consistently** safe and effective ways.

The framework is for workers who have contact with people who may be victims of family violence and/or use violence and supports Shift 3 of Te Aorerekura. This includes government agencies, family violence and sexual violence professionals, practitioners, organisations and volunteers.

Our frontline staff are considered a 'generalist' workforce who need to be able to demonstrate the knowledge and skills outlined under the Entry columns in the framework.

Use link to show Capability Frame

- [Developing family violence capability for workforces and organisations | Violence Free NZ \(tepunaaonui.govt.nz\)?](https://tepunaaonui.govt.nz)

Slide 16 – Eyes Wide Open

New Zealand Police video





When NZ police attend a Family Harm Investigation, they do so with Eyes Wide Open. This means working to understand the wider dynamics of family harm, the patterns and the adverse circumstances in which they occur. They've developed a number of resources to share with government agencies – this short video is one of them.

<https://youtu.be/qDA3GxnOGME>

Slide 17 – Breaking Silence

Video – 11 minutes



[Domestic violence and 'coercive control': Debbs Murray | Breaking Silence | Stuff.co.nz - YouTube](https://www.stuff.co.nz/youtube/watch?v=qDA3GxnOGME)

Activity 2 – Debbs Murray

- This is one woman's story of her journey from independence to victim to independence
- Remember, Debbs is representing all victims – all ages, genders, ethnicities and orientations
- While you're watching the video, try and identify five impacts of Debbs' situation. Who was impacted, how, etc. Remember, there is no right or wrong.
- We'll then break out into smaller groups to discuss and agree on five impacts you want to report on to the larger group

Breakout

In small groups - 4 to a group is ideal

- Write responses on Post-It notes and choose a reporter
- Everyone to contribute
- Topic: Five impacts you've identified in the video
- Share with the wider group

This activity takes as long as it takes

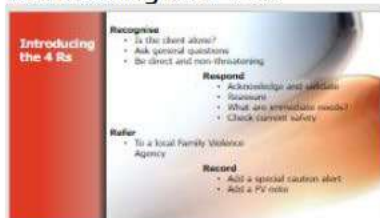
Discuss if these impacts aren't raised by the groups:

- the children
- the baby as it grows, knowing their father was violent towards their mother
- her father finding out Debbs was being physically and psychologically abused
- Debbs at the time of the abuse
- Personal experience could skew her understand of family violence eg she might talk to others and children only about angry and violent men, not all genders
- Debbs' ongoing journey of self-discovery and helping others

The work that we do with all our clients involves meaningful conversation.

- What is the client telling us?
- What isn't the client telling us?
- How do they look? How do they sound?
- Is the client receiving all the financial assistance they're entitled to?
- Has their situation changed since the last contact?



Slide 18**Introducing the 4 Rs****Recognise, respond, refer, record**

- At MSD we're expected to respond sensitively to our client's wellbeing needs, to respect their mana and treat them with dignity. This includes recognising and responding to those clients and communities affected by family violence and sexual violence
- Te Aorerekura acknowledges that communities particularly affected are Tangata Whenua, Pasifika, Ethnic, LGBTQIA+, older people, children and youth, and disabled people
- Family violence is **not a private matter, it's a crime**. Preventing and effectively responding to family violence is one of the greatest opportunities to improve the wellbeing and safety of our communities, and we all have a role to play.

Recognise:

- If possible, only ask questions when it's safe, when the client is alone, and not around children who are old enough to comprehend what is being said. Even babies will react to heightened stress and emotions
- Ask general questions to get more information
- Ask direct, simple and non-threatening questions
- Listen, and take what they say seriously
- Use the Power and Control Wheel if appropriate (we will have the wheel on the desk as a resource)

Respond:

- Acknowledge and validate
- Reassure – there's no excuse for abuse
- Assess – is the abuser here now? Is the client afraid to go home? Is the client being stalked or harassed
- Ring 111 if appropriate – but talk with your manager or FVRC first)
- Offer immediate referral to an appropriate support agency
- Ask security to escort the client to their car

Activity 3 – Recognise and Respond**Breakout**

- In small groups - 4 to a group is ideal
- Choose a reporter
- Everyone to contribute
- Topic: Half groups Recognise, other half Response
- Share with the wider group

Recognise – You recognise signs that the client may be affected by family violence. What types of questions might you ask to find out more of the client's current situation?

Look for:

- Is everything OK with you?
- How are things at home?
- Are you OK?
- I've noticed that ... is someone hurting you?
- Is there anything I can do?
- Is there someone else controlling your money?
- Do you ever feel afraid of your partner?
- Has your partner ever threatened to hurt you, your pets, or anyone of your whanau?



- Has your partner ever hit you or the kids?

Respond – Your client has acknowledged that they have experienced family violence. How might you respond to find out more information, and to reassure the client?

Look for:

- Is the person who used violence against you here now?
- Are you afraid to go home?
- Are you being stalked or harassed?
- Give support, not advice
- Reassurance
 - It's not your fault this is happening
 - Nothing you did means that you deserve to be treated like that
 - Is there anyone who you trust to know about this?
 - Can they help to keep you safe?

Slide 19

Refer



- Talk to a FVRC for resources/agencies
- In absence of FVRC, talk to your manager
- If you've created them, hand out laminated cards with 4Rs and FVRC names and short dials

Slide 20

Record

Note: You can talk to the screen shots, but it would be more effective to demonstrate with a training base/dummy client. An expert user will be able to really colour this in; what to do and why, and answer questions.



Slide 21

Record



Slide 22

Record





Slide 23

Frontline role



Remember, our goal under Te Aorerekura is to help ensure all people in Aotearoa New Zealand are thriving, their wellbeing is enhanced and sustained because they're safe and supported to live their lives free from family violence and sexual violence.

- You have a vital part to play – you might be the first person to ask "Are you OK?"
- Address the immediate need – what must be done right now?
- What's already being done, if anything? What's available?
- Are they receiving everything they're entitled to?
- Have we reviewed employment opportunities, housing, extra help – everything that will help reduce stress within the family?

It's important that your FVRC is aware of ALL family violence situations, no matter how small or whether you have needed their input or not.

Reminder: check which agency they are working with and document in CMS FVIP note.

Slide 24

FVRC role



This is what an FVRC lives and breathes and they like nothing more than sharing their knowledge and expertise. If you have any questions, just ask. FVRCs provide specialist advice including services available within the family violence sector, they work strategically with key stakeholders. And they're there to make sure you debrief safely, to talk through recent interactions and support your wellbeing.

FVRCs work extensively with external parties such as NZ Police, Oranga Tamariki, Iwi providers – maintaining proactive, regular engagement with regional networks and strengthening community capability.

Note: Talk about the stakeholders you work with

They can, at times, obtain information quickly, and are able to share information to ascertain safety.

And so much more – if you want to know what else they do, just ask.

Activity 4 – I get the feeling things might not be OK

Slide 25

Mind mapping





Prepared flipcharts or virtual whiteboard in Teams

What might you notice about the client that gets you thinking something's not OK with this client? Eg hygiene, nervous, black eye, bruising. **Remember:** these can all be signs of something else unrelated to family violence – it's important not to assume.

Start mind map with opening statement: I get the feeling things might not be OK

Branch off from the opening statement, with simple subheadings, eg:

- Questions (ask clear questions to determine if there's an issue)
- Supports (what's available – family, friends, church)
- MSD products and services (is the client getting all they're entitled to?)
- Referrals (who would be the best services to refer the client to?)
- Danger signs (do I think this client is in immediate danger?)

Breakout

- In small groups – 2-4 to a group is ideal
- Choose a reporter
- Everyone to contribute
- Topics for learners to mind map answers, ideas, questions, etc. Stick to one or two words and branch out as needed:
 - I can see the client isn't OK, but the partner is here
 - I can see the client is injured, but don't know what to say or do
 - Family member is pushing to be an agent. I suspect the elderly parent is being coerced
 - The child isn't at school, and is swearing and hitting the parent
 - Or – a topic of learners' choice
- Share with the wider group to encourage discussion and provide clarification

Activity 5 – What would you say if...?

Slide 26



Breakout:

- In groups of three
- Each person will take a turn being
 - Staff member
 - Client
 - Observer
- There are three scenarios. Each person in the group gets a sheet with a different Client name at the top, the client they are interviewing, and the third scenario observation.
- No right or wrong, this is a chance to practise questioning to elicit more information from the client
- If role-playing isn't your thing, just state or discuss what you might say in this situation



- The Observer will offer feedback to the staff member on what they feel was done well, and to suggest ways of strengthening the intervention.
- Facilitator must be active as a roving observer offering affirmation and encouragement, stopping the process if necessary, modelling and keeping the groups on task.

Debriefing with the group:

- What have they experienced, learned and observed?

We all worked on the same three scenarios; we all would have had different types of conversations and identified different things.

The way you speak with clients and make them feel, the effort you put into understanding their situation, will have a huge impact on the way you leave your client feeling. If we've been empathetic and listened to their story, if we've made sure they're getting the income support they're entitled to or explained clearly why we can or can't do something, it will affect the way the client feels when the interaction is over.

Sometimes family violence might seem too complex and big to resolve. But in your role, you have the power to make an important impact in a number of ways. For example:

- Linking people with the support they need when they need it, like specialist family violence services, financial mentoring, Mana in Mahi.
- Ensuring people receive the products and services they need from us – maybe StudyLink entitlements, income support, Disability Allowance, Senior Services. Remember, there is no wrong door.
- And one that's not discussed as often but is still so important; how you work with and treat people. How you do it is as important as what you do.

Activity 6 – Identifying impacts

Slide 27



You've finished your interaction with the client. How are they feeling now? What might the rest of their day be like? Think about the chain of events that could occur after a negative interaction.

Part One

We're going to do a reverse brainstorm. We're going to list everything you could do to increase the chance that someone will use violence against their family or whānau after they've interacted with you.

Breakout

- In small groups - 4 to a group is ideal
- Choose a reporter
- Everyone to contribute
- Topic: Reverse brainstorm – how can we make the situation worse for the client
- Share with the wider group

Identifying what will make a situation worse can help us identify what will have the opposite effect.

Part Two

Now we're going to flip it. What can you do to have a positive impact and reduce the likelihood of someone using violence after they've interacted with you?



Breakout

- In small groups - 4 to a group is ideal
- Choose a reporter
- Everyone to contribute
- Topic: What can we do to have a positive impact?
- Share with the wider group

We can't always affect the way a client will feel or act after an interaction. But when we – it makes a difference. We've made a difference.

Slide 28

Surviving domestic abuse and family violence: Jude Simpson | Breaking Silence | Stuff.co.nz
Aug 21, 2021



Jude Simpson runs a programme at the Royal NZ Police College. We're going to watch her talking about the early years of her traumatic life story: Be warned, it's confronting.

[Surviving domestic abuse and family violence: Jude Simpson | Breaking Silence | Stuff.co.nz - YouTube](#)

Note: Play first six minutes up to "Boys are nice to get what they want, so that made me feel special"

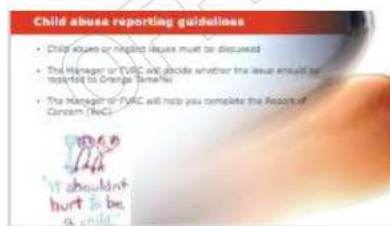
Things to think about:

- What were Jude's earliest memories?
- Are her feelings about her self-worth still influenced by things she heard, did or experienced during her childhood?
- Has one person in one moment made a difference to her life?

Does anyone wish to comment about the video or the impact it's had on them?

Slide 29

Child abuse reporting guidelines



Child neglect and abuse are never acceptable behaviour – and we all have a responsibility to ensure the safety and wellbeing of our tamariki and rangatahi.

If you identify any child abuse or neglect issues, you **MUST** have a discussion with your FVRC or Manager – even if the issue seems minimal. Don't ask yourself "What if I'm wrong?". Ask yourself "What if I'm right?".

The FVRC can look into the history of the family and have a chat with our Oranga Tamariki colleagues to help decide whether we should be escalating our worries.

- You should only complete a Report of Concern after a discussion with your FVRC or manager



- It's mandatory that we report all child abuse. Outside of work we still have a moral obligation to report any concerns we have about children
- If urgent we can ask police to do a **"welfare check"** and they will do it immediately. Police are the only ones who can enter a home or remove children without a warrant

Slide 30

Activity 6 – What will I take away from today?



It's been a very intense session. Close by giving the group a chance to debrief with each other.

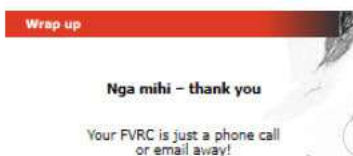
Breakout

- In small groups – 2-4 to a group is ideal
- Discussion within the group only
- Topic: What will I take away from today?

Debrief – ask if anyone would like to share their takeaway, but no pressure.

Slide 31

Wrap up



Family violence is not an easy topic to discuss. It was hard to watch those videos. Thank you for your participation, your discussion and your valuable input.

Remember, there is support available for you within the Ministry – whether you've been affected by family violence or affected by this workshop.

- talk to your manager or your FVRC
- talk to peer support or a trusted colleague

You need to look after yourself – and then everyone else!

Close with a karakia. If you're not comfortable doing this, ask if one of the participants would like to do it or arrange for a colleague to assist you.

Slide 32

Because of you



Play 'Because of You' while people are collecting their gear and leaving



Well done, facilitators. You've done a grand job today and made a difference!

Post workshop

Follow-up workshop with an email and include appropriate links from the presentation as a reminder.

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OFFICIAL INFORMATION ACT



Support agencies

- Elder Abuse Helpline | [0800 32 668 65](tel:08003266865) - 24 hours
- [Family violence information line\(link is external\)](#) | [0800 456 450](tel:0800456450)
- [Gandhi Nivas\(link is external\)](#) - supporting men to be free from violence | [0800 426 344](tel:0800426344)
- [Hey Bro helpline\(link is external\)](#) - supporting men to be free from violence | [0800 HeyBro \(439 276\)](tel:0800439276)
- [Hohou te rongo kahukura - outing violence\(link is external\)](#) - building rainbow communities free from violence
- [National network of stopping violence\(link is external\)](#) | [03 391 0048](tel:033910048)
- [Sensitive Claims ACC\(link is external\)](#) | [0800 735 566](tel:0800735566)
- Shakti - for migrant and refugee women | [0800 742 584](tel:0800742584) - 24 hours
- [Shine National Helpline\(link is external\)](#) | [0508 744 633](tel:0508744633) - 24 hours
- [Victim Support\(link is external\)](#) - support for men and women victims | [0800 842 846](tel:0800842846) - 24 hours
- [Women's Refuge crisis\(link is external\)](#) line | [0800 733 843](tel:0800733843) - 24 hours
- [Rainbow Youth\(link is external\)](#) - promoting healthy queer, trans and takatāpui relationships
- [Aotearoa New Zealand - Male Survivor Aotearoa New Zealand](#) - primarily for males who have experienced sexual assault

Other resources

- [Every-4-minutes-A-discussion-paper-on-preventing-family-violence-in-New-Zealand.-Lambie-report-8.11.18-x43nf4.pdf](#)
Read executive summary
- [Prevalence of IPV in NZ - Fanslow et al.pdf \(ssi.govt.nz\)](#)
- [WCF-Snapshot.pdf \(justice.govt.nz\)](#)
- [Family Harm approach \(with resources\) | New Zealand Police](#)
- [eyes-wide-open-poster-web.pdf \(police.govt.nz\)](#)
- [Power and Control wheel \(police.govt.nz\)](#)
- [NZCVS resources and results | New Zealand Ministry of Justice](#)
NZ Crime and Victims Survey Cycle 4 (2020/21) descriptive statistics
Published June 2022 – full report 227 pages
- [Te-Aorerekura-National-Strategy-final.pdf \(violencefree.govt.nz\)](#)
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