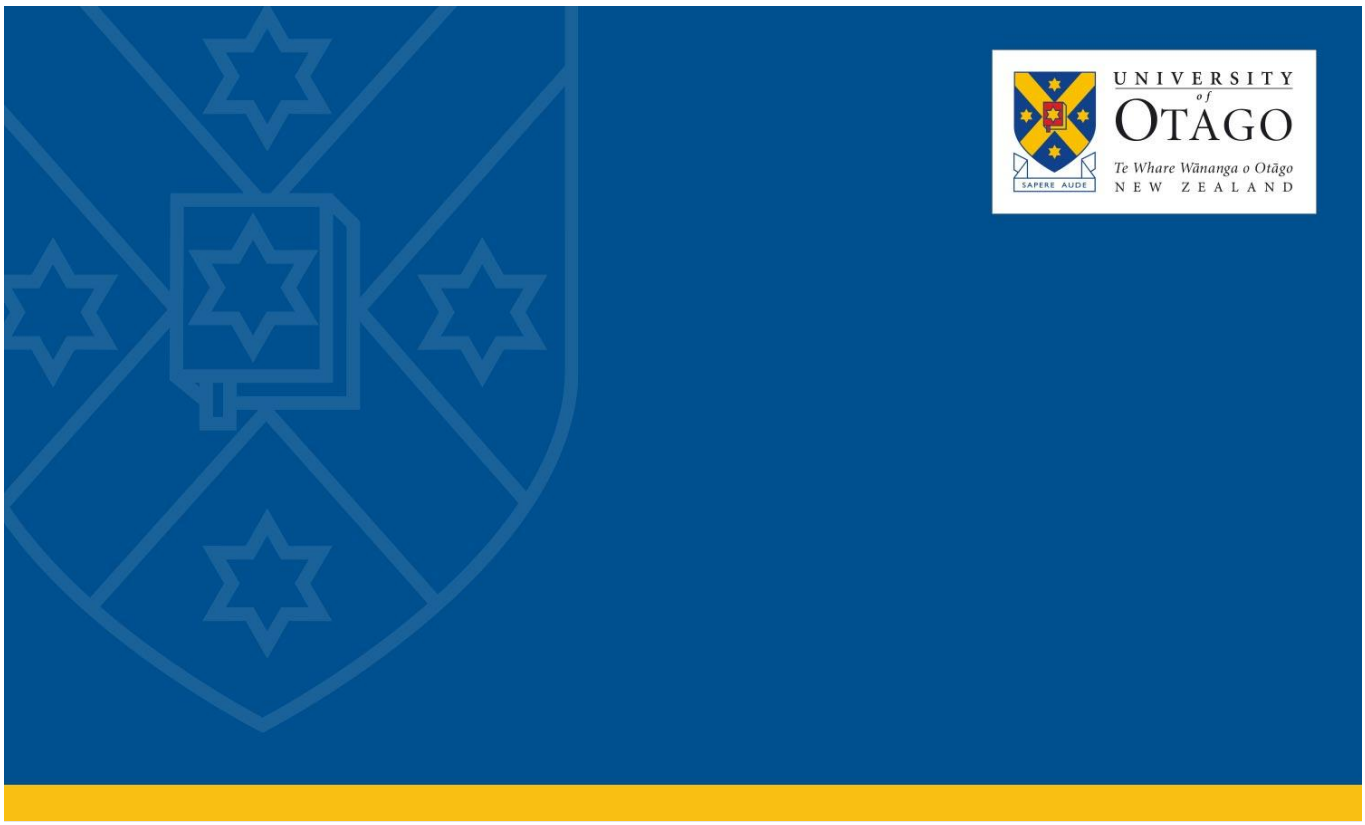

Impact of Budget 2019 Funding on Court Support Service Users and Workforce

Melanie A. Beres, Paulette Benton-Greig, Louise Pearman-Beres, Andrea Clark, Peyton Bond and Jeff Foote

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Disclaimer

The views and interpretations in this report are those of the researchers and are not the official position of the Ministry of Social Development.

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Glossary of terms

Agency/Agencies	In this context, 'agency'/'agencies' refers to independent sexual violence organisations that provide the Court Support Service in addition to Crisis Services (as all Court Support Services are within organisations that also deliver Crisis Services, but not all organisations delivering a Crisis service deliver a Court Support service).
Court Support Service	The Sexual Harm Court Support Service.
Court Support Worker	Someone whose role it is, in a sexual violence agency, to support victim/survivors through the criminal justice system.
Court Victim Advisor (CVA)	Specialist court staff who help victim/survivors though the court system.
Evidential Video Interview (EVI)	A video recording of an interview between Police and the victim/survivor that may be used as evidence at trial.
Safe to Talk – Kōrero mai ka ora	A national 24/7 sexual violence helpline.
Secondary victimisation	Harm caused by the way institutions and society deal with sexual assault and victim/survivors.
Sexual violence	The term sexual violence refers to a range of unwanted, non-consensual, coerced and forced sexual behaviours. Types of sexual violence include sexual harassment, sexual coercion, sexual assault, rape, as well as childhood sexual abuse (Krug et al., 2002). These behaviours can occur in person and through digital communications (Henry & Powell, 2014; World Health Organization, 2004). They span serious criminal acts as well as more everyday forms of abuse. Sexual violence is a complex social problem and is deeply embedded in the structures of our society and enabled by many taken-for-granted social norms and values (Gavey, 2019).
Victim/survivors	People who have experienced sexual harm and are accessing the Sexual Harm Court Support Service.

Executive Summary

Introduction

This evaluation report focuses on the impact of Budget 2019 (Budget-19) funding on the newly created Court Support Service and its outcomes for victim/survivors, frontline staff, and sector integration. This evaluation was commissioned by the Ministry of Social Development (MSD) as part of a broader programme evaluating the impact of Budget-19 on four specialist sexual violence services. The four evaluations aim to inform how MSD designs, commissions and promotes culturally responsive sexual violence services.

Budget-19 allocated $90.3 million over four years for sexual violence services, covering a spectrum of initiatives including the new Court Support Service. The Court Support Service received $6.348 million to provide comprehensive support to victim/survivors from the time when charges were filed against the perpetrator(s), to during the trial and post-court. The Court Support Service was rolled out across four years, however only 15 agencies were contracted to deliver the service when the evaluation started, including three Kaupapa Māori agencies. There are now 17 agencies delivering the Court Support Service.

Key Evaluation Questions

1. What are the impacts of the Ministry of Social Development's new Court Support Service?
2. What has the establishment of the Court Support Service meant for frontline staff (who may have already been providing crisis support)?
3. To what extent does the new service add value, beyond that of existing services?

Method

The evaluation employed a Collaborative Realist Approach[1] to produce a performance story report detailing the impact of the establishment of the Court Support Service. Multiple lines of evidence were drawn on. This includes an Inception Hui with sector experts to ensure the evaluation plan was fit for purpose; a document review; interviews with frontline staff and victim/survivors; and an Outcomes Panel Hui with staff and sector experts to ensure the findings reflected the experiences of those in the sector. The data were analysed to understand the

[1] A Collaborative Realist Approach draws on Realist Evaluation and Collaborative Outcomes Reporting to understand 'what works for whom, in what circumstances, and how?' It is a theory-driven approach that allows for mixed methods (qualitative only used in this evaluation), explores the role of context, and meaningfully involves stakeholders in the evaluation process.

significant changes brought about by the introduction of the Court Support Service.

Findings

What are the impacts of the Ministry of Social Development's new Court Support Service?

When Court Support Workers have the opportunity for comprehensive training in the court system and have established relationships with Police, Court Victim Advisors (CVAs), and other key justice staff, the new Court Support Service provides ongoing wraparound support for victim/survivors as they move through criminal justice and court processes. This wraparound support attended to their holistic needs and could include support related to housing, childcare and/or health. Centring the needs of victim/survivors can involve providing support to whānau/supporters of victim/survivors. Court Support Services may provide this directly or work with other organisations or marae to provide this support. Holistic, wraparound support goes beyond the immediacy of the court processes but is vital to stabilising victim/survivors who enter the stressful environment of court.

Central to the success of the Court Support Service is that it provides one central point of contact for victim/survivors to access when they need it. This centres the needs of victim/survivors in their own court process. The Court Support Worker can act as a broker to bring together various criminal justice agencies to focus on the needs of the victim/survivor. For instance, in many areas, Court Support Workers cooperate with CVAs to support victim/survivors and whānau/supporters with understanding court processes and, in some areas, to enable whānau/supporters to have their own support on court days. Nonetheless, having sufficient resources to attend to the needs of whānau/supporters was a challenge in many areas.

What has the establishment of the Court Support Service meant for frontline staff (who may have already been providing crisis support)?

The new Court Support Service has allowed frontline staff to focus in a dedicated way on providing holistic support to victim/survivors. As a new service, the frontline workers were faced with creating resources, forging new relationships with key stakeholders like Police, court staff and other relevant services, and establishing the boundaries of their role. The time spent developing the role and associated resources meant that at times they have not been able to meet all of the needs of victim/survivors. As the role becomes more established, with better training and networking support, the time required to do this will likely reduce and the needs of the victim/survivor will likely be better met.

Court Support Workers often supported victim/survivors to access support available through other agencies, such as Victim Support or Police. When the Police or other agencies did not provide resources, e.g. lunch at court, then the

Court Support Worker may finance and provide the missing support. Court Support Workers placed the needs of victim/survivors first and foremost, and anticipated and prepared for inconsistent support from other agencies, shielding victim/survivors from their impacts.

To what extent does the new service add value, beyond that of existing services?

The new Court Support Service acts to stabilise and support victim/survivors through court processes. For the justice sector, this means that victim/survivors are better prepared for court, this is in terms of understanding the court processes, increased skills to manage the anxiety and stress associated with going to court, and having clarity about their wishes and needs.

Staff with deep knowledge of justice processes and good relationships with Police, Victim Support and the courts were able to provide victim/survivors with psychosocial, emotional, and practical support that enhanced procedural justice. While we do not have data related to attrition, a number of the victim/survivors interviewed said they had been ready to withdraw from the justice process, but that the Court Support Worker allowed them to remain engaged.

Conclusion

This evaluation highlights the impact of the Court Support Service on victim/survivors within justice processes. It is clear that consistent wraparound support acts to stabilise victim/survivors, enabling them to participate in difficult and complex court processes. The recommendations emphasise the need for continued development, collaboration, and funding to ensure comprehensive support for victim/survivors. There is also a need for more awareness of the Court Support Service and integration within the broader justice system. This report concludes with suggestions for future evaluations, emphasising participant recruitment methods and support considerations for studies involving people who are in crisis or who have experienced a crisis.

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1. Introduction

This evaluation report is for a University of Otago led evaluation of the impact of Budget 2019 (Budget-19) funding on the Court Support Service. The evaluation focuses on the implementation of this new service and outcomes for:

- service users – this includes victim/survivors and whānau/supporters (including whānau, family, partners and friends);
- service providers – such as frontline staff; and
- service integration.

The evaluation was commissioned by the Ministry of Social Development (MSD) who oversaw the allocation of Budget-19 funding for Court Support Service and provided implementation support to the new service.

This evaluation contributes to a broader work programme evaluating the impact of Budget-19 funding on four specialist sexual violence services: the Sexual Harm Crisis Support Service (Crisis Service), Court Support Service, Peer Support for Male Survivors of Sexual Abuse (MSSA) Service and Non-Mandated Harmful Sexual Behaviour (NM-HSB) Service. MSD will synthesise evaluation findings on the impact of Budget-19 funding across these four services. The findings will inform how MSD designs, commissions and promotes culturally responsive sexual violence services. It is expected that the findings will inform decisions around future funding for sexual violence services, promote good practice, and inform wider efforts to support the sector.

1.1 The MSD research and evaluation sexual violence work programme

Budget-19 announced $NZ90.3 million over four years for MSD to invest in sexual violence services. A range of sexual violence services and initiatives received funding from Budget-19, including the Crisis Service, the introduction of the new Court Support Service, MSSA service, NM-HSB Service and the development of a Concerning Sexual Ideation (CSI) Service.

A proportion ($NZ1.39 million) of the Budget-19 funding was allocated for a research and evaluation work programme which aims to:

- evaluate the impact of the Budget-19 funding in building the capability of specialist sexual violence services and in creating a more integrated, efficient, and responsive system for all those affected by sexual violence
- increase MSD and stakeholders' understanding of how best to support people affected by sexual violence, focusing on the needs of select priority groups.

To ensure cultural responsiveness, the programme includes a tauiwi-led and a Māori-led workstream.

1.2 Budget-19 funding for Court Support

The Court Support Service was allocated $NZ6.348 million of Budget-19 funding in family violence and sexual violence services. The Court Support Service is delivered to sexual violence victim/survivors in cases where a charge has been filed by the Police against the perpetrator. The Court Support Service focuses on the victim/survivor's mental, spiritual, and physical support needs while they are going through criminal court and trial processes and aims to reduce secondary victimisation and trauma. The Court Support Service is responding to the need for psycho-social support for victim/survivors as discussed in a report by the Law Commission (Law Commission, 2015). The Court Support Service prepares victim/survivors for the criminal justice process and provides pre, during and post-court support. Court Support Services for victim/survivors can extend to sentencing and appeal processes. Whānau/supporters of victim/survivors may also receive a service which may assist them and/or strengthen their support for a victim/survivor.

The service was rolled out across New Zealand over four years. MSD currently funds 17 agencies[2] to deliver the Court Support Service, three of which are Kaupapa Māori agencies. Contracting arrangements have been staggered over those four years and different agencies are in different stages of implementation and delivery of Court Support Services.

1.3 Evaluation overview

The purpose of this report is to describe the impact of Budget-19 funding on service users, whānau/supporters, frontline staff, and service integration for the Court Support Service.

Our evaluation design aligns with the Collaborative Realist Approach underpinning the Budget-19 evaluation work programme (see Appendix A). We followed a Collaborative Outcome Reporting process (Dart and Roberts, 2014) and a Realist Evaluation Approach (Pawson and Tilley, 1997). We have drawn on multiple lines and levels of evidence to show how Budget-19 funding has created impact and to better understand 'what works for whom, in what circumstances, and how?'. We have used participatory processes to generate and develop recommendations. We follow the techniques of a Performance Story report (Dart and Roberts, 2014) to highlight key impacts and changes that have resulted from the introduction of the Court Support Service.

The evaluation findings are intended to help inform MSD's sexual violence service funding, commissioning, design, and delivery. It may also inform related work programmes that support the sexual violence service delivery sector, victim/survivors of sexual violence and their whānau/supporters, including those from Māori, Pasifika, disabled and Rainbow communities.

[2] At the time of the evaluation there were only 15 Court Support Services. By the end of the evaluation there were 17.

1.4. Report structure

This report identifies key lessons, achievements, and recommendations generated from evaluation activities. It includes a revised Theory of Change diagram that demonstrates how Budget-19 funding and the establishment of the Court Support Service was expected to lead to new and improved outcomes for victim/survivors, whānau/supporters, frontline staff of service providers, and service integration.

Drawing from examples of performance story reporting (eg Dart & Davies, 2003; Roughley, 2009), this performance story report has the following structure:

- **Service context**. We provide background information about the Court Support Service and describe and present the theory of change that was used to guide the evaluation analysis.
- **Key evaluation questions.** We describe the key evaluation questions to guide our evaluation of the impact of Budget-19 funding, and the intended use of evaluation findings by MSD.
- **Evaluation methodology.** We describe the processes used in undertaking the evaluation and outline evaluation limitations.
- **Key evaluation findings**. We present key findings under key evaluation questions to demonstrate the impact of Budget-19 funding and implications.
- **Recommendations**. We provide suggestions for how MSD might apply findings to support future phases of development of the Court Support Service.

2. Service context

This section starts by providing background information about the Court Support Service, including its target group and general service delivery aspects to provide context to the evaluation[3]. We include a Theory of Change diagram to demonstrate how Budget-19 funding has influenced what services do and the expected outcomes for victim/survivors and whānau/supporters, frontline staff, and service integration. This Theory of Change was used to guide the evaluation (see section 2.2). The Theory of Change was revised to reflect the findings of the evaluation. This revised diagram is attached as Appendix B.

2.1 Background information about the Court Support Service

Development of the Court Support Service

The need for independent specialist support for victim/survivors giving evidence as complainants in sex crimes trials was identified in the 2009 report of the

[3] This information has been taken from Ministry of Social Development, 2021. Court Support Service Guidelines. Wellington: Ministry of Social Development.

Taskforce for Action on Sexual Violence[4]. In 2015, the Law Commission recommended the development of a nationwide Court Support Service in a report highlighting the negative impacts of the criminal justice system on victim/survivors of sexual violence. It also highlighted the resulting low reporting rates, high rates of attrition and high levels of secondary victimisation. In response, an existing local court support service at the Auckland Sexual Abuse HELP Foundation was evaluated. That evaluation demonstrated that such a service could make a positive difference in the ability of victim/survivors to manage the stress and anxiety related to court processes and outcomes.

Through a combination of sector consultations, two Court Support Service design hui, and an international literature review, it was determined that a Court Support Service should:

- consist of a wraparound service connected with other services and agencies involved in the case
- be victim/survivor-focused in its approach
- empower victim/survivors through the court process
- be responsive to culture and diversity in the delivery of the service.[5]

Service delivery

Target group and their access to the Court Support Service

Providers have scope to deliver services to adults (age 18 and over), with the capability to also support whānau/supporters. Victim/survivors access the Court Support Service free of charge.

People can self-refer or be referred to the Court Support Service by a range of service providers. If someone is already involved with a Crisis Service, that service may refer the victim/survivor to their Court Support Service (if the victim/survivor wishes). Other referral pathways include, but are not limited to:

- a Police Officer or Police Adult Sexual Assault Team that is assigned the case
- a Court Victim Advisor
- whānau/supporters
- Safe to Talk – Kōrero mai ka ora.[6]

Clear referral pathways for victim/survivors and whānau/supporters aim to support increased engagement with the criminal justice system.

Victim/survivor time in the Court Support Service

[4] Ministry of Justice, 2009. Te Toiora Mata Tauherenga report of the Taskforce for Action on Sexual Violence: incorporating the views of Te Ohaakii a Hine-National Network Ending Sexual Violence Together. Wellington: Ministry of Justice.
[5] Ministry of Social Development, 2021. Court Support Service Guidelines. Wellington: Ministry of Social Development.
[6] A national 24/7 sexual violence helpline.

The service begins after the Police have laid charges consequent to a report of sexual harm and its investigation. The Court Support Service is available from referral, to having a court date set, and to any sentencing and appeal processes. In the weeks following the trial, a long-term plan is put in place for the victim/survivor's ongoing recovery. If required, their transition into follow-up services begins.

Every victim/survivor's journey through the court process will differ, so there is no set timeframe for the length of service. Court Support Service providers may have the internal capacity to provide follow-up services. If not, they make referrals to such services. 'Completion' of services is agreed upon between the victim/survivor and the Court Support Service provider.

If the victim/survivor accesses the Court Support Service but then decides to disengage with the criminal justice process, they transition out of the service, and a long-term plan is discussed. If the Court Support Service provider has not heard from the victim/survivor following repeated attempts to contact them over six months, then victim/survivors are noted as having disengaged with the service. These attempts of contact and disengagement consider the victim/survivor's trial date.

Key activities and intended outcomes

Key activities of service provision may include (but are not limited to):

- **Preparation and support** - mentally, spiritually and physically preparing the victim/survivor prior to trial and providing support during and after the trial. Victim/survivors can be supported to:
    - view their pre-trial Evidential Video Interview
    - compile Victim Impact Statements
    - prepare to give evidence
    - prepare emotionally for cross-examination
    - cope during the trial (when possible) (eg through social work support and access to counselling)[7].

  The safety and wellbeing of the victim/survivor should be monitored by the Court Support Service provider (eg travel, housing, childcare, and food needs), who can then refer victim/survivors to other services to meet these needs (eg MSD for the Social Housing Register). All crimes (offences) fit into one of four categories that determine the level of support and information the victim/survivor may require[8].
- **Advocacy** - the Court Support Worker advocates on behalf of the victim/survivor to ensure they are informed about the criminal justice process, their needs are addressed and they can participate fully in the criminal justice

[7] It is acknowledged that Court Victim Advisors may provide some of this support. The Court Support Service provider will need to work closely with the Court Victim Advisor in order to determine who will provide this support to the victim/survivor, keeping the victim/survivor's best interests in mind.

[8] For most sexual violence victim/survivors the offence will be placed into category three or four (offence will be heard in the District and High Court).

process. Advocacy requires the Court Support Service provider to liaise with key stakeholders including the Crown or Police prosecutors, court staff and Court Victim Advisors on behalf of the victim/survivor to promote their needs and rights.

- **Communication** - Court Support Service providers ensure an open dialogue with the victim/survivor and include them in decision-making processes. When the Court Support Service provider receives new information on the case, they inform the victim/survivor and their whānau/supporters (if the victim/survivor wishes).
- **Outcomes** – the intended outcomes of the Court Support Service are to support the physical, emotional, and spiritual needs of victim/survivors going through the court process to reduce trauma. This includes that the victim/survivor feels supported and prepared for court; victim/survivor feels heard and supported by the Court Support service; victim/survivor has tools/coping mechanisms to manage the court process; and that whānau are supported.

2.2 Budget-19 funding impact Theory of Change diagram

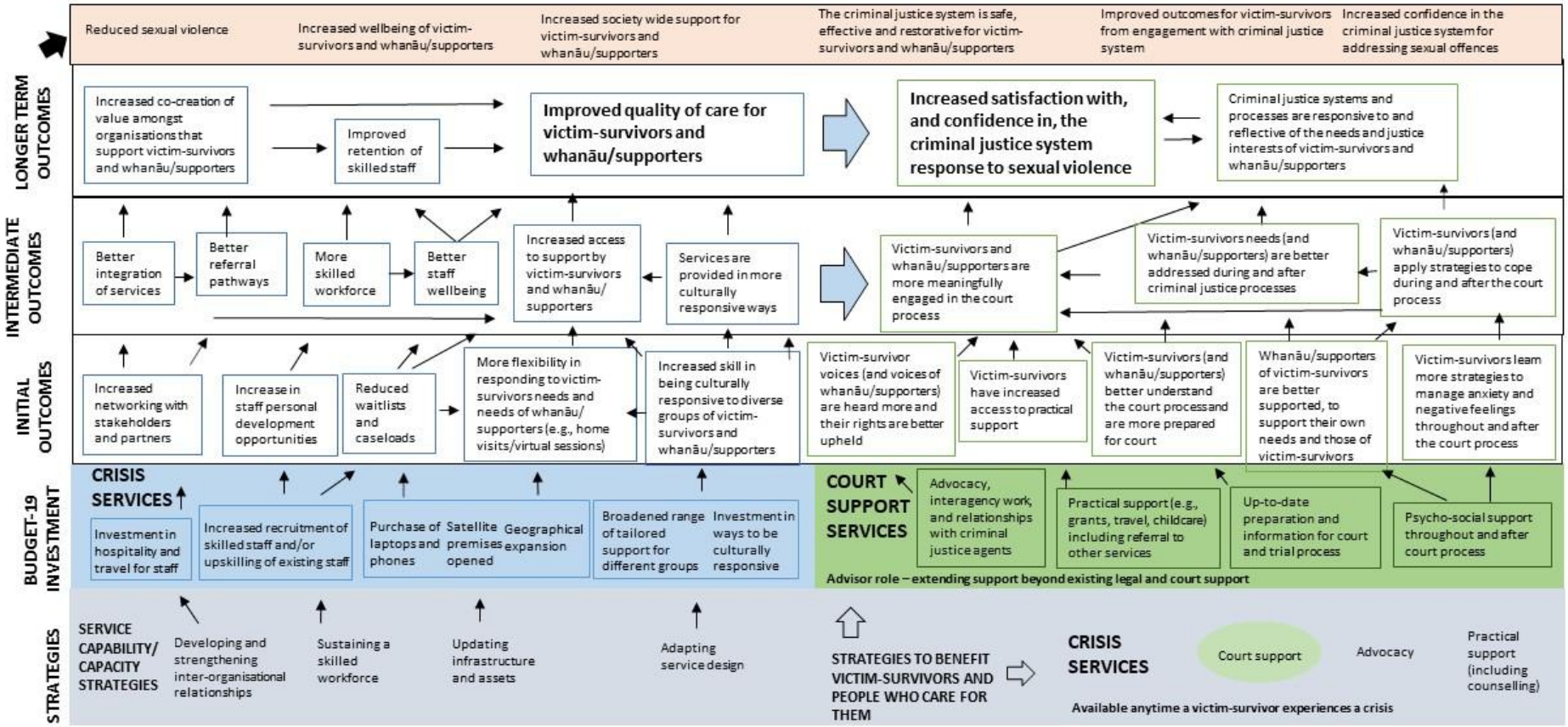
To focus the evaluation on the impact of Budget-19 funding on the Court Support Service, a Theory of Change was developed along with associated assumptions and external influences (see Appendix C). They were drafted following a review of documents created by MSD in its contracting and evaluation activities with sexual harm service providers (eg service-specific logic models). An Otago University Advisory Group of sexual violence sector and cultural experts, as well as sexual violence service providers, provided feedback on the draft Theory of Change.

Due to the interconnected nature of the Court Support Service and Crisis Service[9], we developed an integrated model that situates the Crisis Service and Court Support Service alongside each other and demonstrates the shared connection to longer term outcomes. The integrated Theory of Change was revisited and revised after the evaluation of the Crisis Service and Court Support Service, to capture unintended outcomes and other learnings not represented in the initial Theory of Change diagram (see the revised Theory of Change diagram in Appendix B).

The Theory of Change below outlines how the activities of the Court Support Services are connected to intended outcomes. The bottom two rows reflect the activities and approach of the Court Support Service. Moving upwards, the arrows indicate how those activities are intended to create the desired change.

[9] The Court Support Service must be connected to an existing Crisis Service. This does not mean that all Crisis Service agencies currently have a MSD funded Court Support Service worker.

THEORY OF CHANGE FOR CRISIS SERVICES AND COURT SERVICES
IMPACT OF BUDGET - 19



3. Key evaluation questions

The evaluation sought to determine the impact of Budget-19 funding of Court Support Services on victim/survivors and whānau/supporters who access services, frontline staff, and service integration. The Court Support Service evaluation aims to address the following key evaluation questions:

- What are the impacts of the Ministry of Social Development's new Court Support Service for victim/survivors and their whānau/supporters?
- What has the establishment of the Court Support Service meant for frontline staff (who may have already been providing Crisis Support)?
- To what extent does the new service add value, beyond that of existing services?

4. Evaluation methodology

This section describes the processes used in evaluating the impact of Budget-19 on Court Support Services and associated outcomes for victim/survivors and whānau/supporters, frontline staff and service integration. Evaluation limitations are also outlined.

4.1 Approach

Our evaluation design aligns with the Collaborative Realist Approach underpinning the Budget-19 evaluation work programme. We followed a Collaborative Outcome Reporting process (Dart and Roberts, 2014) and a Realist Evaluation Approach (Pawson and Tilley, 1997). The evaluation drew on multiple lines and levels of evidence to make visible how the Budget-19 funding has created impact and to understand 'what works for whom, in what circumstances, and how?'. It used a participatory process to generate evaluation findings.

We used qualitative methods to answer evaluation questions about the impact of Budget-19 on the new Court Support Service. It is important to note here that the use of the term 'impact' differs from the more common use of the term in quantitative approaches to evaluation. These approaches measure impact by identifying cause and effect through longitudinal methods, often using a control group. While quantitative methods are useful for determining broad changes across a population, what is often missing are the more detailed, meaningful impacts on the lives of those involved. The methods used within this report understand 'impact' to reflect the meaningful changes that occurred in the lives of victim/survivors, their whānau/supporters, and frontline staff as a result of this funding. Through rich and deep engagement with those involved in the evaluation, it becomes possible to see how lives were impacted through the additional resourcing.

4.2 Evaluation activities

This section sets out the evaluation activities we completed in assessing and reporting on the impact of Budget-19 on the Court Support Service. We received approval to conduct this study from the University of Otago Human Ethics Committee.

Inception hui to finalise the evaluation plan

On 6 March 2023, we facilitated a hui with key sexual violence service providers to solicit feedback on our evaluation plan to ensure it was 'fit for purpose'[10]. This included exploring the integrated Theory of Change and our evaluation focus and approach. Specifically, the hui provided an opportunity for us to clarify and review details of the evaluation such as:

- the evaluation purpose and intended activities
- how the evaluation findings will be used and disseminated
- the key evaluation questions
- the Theory of Change underpinning the impact of Budget-19 funding (and associated assumptions and external challenges)
- roles and responsibilities of our evaluation team
- ethical and logistical considerations for engaging with evaluation participants.

At the hui, stakeholders raised concerns about some aspects of the evaluation design, including:

- the absence of service provider management perspectives in this service-specific evaluation
- the inclusion of Kaupapa Māori agencies in a tauiwi-led evaluation
- the lack of technology and resources necessary to enable the participation of disabled people
- the ability of service users and frontline staff to identify the impact of Budget-19 funding on service provision, due to the inability to compare their experiences to pre-funding service provision.

In response to these concerns, the evaluation team and MSD agreed that:

a. as part of the wider evaluation work programme, MSD will gather the perspective of service provider managers utilising its findings and recommendations in a separate report that looks at the overall impact of Budget-19 funding

[10] Representatives from MSD, Te Ohaakii a Hine – National Network Ending Sexual Violence Together (TOAH-NNEST), Crisis Service and Court Support Service providers were present. Representatives from the 17 Court Support Services, including the three Kaupapa Māori services and from the 29 Crisis Services were invited to attend. 16 people from these services attended the hui.

b. aspects of tikanga Māori would be incorporated into evaluation activities, but that it was not possible to conduct a separate Kaupapa Māori evaluation at this time[11]
c. additional resourcing to fully enable accessibility by victim/survivors with a disability was not available however, both MSD and the evaluation team supported people to participate within the current design[12]
d. if possible, MSD would use its existing reporting data from services from 2017 – 2023 to make comparative quantitative assessment of impact at the completion of this evaluation.

The Theory of Change at the centre of this evaluation and its revision and refinement post data collection is also central to assessing impact.

This phase of the evaluation also involved drafting fieldwork documents such as recruitment materials, interview guides, participant information sheets and consent forms. These were included in the University of Otago Human Ethics Committee application and approval process.

Review and collation of existing documentation

We reviewed and collated existing documentation about the services as a source of evidence against the evaluation questions. For example, we explored information generated from MSD's Budget-19 sexual violence evaluation work programme, such as service-specific logic models and a mid-point evaluation of the Court Support Service, to understand plans and expectations for the Budget-19 funding. Information from the document review and interviews (described below) were synthesised against evaluation questions for the Outcomes Panel Hui (described on page 16).

Interviews with victim/survivors and whānau/supporters

We interviewed six victim/survivors who had used the Court Support Service (with a support person present if wanted by interviewees). All the victim/survivors interviewed identified as female[13]. Five were Pākehā/New Zealand European. One was Māori. All were aged between 25 – 40. Two identified as part of the Rainbow community. Three victim/survivors said they lived with a disability.

[11] All participants were asked if they would like a karakia at the beginning and end of the interview, this was discussed prior to the interview. Whanaungatanga was important as part of the interview process, both talking to victim/survivors before the interview and following up afterwards. The Inception hui was supported by one of our Māori advisors.

[12] The evaluation team asked participants if there was anything that could help them in the interview, e.g. closed captions, sign interpreter, or regular breaks were a few of the options available.

[13] To keep the anonymity for the participants we are only reporting general demographics.

We used several avenues to support recruitment of a diverse range of victim/survivors and whānau/supporters:

- **Project website.** The website aimed to inform people about the evaluation purpose, participant activities, and the use of the evaluation findings. The website also introduced the evaluation team and the project to help visitors to the website feel more comfortable with participating.
- **Short advertisements.** These were developed for services to share with service users and whānau/supporters. Services were able to choose to use advertisements as posters, on social media or to share them directly with victim/survivors as they saw appropriate. The advertisements provided information about the evaluation and what participation would involve. It directed people to the website for further information and provided contact information[14].
- **Interviewer matching.** We recruited interviewers from diverse communities so participants could choose to be interviewed by someone from their community/culture/ethnicity (eg we recruited interviewers who are part of Rainbow, migrant, Māori, and Pasifika communities).
- **Interviewer experience and training**. All of our interviewers had experience in the sexual violence area and/or family violence area and/or in interviewing around sensitive topics. They also received one day up-to-date training in trauma-informed interviewing and dealing with disclosures of abuse and harm.
- **Ensuring diversity in interview participation**. To ensure diversity in experiences within the sample of interviewees, potential interviewees were asked inclusion criteria (eg about culture and identity characteristics).
- **Making interview guides audience appropriate.** Interview guides were drafted by evaluation team members with experience in design, delivery, and evaluation of specialist sexual violence services. Our Advisory Group, specifically constituted to ensure cultural and identity diversity in our project, provided peer review and representation of diverse perspectives to make sure the interview guides were audience appropriate.

Once we were contacted by victim/survivors and whānau/supporters who wanted to participate in an interview, we:

- **Emailed victim/survivors or whānau/supporters a user-friendly message about the evaluation**. We attached a consent form and participant information sheet about the purpose of the evaluation and use of evaluation findings. We also emailed a list of psycho-social sexual violence support resources to interviewees, including Safe to Talk – Kōrero mai ka ora's information. The contact details of support organisations were also available on our project website.

[14] These advertisements were shared with sexual harm service providers that were in scope for the evaluation as well as any sexual harm providers or networks that may have adult sexual violence victim/survivor members (but are not specifically in scope), and community organisations who work with priority groups with proportionally high rates of sexual victimisation.

- **Followed up with an information, pre-screening and interview booking phone call.** Pre-screening ensured that the people we interviewed had used a service covered by MSD funding and were no longer using the Court Support Service. We also asked if there was anything we could do to make them more comfortable at the interview (eg pronoun use, if they wanted a support person or the use of karakia). We also checked if they had a preference regarding an interviewer and if they had access to technology and a comfortable place to have a zoom interview.

Conducted interviews via Zoom. Interviews were conducted in a semi-structured style following an interview guide developed specifically for victim/survivors who had used a Court Support Service. The guide focused on five key domains, each containing a series of specific questions and a number of interviewer 'prompts' to assist specificity or recollection where needed. The domains of questioning included the topics: accessing the service; the nature of the service received, before, during and post attendance at court; the cultural responsiveness of the service; processes of referral to other services; and perceived benefits or impacts of the service received. Interviews took between 40 and 80 minutes. The interviews were audio recorded, transcribed, and anonymised prior to analysis. Participants were able to access transcripts of their interviews on request and to check anonymised quotes before use. At the end of the interview participants were given an 'opt-out' option for a follow-up phone call to see how they were feeling after the interview.

Contacted participants a couple of days after the interview. The purpose of the 'check-in' was to check if participants needed any additional support, and to ensure the participant knew how to connect with services if required.

Following interviews, participants who were victim/survivors or whānau/supporters were sent a $30 grocery voucher. Agencies that supported recruitment of victim/survivors or whānau/supporters were provided with $150 to offset their costs supporting recruitment efforts.

Interviews with frontline staff and Court Victim Advisors

We interviewed 11 frontline staff from the Court Support Service agencies (Court Support Workers). Some of the Court Support Workers held dual roles, working in both Court Support and in frontline Crisis Service. All of the Court Support Workers identified as female. They were aged between 30 – 65 years old. The Court Support Workers came from various ethnicities including Pākehā/New Zealand European, Māori, Pasifika and European. The average time in the Court Support Worker role was 1.5 years.

Six Court Victim Advisors from the Ministry of Justice/courts were also interviewed. All of the Court Victim Advisors identified as female. They were aged between 40 – 60 years old.

Recruitment of frontline staff of Court Support Services. Frontline staff recruitment was supported by MSD and Te Ohaakii a Hine – National Network Ending Sexual Violence Together (TOAH-NNEST). We provided an email script that

Court Support Service providers could share with their frontline staff. The script provided information about the evaluation and what was involved in participation. It directed people to the website for further information and provided contact information. We also had face-to-face meetings with and made phone calls to service providers, to fill any information gaps.

Recruitment of Court Victim Advisors. Recruitment of Court Victim Advisors was supported by the Ministry of Justice. Recruitment was targeted towards Court Victim Advisors with specialist sexual violence portfolios. We selected courts with a mix of urban, city and rural populations from the North and South Islands. Following this, we emailed role-holders in that locale with information on the evaluation, and contact details to arrange an interview if they wished to participate.

Interviews with frontline staff and Court Victim Advisors via Zoom. Once we were contacted by interested people, we emailed willing participants a consent form and participant information sheet. We then followed up with a phone call to book an interview time. The interviews were conducted via Zoom. Interviews were conducted in a semi-structured style following an interview guide developed specifically for either Court Support Workers or Court Victim Advisors. The interview guide for Court Support Workers focused on the following domains of questioning:

- interviewee role and history of work in sexual harm services provision and time in Court Support Service
- the nature and purpose of activities undertaken in the provision of service
- issues related to capacity and capability of frontline staff
- perspectives on, and experiences with, sector integration and referrals
- perceived benefits and impacts of the service.

When frontline staff shared their FTE with both Court Support and Crisis Support, we used both the Court Support and Crisis Support interview guides to clearly capture the differences of their roles. The interview guide for Court Victim Advisors used the following domains of questioning:

- interviewee role and history of work with victim/survivors of sexual harm
- issues related to the integration of services for victim/survivors going to court
- perceived benefits and impacts of the Court Support Service.

Interviews were audio recorded, transcribed and anonymised prior to analysis. The interviews lasted between 45 and 90 minutes. Participants were given the option of checking quotes for identifying information.

Analysis of interview data

Thematic analysis was used to analyse the interview data. It is a well-developed analytic method used across many disciplines. It was formalised by Braun & Clarke in 2006 and developed further by Clarke, Braun, and Hayfield in 2015 and again by Braun and Clarke in 2022. Thematic analysis is a method for identifying, analysing and reporting patterns within qualitative data. It takes a phased step-

by-step process of identifying patterns in talk through systematic coding, collating codes into themes, reviewing themes against the data set and evaluation questions, and undertaking a sense-making and reflexive step of analysis. It involves the identification of significant stories and illustrative extracts and relating the analysis back to the evaluation questions and existing documentation (eg service-specific logic models, baseline survey and co-design of 'better' service measures).

Outcomes Panel Hui to verify findings

An Outcomes Panel Hui was held online with people with expertise and experience in sexual violence service provision. The purpose was to verify preliminary evaluation findings and to identify the most significant stories of change and their contributing factors. Given the interconnected nature of the Crisis Service and Court Support Service, a single panel was convened. This two-hour hui was attended by two people in management positions at sexual harm service providers and three frontline staff; one from a Court Support Service agency, one from a Crisis Service agency, and one who held dual roles. Recruitment for the Outcomes Panel Hui was supported through MSD and TOAH-NNEST and via direct emails to service providers. Hui participants were given information about the purpose of the hui (and wider evaluation) and the use of evaluation findings and made aware that participation in the hui indicated consent to taking part.

A Thought Space Wānanga (Smith et al., 2019) approach was used during the hui to engage the group in giving feedback on preliminary findings generated from the interviews and document review. The Thought Space Wānanga is a process based on Māori tikanga to facilitate "active and collective thinking and problem-solving" (Smith et al., 2019, p.5). The process supported participants to:

- give feedback on the preliminary findings of the evaluation
- determine the extent of confidence they had in Budget-19 funding generating identified outcomes (both intended and unintended), for whom, and under what circumstances
- identify the most significant outcomes for frontline staff and victim/survivors
- identify threats and opportunities related to the future success of Court Support Services.

To support focused feedback and the free flow of discourse, three breakout rooms were used for in-depth discussion. There was one breakout room for Court Support Service staff, one for Crisis Service staff and one for service provider managers. An evaluation team member facilitated each breakout room conversation and took notes.

Significant Change Hui

The initial proposal specified that we would conduct a Significant Change Hui with victim/survivors and whānau/supporters to verify evaluation findings generated from victim/survivor and whānau/supporters interviews. Due to the recruitment

and engagement issues discussed below (see section 6), we did not undertake a Significant Change Hui.

Finalising this report

The MSD project team were provided with a draft of this report for review and feedback. An external expert peer reviewer arranged by the evaluation team also reviewed the quality of the report, including analysis and interpretations of findings. Feedback from these sources was then integrated into a final draft report and resubmitted to the MSD project team for further feedback, before submission to the MSD Publications Committee. A final version of the report will be released once the MSD project team are satisfied that the Publications Committee feedback has been integrated.

4.3 Evaluation limitations and challenges

Achieving diversity. An evaluation purpose was to learn about how MSD funded Court Support service providers meet the needs of a diverse range of service users. Our evaluation approach included a range of initiatives aimed at achieving participation from a diverse range of service users. Nonetheless there were small numbers from each priority group for both the frontline staff and victim/survivors (Māori, Pasifika, disabled, Rainbow). This means it is not methodologically sound for us to use the stories and experiences of this small group to make inferences about their wider group.

Another limitation is that the interviews were conducted over Zoom. This may have excluded participation from victim/survivors or whānau/supporters without internet access, a computer and/or privacy to participate. In addition, MSD identified that priority communities may have chosen not to participate in the project due to the perception that, being from a small community, their anonymity might be compromised.

Engaging with Kaupapa Māori services

The original evaluation proposal included the three Kaupapa Māori providers that deliver the Court Support Service to understand Kaupapa Māori experiences of setting up the Court Support Service and how they may differ from tauiwi services. The evaluation team worked closely with TOAH-NNEST, a peak body network of sexual harm service providers, to engage both tauiwi and Kaupapa Māori services. MSD also engaged with these services and there was uncertainty over how best to involve the Kaupapa Māori agencies. We discussed possibilities with our University of Otago Māori advisors. We understand it is vital that Kaupapa Māori organisations have the space and independence to work in ways consistent with Te Ao Māori. We recognise too that there are tensions with a tauiwi-led project engaging in evaluation activities with Kaupapa Māori providers. While we were evaluating the funding, and not the services, these tensions remained and we felt it was important to invite and welcome Kaupapa Māori involvement while also respecting their decision to engage or not to engage.

Sector engagement

Recruitment of victim/survivors, their whānau/supporters and frontline staff for participation depended largely on the willingness of services to promote the evaluation to service users and staff. While there are strong relationships between sector providers and both MSD and the Otago evaluation team, as well as sector investment in an evaluation outcome that supports ongoing service development, the inception hui surfaced concerns in the sector about some aspects of the evaluation design. These concerns are discussed in the inception hui section (on page 11).

Recruitment

We experienced significant challenges to recruitment and engagement of victim/survivors and whānau/supporters. This means we have a small number of diverse experiences that cannot be inferred to the general population, as is usual for qualitative research. In this section, we outline the nature of those challenges and make suggestions for future evaluation work of a similar nature.

We attempted a range of recruitment strategies to find and engage with victim/survivors and whānau/supporters. They were:

- Working closely with TOAH-NNEST, to engage both tauiwi and Kaupapa Māori services. They supported the recruitment by sending out communication to all in-scope agencies on several occasions encouraging them to participate. Many of the tauiwi organisations participated, but none of the three Kaupapa Māori services participated.
- Telephoning and/or visiting all service providers in scope. We estimate that each service provider heard about the project at least 10 times. This engagement supported a high participation rate of eligible Court Support Service frontline staff.
- Mailing and emailing information posters for service providers to put up in their waiting areas.
- Regular recruitment posts on Facebook and Instagram aimed at victim/survivors and whānau/supporters. These posts were shared by service providers on their social media feeds.
- Contacting all university student unions and Thursdays in Black[15] offices.
- Contacting and engaging with related organisations, including: Rainbow Violence Prevention Network[16], Hohou Te Rongo Kahukura[17], Shakti,

[15] Thursdays in Black in an organisation run by and for tertiary students to prevent and respond to sexual violence on campus around Aotearoa.

[16] A network of Rainbow organisations in Aotearoa who are committed to Rainbow violence prevention. https://rvpn.nz/

[17] Hohou Te Rongo Kahukura is an organisation dedicated to violence prevention and education in Aotearoa. https://www.kahukura.co.nz/

student survivor groups, and Dear Em[18]. Some organisations agreed to share our social media posts and promote the research.
- Seeking to engage online survivor support groups (eg Facebook groups). We were not able to locate any survivor groups specific to Aotearoa New Zealand on Facebook. It is likely that many of these groups are private.
- Contacting all ACC Sensitive Claims providers (about 700) by email including information about the evaluation and inviting them to an online information session. A recording of the session was made available on our website. Sensitive Claims providers were contacted three times – two for reminders of the information session and a third with a link to the recording of the session. Key providers were also telephoned. In addition, ACC promoted the evaluation in their regular email newsletter to Sensitive Claims providers.
- Inviting peak body social service Non-Governmental Organisations (NGOs) to the online information session and to visit the website as they may have clients who fit the scope of the project.

Ultimately, all victim/survivor and whānau/supporter participants were recruited via a counsellor or sexual violence service provider or were referred to the evaluation team via word of mouth.

Key lessons

Locating in-scope service users

We attempted to locate a small pool of service users across a highly dispersed population. This is also a sensitive and hidden population. Both factors make recruiting potential participants difficult.

Thus, we began with recruiting through in-scope service providers. However, this was difficult because we needed to interview people who were not currently in crisis. Due to the nature of the services being provided, people who access Court Support generally do not continue to engage with those services beyond their time in service. Our social media strategy was aimed at promoting the evaluation to people not currently using the service but receiving social media posts from an in-scope service provider, or a related service organisation, or those that service communities with target populations. However, this proved to have a limited effect on participation rates and caused difficulty with managing responses (see below section).

Many of the Court Support Service providers have a policy that they will not contact previous clients once they have left service due to concerns about destabilising recovery progress. For this reason, we approached ACC Sensitive Claims providers in the hope that some of their clients would have accessed an in-scope service and would be less likely to be experiencing crisis. However, we found

[18] Dear Em is run by HELP Auckland to support girls and young women to have a voice, recognise sexual violence and support each other.

that counselling providers have similar concerns about the potential for destabilising clients and this strategy also had a limited impact on participation rates.

The risk of destabilising victim/survivors was also an ethical consideration for the evaluation team. We were cognisant that it takes courage for a victim/survivor to initiate contact with unknown evaluators and volunteer to share their experiences. In all our recruitment communications we were careful to describe the scope of the evaluation as focused on experiences of receiving a service rather than the experience of victimisation to counteract this concern. However, it is possible that this led to a lack of clarity about eligibility and the focus of the evaluation. Potential participants may not have identified the service they received as the one we were naming – a Sexual Harm Court Support Service – given that help-seeking victim/survivors are likely to interact with a wide array of service providers over a number of years (see below section).

These factors – the risk of destabilising victim/survivors and communicating eligibility criteria limited our comfort with general population advertising. We considered mediums such as social networks, online trading sites and GP offices, but the risk that this would attract people who had been to other types of crisis services eg mental health, or were otherwise out of scope balanced with the likelihood of success, meant that we did not pursue these options. Ethically we wanted to ensure that there was a low risk of needing to turn away people because they did not meet the eligibility criteria.

Experience with recruiting via social media

Social media was not effective for recruiting victim/survivors. We were generally not successful in connecting with online survivor groups, we suspect because most are private. Our social media posts did however result in hundreds of spam emails and 'false' participants. Our pre-screening procedures were helpful to exclude almost all, although this was very time-consuming. In the end, taking the word 'voucher' off all our social media posts stopped the spam.

Unintended impacts of participation

Several service providers expressed concern about the possibility that participating in the evaluation could cause unintended stress or emotional destabilisation for participants. Whilst the service providers commended us on our design and recognised that we designed the evaluation to limit this risk as much as possible, the risk of destabilisation remained. They also expressed concern about the flow-on effect of increased demand on crisis and counselling services already in high demand. We offered service providers $150 to support the recruitment of victim/survivors, however this did not appear to respond to their concern.

Participation as a capstone experience

Our evaluation plan included a Significant Change Hui with victim/survivors and whānau/supporters to report on preliminary findings and receive feedback. In the end we did not do this, in part because recruitment was difficult, but also because many of those victim/survivors who did participate indicated that their interview

participation was to be a final, 'capstone', experience in their engagement with sexual violence related services and processes. Consequently, we felt it would not be ethical to contact them to request further participation or engagement.

Communicating about 'services'

In order to focus the evaluation on the experience of using the Court Support Service and because we had narrow eligibility criteria, recruitment materials specified the particular service in scope. However, these names are service provider and criminal justice system specific and may not be meaningful to potential participants. Even the term 'sexual harm' is not widely used beyond providers and funders. The distinction between a Crisis Service and a Court Support Service may not be apparent to a person seeking help after sexual violence. This is further complicated in services in which the same worker provides both services. In addition, we observed confusion around our in-scope service providers and other agencies and people who provide support related to criminal justice processes, for instance Court Victim Advisors and Victim Support. This confusion posed challenges with both recruitment and data analysis. With regards to the latter, it was sometimes difficult to determine which service or organisation a victim/survivor was referring to during an interview. Interviewers were trained to be specific, but it was still not always clear and sometimes victim/survivors could not remember who provided what type of support.

5. Key evaluation results

In this section, we present the key results for each key evaluation question (KEQ) to demonstrate the impact of Budget-19 funding in the Court Support Service on victim/survivors and whānau/supporters accessing the Court Support Service, frontline staff, and service integration. Each KEQ is presented in the format of the significant change story, followed by results presented in a table format that connects the results to the refined Theory of Change (see Appendix B). This results section is followed by a Findings and Implications section and then the Recommendations section. Together they tell the story of the impact of Budget-19 funding on the Court Support Service.

Consistent with a Performance Story Report (Dart and Roberts, 2014), the significant change story highlights the most significant changes that resulted from the addition of this new service. It does so in a narrative style and at a high level in order to highlight the key impacts of the funding from which results and findings flow.

The tables beneath the significant change story detail the more specific changes and impacts of Budget-19 funding in the Crisis Service from thematic analysis conducted on the data. The fields of the table are structured so that:

- The 'Outcomes' column describes the high-level changes that have resulted from Budget-19 funding in the Crisis Service. These outcomes most directly correlate to the significant change story.
- The 'Results statement' column provides more detail about the main ideas that participants expressed about this outcome. These statements correlate to the themes that were developed during thematic analysis of the data. Some of the results are limitations to achieving the outcome.
- The 'Sources of evidence for results statement' column lists which sources of data provided evidence of the results statement. Generally, results statements were substantiated from multiple sources including victim/survivors, frontline workers, and background documentation.
- The final column 'Examples of evidence' presents selected information to illustrate how we arrived at the results statement. Most often these are quotes from participants. In some cases, they are a broader description of the information that was not possible to quote, either because it came from the Outcomes Panel Hui or because participants asked for us not to use direct quotes to ensure confidentiality. The 'Examples of evidence' column does not provide examples from each of the sources identified in the sources of evidence column, rather it is a selection of examples that best illustrate the results statement when read together.

Note that results statements and examples of evidence contain different, sometimes contradictory views expressed by different participants in order to detail the variation in participant responses relevant to the outcomes and results.

KEQ 1 - What are the impacts of the Ministry of Social Development's new Court Support Service for victim/survivors and whānau/supporters?

Significant change story

Prior to the development of the Court Support Service, the majority of victim/survivors were engaged with different agencies at different times, each with specific roles in the court process. Each of those agencies and associated staff (eg Police, Court Victim Advisors, Victim Support staff) have specific purposes and roles connected to their agencies' part in the criminal justice system. Taken together, they did not meet all the needs of victim/survivors, particularly their psycho-social needs. No central point of contact for the victim/survivor meant lack of continuity of support. The introduction of the Court Support Service means that there is one person dedicated to supporting the needs of the victim/survivor across the whole process of engagement with the court system. Court Support Workers centre the needs of victim/survivors, attending to the array of practical, emotional and health needs that victim/survivors present with. Court Support Workers support the victim/survivor through court procedures and processes, ensuring they are familiar with what will happen and have emotional support along the way.

Importantly, they also provide more holistic support by asking about other needs such as healthcare, housing, childcare or other issues that could be a source of stress for them. This holistic care is vital to stabilise victim/survivors, allowing them to enter into court processes and continue with notoriously difficult court processes.

Results and evidence

Outcome	Results statement	Sources of evidence for results statement	Examples of evidence
Holistic assessment and support eg social needs, practical needs and referrals.	Court Support Workers found that a comprehensive needs assessment is required to stabilise victim/survivors. Attending to victim/survivors psycho-social needs meant victim/survivors could fully participate in the criminal justice system.	Court Support Worker interviews; Outcomes Hui.	"We had to decide whether or not we would do a psychosocial assessment [with victim/survivors going through court], or just Court Support stuff only. And it became quickly evident that we needed to do full wraparound support for a lot of people. Because sometimes the people that are going through a court case would come with, like drug addiction issues or, like really severe mental health stuff or eating disorder or family issues, you know? All those issues, those psychosocial issues". (Court Support Worker 02) Other Court Support Workers discussed how part of their work was to check with the victim/survivor about their living arrangements, to make sure they had stable housing before, during and after a court case. Court Support Workers also discussed with victim/survivors about childcare arrangements. The health of victim/survivors is also discussed, with checks about medication to make sure that the victim/survivor is supported.
	Court Support Workers will engage external agencies to support the range of victim/survivor needs.	Victim/survivor interviews; Court Support Worker interviews; Outcomes Hui.	Court Support Workers discussed contacting organisations like Work and Income and Te Whatu Ora (Health New Zealand) to advocate for victim/survivor needs.
	Some victim/survivors did not have contact from Court Support agencies until very close to the trial date – sometimes the day before. Court Support Workers discussed how getting a referral close to the time of the trial effected their ability to build a relationship and offer holistic support. These less than ideal experiences also highlight the importance of early holistic support.	Victim/survivor interview; Court Support Worker interviews; Outcomes Hui.	One victim/survivor discussed how she found her own support through another agency. A Court Support worker did contact her the day before her court case but the victim/survivor struggled to 'connect' with her and relied on the support from the other agency. "For those couple of years [waiting for the trial], I had absolutely no interaction or contact with anyone or anything. That was really traumatic for me. I actually moved cities. I uprooted my entire family and left because it was just too hard. I had no proper support. There were no wraparound services available to me. I went to the [North Island, City] district court and asked if they could help me. I also went and saw a doctor, a psychologist, I went to independent services for counselling, because I'm a single mum... I couldn't pay for that, and no one would help me. I felt like no one helped me." (Victim/survivor 04)

			"When the referral would be made last minute, that's basically pointless, because you haven't developed a relationship. So, all the referring for someone to sit next to them in court, which kind of defeats the purpose because you haven't developed a relationship. So, it's different to sitting next to someone you've known for six months versus someone you met that morning. And then the problem with that is that you can't then say, "Oh, do you want me to give you a call?" Because...if they don't know you...they never want you to call them...And you've just sat there listening to the worst trauma they've ever had...a[s a] stranger...that's really hard." (Court Support Worker 02)
	Court Support Workers provide the necessities and comfort items that help victim/survivors and whānau/supporters to cope with going to court.	Victim/survivor interviews; Court Support Worker interviews; Court Victim Advisor interviews.	"So, they've [Court Support Worker] come equipped with things like aromatherapy…or it might be colouring… And they come in and they just do what the client needs. And it's awesome. So really good preparation and planning." (Court Victim Advisor 01) "Buy them lunch, buy them breakfast. A lot of the complainants that come to court don't have two cents to rub together. Some of them don't have gas to fill up their cars. Some of them come in, they're starving, and they have no food. So, I pay quite often out of my own pocket, to make sure that they have kai, to make sure that you know, they have a coffee or they have snacks. I take snacks with me to court to have there, ready and available. I also take sensory toys, stress balls or anything along those lines… There's just no funds for that, there's no funding available. I don't get reimbursed for that through my work. Because it's not pre-approved. But I think for me, it doesn't matter." (Court Support Worker 09) "I've gone and bought some noise cancelling headphones, and I now carry them into court. And if [the] defence lawyer is gonna play that trick on my clients, I've now got noise cancelling headphones so that my client can sit there and put them on. Because I go, that's the care that should be taken… There's just lots of little things that aren't perfect. You're doing the best you can." (Court Support and Crisis Worker 03)

	Some victim/survivors and Court Support Workers talked about how whānau/supporters are supported. Sometimes the whānau support comes from Marae or external agencies.	Victim/survivor interviews; Court Support Worker interviews; Outcomes Hui.	"I think collectively for [best friend], myself, and mum, she [Court Support and Crisis Worker] was our rock, because she knew all of what was going to happen. And she knew how important it was for the three of us to get support through it, she knew that it wasn't just an individual thing that [it] affects the whole whānau. And the fact that she took everyone into consideration meant a lot to me, that, that she understood, you know, yes, the assault may have happened to one person, but it doesn't mean it didn't affect the loved ones." (Victim/survivor 07) "One of the key benefits of the [Court Support] Service is that it allows for a person to be focused on the needs of the victim in amongst what can be complex family dynamics and high levels of emotion. It is difficult for CVAs alone to attend to victims and whānau [on court days], especially where we are having to police family and supporters' communications with the victim to ensure there is no discussion about evidence or about the defendant that might compromise the trial." (Court Victim Advisor 06) "For example, we had [name of Marae] Marae, and they did the most amazing thing. So, our worker, knew that the whānau was Māori, and our worker wanted to make sure that they all felt supported, and knew that that needed to be done, you know, wider than just [Court Support Agency]. And she referred clients to them [Marae]... But then what happened was that court date came and [name of Marae] Marae provided one social worker for each member of the family to attend court. So they turned out with five social workers. And it was just like, yeah, it was so cool." (Court Support Worker 02) "So, if a victim knows that their family are informed and aren't worrying outside, they can let go of worry as well. Families, whānau can be quite demanding at trial because they're all heightened and extra vigilant. And they can impact on their loved one hugely." (Court Support Worker 10)

	While some whānau of victim/survivors received support, there were some who did not, and this was difficult for the victim/survivors and their whānau. Court Support Workers discussed how there needed to be more resources to support whānau. Court Victim Advisors discussed the conflicting practicalities that Court Support Workers may face if supporting both whānau/supporters and victim/survivors in court. Whānau support takes extra resources and victim/survivors discussed the difficulty for whānau when there is no support.	Victim/survivor interview; Court Victim Advisor interviews; Outcomes Hui.	"And I feel because it's something that, it's a hard one because I would have probably consented to here's my family number - can you please call them and explain it because I don't think they're listening to me. And I've got, my parents are amazing. They're like nothing against them. But it would have been nice for someone to kind of just do it for me do the explaining and yeah, yes, like a little a voice for me." (Victim/survivor 05) Participants at the Outcomes Hui discussed how good whānau support requires more Court Support Workers so that both the victim/survivor and whānau members can have separate support. This was seen as especially important once the case reached trial. "I wouldn't expect that the Court Support person would be expected to also have included in their role supporting the family while they're in the whānau room, for example... [The] in-court support person supports the complainant, and you support the whānau if that kind of works." (Court Victim Advisor 04)
	Court Support Workers understand working with disability and neurodiversity and try to meet the needs of these communities.	Court Support Worker interviews; Outcomes Hui.	"For people coming [who] have a different type of, I would say, like diversity or diverse need, we have to simplify it for them like when people may be coming with some disability or some language difficulty, or when they don't understand because of their different type of intelligence, and so we have to take care of all of that and we cannot expect one resource to fit for everyone." (Court Support and Crisis Worker 07) "There's no specific provisions [for people who are disabled], obviously, when talking about disability, but I think making, making the service accessible in the sense that we would go out to people, instead of requesting that they come and see us, I think, not only for disability, but also like socio economic poverty issues. There were even times when I travelled … to make sure someone was seen." (Court Support Worker 02)
	Court Support Workers are aware of the issues faced by the Rainbow community.	Court Support Worker Interviews; Outcomes Hui.	"Rainbow community...sadly...sexual violence is just as prevalent in the Rainbow community as in other communities. They are lacking from our court side, going to the Police and making complaints even though we do have them as clients. The stigma of that a) it happened to me and b) it happened within my community. So I'm betraying my community as

			well. A very hard barrier for many people to get over." (Court Support and Crisis Worker 05) "...from the date that I got the referral to when we were going to court it was only kind of one session. So when we were sitting in court, you know, preparing to go in and things, [I] did ask the question "How would you like to be, what pronouns do you like to be identified by"...She said "she/her" is how she likes to be identified, but just really pleased and relieved, I think that the stress was taken away." (Court Support Worker 01)
	Limitation: Migrant communities are not accessing agencies.	Court Support Worker interview.	"Unfortunately, we're still making our way into migrant communities... Because [North Island city] is so small they don't want the community to know what happened. Because that limits social things if there's a language barrier we have used overseas [translation services] from Australia, because the New Zealand communities are too small. My colleague has used or is coming up to use an interpreter for a case that's coming up, she has recently used a communications expert, which she said was fabulous. It was for a young person that was struggling to understand what the questions were and formulate answers. So that went down really well... sometimes, our clients don't want their community to know the specific details, which happens and the migrant refugee 'New' New Zealand has space as well." (Court Support and Crisis Worker 05)
	Limitation: Court Support Workers discussed the need for Court Support for under-18 year olds. This is currently not funded as part of the Court Support Service.	Court Support worker interview.	"We've got a young person at the age of about 16 17, who's trying to get on with their life whose life has been put completely on hold because of our court system." (Court Support and Crisis Worker 03) One Court Support Worker discussed the lack of funding to support under-18 years olds and the high number of under-18 year olds accessing their service. The agency is supporting under-18 year olds despite lack of funding.

	Limitation: Some Court Support Workers would like more training and information on how to support the specific needs of diverse groups such as disabled and neurodiverse people, and rainbow communities.	Court Support Worker interviews.	"Awareness is good but we also need more information, how to actually, you know, offer good quality service. So people talk about that okay, a disabled person can understand disability and Māori person can understand Māori. But in practicality you have staff working with client, you cannot expect that and so you need to train your staff. So, we need more appropriate trainings." (Court Support and Crisis Worker 07)
Brokering with the criminal justice system; stakeholder relationships and victim/survivor advocacy.	Victim/survivors always have a central person to advocate for them with other justice stakeholders, particularly in situations where other relationships have broken down.	Court Support Worker interviews; Outcomes Hui.	"…we support in bail views if need be. But the Court Victim Advisors do that, but we can stop gap if the client isn't working with the Court Victim Advisor or if the relationship with the Officer in Charge is broken down, which often does happen. We can be that glue in the middle so that helps with the Police, prosecution and the court. So, it's kind of being like the centre of the storm sometimes." (Court Support Worker 10)
	The Court Support Service means that victim/survivors understand their rights.	Victim/survivor interviews; Court Support Worker interviews; Court Victim Advisor interviews; Outcomes Hui.	"She [the Court Support Worker] gave me a lot of information… The benefit was just the sense of someone understanding, someone knowing, and not feeling so broken." (Victim/survivor 07) "The other thing that's really important in terms of that advocacy is ensuring that the survivors understand what their rights are, like: 'No, you don't have to just go to the Police on that day, because that's when suits them'. Like, you can say: 'Actually, I don't have childcare on that day, or I don't feel emotionally stable today. Or do I really need to have this meeting?". (Court Support Worker 06)
Victim/survivors have preparation for, and guidance through, a complex criminal justice system.	Victim/survivors understand the legal terminology, roles and processes in the criminal justice system.	Victim/survivor interviews; Court Support Worker interviews; Court Victim Advisor interviews; Outcomes Hui.	"She made a huge difference to me. She talked me through a lot of the process that I didn't know was happening. She opened the door for me to really understand what was going on in the legal terms of things that I didn't understand." (Victim/survivor 04) "And then before the first court date, she talked me through what would happen in court. So I knew what to expect, what they would say, how they would say it. She gave me a rundown on some of the lingo they'd use." (Victim/survivor 07)

			"[The Court Support role] allows us to be what I call, like a translator for the Police and court staff and Crown prosecution. Because sometimes they talk to survivors...in a way, which is just-, the language is so technical. And I only know it because I've had an opportunity to hear it over and over again." (Court Support Worker 06)
	Victim/survivors are prepared to give evidence in court.	Victim/survivor interviews; Court Support Worker interviews.	"Because when I was in the stand, I was like, holy, that [conversations with Court Support Worker] actually prepared me. And it was that simple. Because you think: 'There's-, surely that's not enough?'. Like I need to do more work. But no, just them [Court Support Worker] saying: 'Tell your truth, take your time'. Yeah, it was all the preparation you need. But I don't know how you would have told me that pre-court. That that's actually all you need." (Victim/survivor 05) "In those moments when they [victim/survivors] feel hit by a tsunami, with the line of questioning, they can sort of think: 'Ah, this is what [Court Support Worker] was talking about, this is what I can do…so that they will hear my words." (Court Support Worker 10)
	Victim/survivors and whānau are supported in writing victim impact statements.	Victim/survivor interviews; Court Support Worker interviews.	"And she helped me with my victim impact statement. So usually, I'm quite articulate when it comes to writing things down, but when I was trying to do that-. I tried to write it on my own at first. And I couldn't – not process – but I couldn't put down the words in the order that I was trying to think them. It was all very jumbled. So I went to [Court Support Worker] and I said: 'Look, I'm really struggling' and then so we sat down on the comfy couches ... And she was: 'Okay, write down, just words that you feel'. So I'd find them, she wrote down the list. And then she goes: 'Okay, what have you…', you know, she talked me through it. And it was absolutely amazing. It was, in the end, it was a bloody good victim impact statement, but I needed her help to pull it out of my brain." (Victim/survivor 07)

	Post-court support is vital for wellbeing of victim/survivors.	Victim/survivor interviews; Court Support Worker interviews; Court Victim Advisor interviews.	"Even after the court, even after the process ended with court, I'd still see her, we'd still email. And then over time, the frequency of appointments decreased. But she always would email and just check in: 'How are you doing? What's been going on? You okay? What have you been up to?'. And even sometimes, it doesn't have to be the whole house, your mental health, it was just: 'How's your week been?'. So it didn't-, she didn't just focus on the assault. It's kind of like she took hold of me as a whole ... And then over time, we just kind of fizzled out. But it was like, okay, when she said to me: 'Do you still need me?' And, you know, I kind of-, this is through email, and she said it in a real lovely way and everything. And I was thinking to myself, you know, I've got my psychologist and court's done with, the person [perpetrator] actually lives in [another town]. So I knew I wouldn't have to see him. But, yeah, I think I emailed back and I said: 'I think I'm good now'... So we communicated for a good few months after everything happened. It wasn't just: 'Court's done now, I'm not gonna support you anymore'. It was a full on process." (Victim/ survivor 07) "The aftercare outside of the court, the ongoing support is with that agency and that gets followed through, which is really important." (Court Victim Advisor 03) "Most of [our work] is forming that relationship so that [victim/survivors] know whatever happens that you have the[ir] back as an agency. We don't leave clients. So even when the court case is finished, we're still working with the client until they get to a point where they say "I'm okay."… We don't [say]: 'Just one session after the court case and/or the sentencing. And then you're right'. We don't operate like that. So as long as the client feels that they need our service...our door is always open." (Court Support and Crisis Worker 05)
	Limitation: Victim/survivors feel abandoned when there is no post-trial follow-up.	Victim/survivor interviews.	Several victim/survivors we interviewed didn't receive post-court support and talked about feeling dropped by the system and not being sure if they could access post-court support from agencies. One

			victim/survivor did follow up with an agency after the interview and received an appointment within a week. "...the day after the trial, I had gone back to the to the Police and the lawyer that was on my case for me, and I feel like it would have been really good to have a Court Support person there as well. I did have a friend with me. But that day was quite hard." (Victim/survivor 03)
Provision of psycho-social support throughout and after the court process.	Court Support Workers can help the victim/survivor manage and reduce anxiety of going through the court process. Court Support Workers also help victim/survivors develop coping strategies to manage flashbacks and the stress of a court trial.	Victim/survivor interviews; Court Support Worker interviews; Court Victim Advisor interviews.	"So when I attended a court trial to support my client, her mother, her brother, and I think two other siblings were there, and they were quite devastated because of the long and tiring court process. I spent quite a long time in talking to the whānau as well. And, ...calming them down with some techniques like breathing....we tried together. And it was also important for my client to see her whānau understand the process, and feel calm and relaxed, because otherwise the anxiety was transferring to her. So I tried to support both victim and whānau, yeah." (Court Support Worker 07) "What has the most beneficial impact, I think, learning the psychosocial skills, to manage anxiety, there's the stress leading up to the trial. But also having somebody who's familiar with the process, from a victim's perspective. And being able to validate and acknowledge the feelings as they go through the process as things progress, and to also anticipate what's going to happen and what it might mean for the survivor... I provide psychoeducation to clients around managing anxiety, managing and coping strategies to build resiliency, to manage triggers, manage flashbacks, and anxiety and stress often, in PTSD [Post-Traumatic Stress Disorder] symptoms often increase as time gets closer to the trial." (Court Support Worker 04) "They've [Court Support Workers] got really good skills at de-escalation, which is really important during a trial because they are going to get escalated...They can calm a panic attack, like you wouldn't believe and it's just, that is so valuable, because people are going to get heightened, it's just expected." (Court Victim Advisor 01)

	Victim/survivors feel supported in court and throughout the court proceedings.	Victim/survivor interviews; Court Support Worker interviews.	"I felt safe even going to court and, well not safe, but I felt a bit more settled when I had to go to court." (Victim/survivor 06) "She was very helpful. The two ladies that I ever dealt with through [Court Support Service Agency] in the court system were absolutely amazing. They made a massive difference to the process. Even though there was massive gaps in between me having any contact with anyone. They did make a difference." (Victim/survivor 04)
	Limitation: Lack of Kaupapa Māori Court Support Workers.	Court Victim Advisors; Court Support Worker interviews.	Court Victim Advisors stated that was 'essential' that there was development of Kaupapa Māori Court Support Workers and agencies. Some agencies did have good relationships with Marae and Kaupapa Māori organisations and referred service users.

KEQ 2 – What has the establishment of the Court Support Service meant for frontline staff (who may have already been providing Crisis Support)?

Significant change story

Before the establishment of the Court Support Service, there was some court support available to victim/survivors, but it was delivered either through a couple of small contracts with MSD, or some Crisis Service staff would attend court to support victim/survivors. This was often in addition to their Crisis Service work or other work and conducted without established relationships with court staff. The new funding for the Court Support Service has meant that staff can dedicate time and resources to the delivery of support for victim/survivors going through court and that their role can be seen as legitimate across the agencies involved in the court process. The initial stages of the development of the Court Support Service have been difficult for staff. They were tasked with developing the role, building relationships with court staff and other agencies and also providing support to victim/survivors at the same time.

Results and evidence

Outcome	Results statement	Source of evidence	Examples of evidence
Staff have time to dedicate to the provision of Court Support Services.	Staff can focus on victim/survivor needs and support the victim/survivors.	Court Support Worker interviews.	"So, the funding has actually meant that instead of this [Court Support work] being hidden within a crisis role, and survivors getting a very ad hoc system, we've been able to streamline our system, we've built those relationships [with criminal justice agencies], we've got a dedicated person." (Court Support and Crisis Worker 03) "And then from there working together to best see what support is required, and how to support because obviously, every case is different. It can go from liaising with a victim and [Crisis Service], for example, to organise transport, accommodation; around that space. It could look like going to the police and being included in reviewing, watching the EVI's [Evidential Video Interview] prior to court, also working with Crown and when Crown are to meet with the complainant and their whānau if required, that we're present or I'm present in that process. And then also with the Court Victim Advisors, advising them and letting them know that I'm coming on board, as a court support, a court support for that particular whānau. The purpose for that is to make sure that we're all on the same page, that we all have a part to play in that support process". (Court Support Worker 09)
	Staff can focus on building strong relationships with justice agencies and personnel to build wraparound support for the victim/survivors.	Court Support Worker interviews; Court Victim Advisor interviews.	"Well, I feel really connected to the Victim Advisors at the courts where I work [...] And we have a really good working relationship. I just work at maintaining our relationship and our communication. I feel really confident and solid with those guys. They'll often contact me directly. If they have a client that doesn't have support yet or hasn't been referred to us. With the police I think, that's fairly good ... But I think on the whole, once I have worked with people, when they see the difference that it can make, prosecutors I mean, and police and the CVAs, then they usually are quite positive of me being and getting engaged with the client. I feel pretty good about that". (Court Support Worker 04)
	Staff can start to develop best practise for the role.	Court Support Worker interviews; Outcomes Hui.	"And the funding's allowed me to try and develop, and this is the key I think, was what should happen is there should be a best practice. And we should all be adhering to that best practice and, and I've got an idea of what I think that best practice is, but I would love to hear other people's and learn from what

			other people are doing. And I just feel like is none of that going on". (Court Support and Crisis Worker 03)
	Limitation: Court Support Workers want nationally consistent training and support.	Court Support Worker interviews; Court Victim Advisor interviews.	"There have been huge gaps, because there's been no formal training from this role, as far as I'm aware". (Court Support Worker 04) "How do you give a contract with funding to organisations and then you don't support them by doing the most basic, develop a training? And I think that there's no connection, it would be great if all the Court Support staff across the country [connected]. And my understanding is, there's what 12 or 13 of us? Why hasn't someone had the initiative to bring us together? Because there's a lot of value and sharing stories". (Court Support Worker 09) One Court Victim Advisor expressed concern that inadequate training could lead to a mistrial. "So sexual violence victims, they're coming into the space and, we all know what the criminal justice system is like, it's fraught with delays and confusion and tension. And so if we have someone [Court Support Worker] that's not particularly experienced, the best case scenario is that they sort of mislead or raise expectations of a victim. [The] worst case scenario, we're looking at mistrials". (Court Victim Advisor 05) "I would like to be assured that, particularly in the debriefing, that Court Support people are trained, so that they know the kinds of things that they can talk to the complainant about, for example…. And I think that also would, would help me to be able to explain the role to a complainant who's a client of our service". (Court Victim Advisor 04)
	Limitation: Court Support Workers want more support in building relationships with justice agencies and personnel.	Court Support Worker interviews.	"I cannot stress how difficult it was to establish our service without the people who gave us the money, MSD, having even done an intro about us coming. And then we come and everyone's like: 'Well, never knew about you guys coming. This is my space.' So, the Court Victim Advisors found it really [hard], I think a lot of their work involved, supporting people...and then when we came, that was our role. And the way I see it, they support the process, and we support the person. But they support the person before, and I saw that a lot of them felt maybe we were coming and stepping on their toes. That was hard, because then it created this real difficulty where I think there were issues with getting referrals from them because they weren't happy with us being there... The relationship's really good now and it's not the same Court Support Workers but it was it was really bad before and it was actually

			impacting negatively...on clients. And I think that's directly from there being no communication from the funders... I don't even think people knew there was Court Support Workers coming let alone it would be us, so yeah, it was really not good". (Court Support Worker 02) "It feels like a bit of a constant battle sometimes with the police and the Crown prosecutor just because of the turnover of staff and having to re-educate people on the role and why I'm doing what I'm doing, and what I'm doing." (Court Support Worker 04) "But here [North Island City] even some police know about us, some don't...So how do the stakeholders and trials and court process learn of this in-court support role so that it becomes credible and reliable and trustworthy?" (Court Support Worker 10)
	Dedicated Court Support role meant that resources for victim/survivors were developed.	Court Support Worker interviews.	"There has been some really amazing resources created ... they've been a sector-led initiative by [sexual violence agency]. And they have created these, like, incredible resources for clients who are going through [court] and I thought, like, they'd be good for someone like me if I was going through the court, but they're also great for someone who might have learning disabilities, or who might want to go back and read it later, or show their family to help them understand what, you know, quite accessible....they were good. But you know, they're not specifically under any type of community". (Court Support Worker 02)
	Limitation: Court Support Workers described the challenges of their work and the need for more staff, and more time to develop the role.	Court Support Worker interviews.	"You can only commit to one trial a week really, I've tried to do more before and it doesn't work. It can be very emotionally taxing work as well. Say if I've got a trial at the beginning of the week, and then a sentencing at the end of the week, those are very emotional experiences. It's tricky, because I think we need a lot more staff." (Court Support Worker 04) "I think when you don't have enough workers, it means you have to say no to certain trials, when you say no to certain trials then of course that impacts whether or not people refer to you or continue to refer to you." (Court Support Worker 09) "One of the challenges that we've got with this is that I am doing the work, and then also trying to establish those sorts of programmes and frameworks while I'm doing it. And then of course, you have to prioritise the doing of it, because you have people with crisis, urgent needs, right then and there. And

			so, there's this juggle of like, needing to have a good amount of time carved out to [develop resources].” (Court Support Worker 06)

KEQ 3 - To what extent does the new service add value, beyond that of existing services?

Significant change story

Prior to the establishment of Court Support Services, multiple agencies were engaging with the victim/survivors at different points in the process at the same time as fulfilling other roles within the criminal justice process. The establishment of Court Support Services means that those other agencies can focus more specifically on their role and have one point of contact to get in touch with victim/survivors. This can free them up to focus on other aspects of their role, including in some cases providing support to whānau/supporters of victim/survivors.

Results and evidence

Outcome	Results Statement	Source of Evidence	Examples of evidence
Sustained victim/survivor engagement with the court system.	Victim/survivors are stabilised by holistic support and are more likely to remain engaged with the justice process.	Court Support Worker interviews; victim/survivor interviews; Court Victim Advisor interviews.	“She rang me in the morning, every day before trial, she would ring me before I went to sleep. She would check in, she would send me text messages to reassure me that I'm strong and that I can do this, we're on the homestretch now as she would say. I felt like they [criminal justice system] just dropped me and this lady wasn't doing that. Her support really did help me, because literally, I didn't want to go.” (Victim/survivor 04) “But clients will often say, I don't know how I would have got through that without you. And I think what that means is that it did provide a solid sense of grounding and support throughout the process. I do think that this role means that more people come forward, and more people continue [through]… So, it does help mitigate a lot of psychological harm. That would be worse if they were to go through it by themselves.” (Court Support Worker 04) “It's another backstop, it’s another person checking in so that if you start to hear: ‘I just don't think I can do this anymore, Oh God it's gone on for so long’, or: ‘I'm starting to get really worried about the defendant’s family’ or whatever, you can hopefully head that off at the pass.” (Court Victim Advisor 01)

Victim/survivor needs from the criminal justice system are better addressed.	Victim/survivors experience less disruption and inconsistency in their interactions with the criminal justice system.	Victim/survivor interviews; Court Support Worker interviews; Court Victim Advisor interviews.	"I think I've seen it three times since I've been here, where you've had this amazing communication between Crown and a really proactive OC [Officer in Charge] and an excellent relationship between court, victim, court services for victim and the support service. So when all are in sync, it's just this clean, smooth process. And you know, that the victim is on, you know, essentially giving this, this harrowing account of what's happened to them. But they every part of the process has been this wraparound support. You know, the OC keeps them well informed. The OC has communicated well with us, we've communicated and with Court Support, we've all been coordinated around how we're going to support the victim." (Court Victim Advisor 05) "The purpose for that [relationship building] is to make sure that we're all on the same page, that we all have a part to pay in that support process." (Court Support Worker 09)
Court Victim Advisors reported improved workflow and an increased capacity to ensure victim/survivor needs are met.	Court Victim Advisors discussed how the Court Support Worker role meant that Court Victim Advisors have more capacity to support whānau and supporters of victim/survivors.	Court Victim Advisor interviews; Court Support Worker interviews; victim/survivor interviews.	"I noticed the difference in a jury trial, where we've got the Court Support Worker here and when we don't, because when we don't, I am much more on edge, unable to get on with my other work… It is so much better knowing at least if this victim comes back for a break a cross examination, they've got a trained person here who knows the boundaries and is going to comfort them." (Court Victim Advisor 01) "It is difficult for CVAs alone to attend to victims and whānau. Especially where they are having to monitor family and supporters' communications with the victim to ensure there is no discussion about evidence or about the defendant that might compromise the trial. These two functions [c.f. emotional support to victim/survivors] are at odds with each other." (Court Victim Advisor 06) "I think even if a client comes along, and perhaps his mom or sister or whoever…[having] a support worker, that's hugely beneficial…it's someone a bit neutral in the room…[to communicate] things that maybe Mum doesn't know about." (Court Victim Advisor 01) "I wouldn't expect that the Court Support person would be expected to also have included in their role supporting the family while they're in the whānau room, for example... [The] in-court support person supports the complainant and you support the whānau if that kind of works." (Court Victim Advisor 04)

Victim/survivor interactions with Police are improved as Court Support Workers can advocate for victim/survivor needs.	Police may not be well versed in interacting with victim/survivors and can lack the capacity to ensure their responsibilities are executed. Court Support Workers ensure victim/survivor needs are met.	Court Support Worker interviews; victim/survivor interviews.	"You need to work in tandem with Police and [while] they are pretty fantastic they forget a lot of things and they are chasing their tails, but it's probably the workload... Making sure that their [victim/survivor] needs are going to be met on that day." (Court Support Worker 01) "Arranging food for lunch and things that often Police forget, because they're so tied up with other things; they forget about the Police allowance for the day." (Court Support Worker 05) "I just think it's so important because the survivors need to know what their rights are, when the Police contact them, that can be quite intimidating... Police also need to understand the impact that sexual violence has on people. They need to...consider what might be happening for them in their day. I mean, I've heard some horrendous things - that Police have contacted survivors and said, "You need to be here on this day at this time". And they've [victim/survivors] asked me to come and support them. And it's just been something that was like not the right place, not the right time, not the right conversation to be having for the person." (Court Support Worker 06)
Court Support Workers can support diverse identities and needs of victim/survivors going through the court system.	Court Support Workers have skills in working with diverse needs. However, victim/survivors are a highly diverse group and there is a need for a more structured approach to workforce and diversity training.	Court Support Worker interviews; victim/survivor interviews.	"I think training and upskilling around working with whānau; training upskilling and working with diverse populations as well." (Court Support Worker 02) "We need to ensure that we have a good understanding of the different communities that we're working with. And so that's about us upskilling and doing that training to ensure that we are able to work with Māori, Pasifika, queer, disability communities, other ethnic minorities, etc. So that that's on us to have the upskilling and the training, and we have done quite a bit of that as a team. And we've got a couple more, actually workshops and trainings coming up, which are helping with our understandings of those communities. So that's really great." (Court Support Worker 06)

6. Findings and Implications

In this section, we provide an overview of the key findings and implications for the new Court Support Service. We also make recommendations for how MSD should apply findings to support future phases of the development of Court Support Services.

KEQ 1: What are the impacts of the Ministry of Social Development's new Court Support Service (funded by Budget-19) for service users and whānau/supporters?

When Court Support Workers have the opportunity for comprehensive training in the court system and have established relationships with Police, Court Victim Advisors and other key justice staff, the new Court Support Service provides ongoing wraparound support for victim/survivors as they move through court processes. This wraparound support attends to their holistic needs and can include support related to housing, childcare and/or health. Support goes beyond the immediacy of the court processes but is vital to stabilising victim/survivors who enter the stressful environment of court.

Key to the success of the Court Support Service is that they provide one central point of contact for victim/survivors to access when they need it. Should they have any questions about the process, it was clear they could get in touch with the Court Support Worker who would be able to find out the answers to their questions and support them as needed. For victim/survivors, this meant that their needs were centred. Prior to the establishment of the Court Support Service, victim/survivors engaged with a number of different agencies who addressed different needs. Now, victim/survivors have one point of contact whose role is to focus on the needs of the survivor rather than the needs of the criminal justice system. The Court Support Worker can act as a broker to bring together all avenues of the criminal justice system. The Court Support Worker can engage directly with Police, CVAs or other people involved in court processes, lessening the burden on victim/survivors to keep track of all the different people. The Court Support Worker then acts as one point of contact for the survivor and can advocate for their needs with the other agencies involved. For example, a Court Support Worker described how she engaged with the Police to find an alternate way for a victim/survivor to complete their victim impact statement.

Centring the needs of survivors through this process also meant providing separate support for whānau and other supporters. Sometimes Court Support Workers would connect whānau with other agencies and/or marae. CVAs also play a role in supporting whānau in court. Whānau members were able to have their own emotional needs met while also having a better understanding of court processes. Without separate support for whānau/supporters, often the burden

would rest on the victim/survivors to provide emotional support as well as information about court processes to their whānau/supporters.

Court Support Workers talked about professional development opportunities to enable them to better support Māori, people with disabilities and members of Rainbow communities. They would like further skill development across these areas, but also in supporting migrant communities, especially those who may be in small, isolated communities and who may need support through an interpreter.

While we heard many stories that demonstrated the positive impact of the new Court Support Service, equally clear were stories that demonstrated the distress that victim/survivors experienced when the comprehensive support was unavailable. The lack of availability of comprehensive support was sometimes due to referrals from Police coming in too late (e.g. less than 6 weeks before the court date), or because the Court Support Service did not have the capacity to take on additional victim/survivors. There was also a noticeable difference in the experiences of victim/survivors when the Court Support Worker they met with had extensive experience with the criminal justice system compared with those without the benefit of that experience or the established relationships.

We were able to talk with a couple of victim/survivors that did not have a Court Support Worker, primarily because their trial was prior to the introduction of the Court Support Service. From their stories, it was clear that the lack of this comprehensive support resulted in a more distressing court experience, for those who decided to go through the criminal justice system. They described feeling alone, stressed and unsupported. There was a lack of psycho-social support which led to some victim/survivors experiencing distress and re-traumatisation. Some of the victim/survivors decided to not go through with the court process out of the fear of re-victimisation.

Through this evaluation we heard stories where victim/survivors were supported, and stories where they were not. What was clear across all those stories was that when the Court Support Service was delivered by workers who had deep knowledge of the criminal justice processes and relationships with key people in the Police and court, victim/survivors were better able to engage with the court processes while feeling supported through those procedures.

KEQ 2: What has the establishment of the Court Support Service meant for frontline staff (who may have already been providing Crisis Support)?

The new Court Support Service has allowed frontline staff to focus in a dedicated way on providing holistic support to victim/survivors. As a new service, the frontline workers were faced with creating resources, forging new relationships and establishing the boundaries of their role. The time spent developing the role and associated resources meant that at times they have not been able to meet all the needs of victim/survivors. As the role becomes more established, with better training and networking support, these challenges will likely diminish.

In areas where Court Support Workers already had familiarity with court processes and established relationships with the different agencies within the justice sector the introduction of this new service has been smoother than in areas where these conditions did not exist. Establishing trust between the Court Support Worker and others involved with the court processes (e.g. Police, CVAs) was vital to ensuring that referrals were made to the Court Support Workers in time and that they were given relevant information to meet the needs of victim/survivors. This was evident in accounts where Court Support Workers described good relationships with key stakeholders, which allowed them to meet the needs of the victim/survivor. It was also evident in stories from Court Support Workers who were not able to establish trusting relationships (often because they were unknown to the individuals in the other agencies). In some cases, the Police refused to change their referral pathways or Court Support Workers were not given information relevant to the court case that would help them support the victim/survivor. To date, the responsibility for building these relationships rests with the Court Support Worker, but it was difficult to establish the legitimacy of the role without external endorsement. Centralised communications from MSD and the Ministry of Justice to Police, CVAs and other criminal justice staff is needed to ensure they understand the legitimacy and relevance of the new Court Support Service. This would remove the burden of this work from the Court Support Workers.

Court Support Workers often supported victim/survivors to access support available through other agencies such as Victim Support or Police. For instance, there is funding available through Victim Support to assist victims getting to court, and Police are generally responsible for ensuring that victims get lunch while at court. We heard many stories where Court Support Workers were transporting victim/survivors to court and/or providing lunch for them. These services were additional to their role and not renumerated. Many staff mentioned they paid for lunch out of their personal money. Because Court Support Workers provide holistic support for victim/survivors they are well positioned to provide transport and/or lunch. However, historical funding structures place these responsibilities with other agencies. It would be beneficial to review how transport, lunch and other various requirements are funded.

Overall, while the new service is making a strong and positive impact on victim/survivors, the impact on staff has been difficult. Many staff said they were heading toward burnout, that they cannot meet the needs of all victim/survivors and that it is emotionally draining work. These negative impacts were due to high caseloads, a lack of centralised training, a lack of additional support to develop the role and a lack of external support to build the necessary relationships with key stakeholders to make their role successful. As the service continues to grow and develop, attending to these stress points (caseloads, training, role development and relationship management) will provide a more sustainable and less taxing experience for Court Support Workers.

KEQ 3: To what extent does the new service add value, beyond that of existing services?

The new Court Support Service acts to stabilise and support victim/survivors through justice processes. For the justice sector, this means that victim/survivors are better prepared for court. They have a better understanding of court processes, increased skills to manage the anxiety and stress associated with going to court, and have greater clarity about their wishes and needs.

Staff with deep knowledge of justice processes and good relationships with Police, Victim Support and the courts were able to provide victim/survivors with psychosocial, emotional, and practical support that enhanced procedural justice. Importantly, Court Support Workers are able to provide holistic wraparound support. This support may include asking them about all aspects of their lives including health, housing, childcare, social supports, transportation and food. Where issues are identified, the Court Support Worker can refer and connect them with appropriate support organisations. It may mean a referral to their GP (general practitioner) to adjust medications, or connect them with other NGOs to increase the level of support provided. While not directly related to court processes, this support is vital to ensure that the victim/survivor is stabilised before engaging with court processes. The court process is already highly stressful, reducing or eliminating other sources of stress in their lives means that the victim/survivor has more energy to focus on the court processes.

While we do not have data related to attrition, a number of the victim/survivors we interviewed said they had been ready to withdraw from the process but that the Court Support Worker allowed them to remain engaged.

7. Recommendations:

To further develop the Court Support Service, it is recommended that MSD should:

1. Ensure alignment between the specifications for the Court Support role and funding to provide holistic wraparound support. Support should be able to start at least 6 weeks ahead of the court date to several months post-court. Holistic support can vary, but may include support to address housing, childcare, transportation or health needs.
2. Work in collaboration with Court Support Service agencies, to develop best-practice guidelines about Court Support practices which take into consideration Māori and Pasifika world views.
3. Develop psycho-social support (eg information on court processes and emotional support) mechanisms for whānau and supporters. These support mechanisms should be separate from victim/survivor supports.
4. Increase funding for the Court Support role to enable more availability of Court Support Workers.
5. Recognise that this is a new service that requires time to be developed and embedded. Funding should be allocated to ensure time and space for development of the role, resources and training.
6. Develop a forum for Court Support staff to share challenges and solutions.

To ensure the Court Support role is fully embedded with the court processes, MSD and Ministry of Justice should work together to:

1. Ensure that the Police and Court Staff are aware of the Court Support Service and understand referral pathways into the service.
2. Review how court-related funding for victim/survivors (eg for transport and lunch-related costs) are allocated.

Future evaluation work with the sector should explore other avenues to understand the experiences of victim/survivors in the court system, that minimise contact with victim/survivors post-service. Specific suggestions include:

1. When looking to recruit participants, we caution against using social media to recruit such a specific population of participants. If social media is used, we recommend not mentioning payment or vouchers in the posts.
2. Future studies with participants who have experienced crisis should fund sessions of counselling (when required) to mitigate additional strain on service providers.
3. We recommend that research and evaluation that involves participation from people involved in lengthy, emotionally demanding experiences limit the demand on those participants and find creative ways of accessing their experiences. Some suggestions include:
   a) The development of a central database of information collected across the sector to capture a range of victim/survivor specific information without needing to engage directly.

b) Collecting brief and specific feedback during services. For instance, a question like: "In hindsight, what else may have been helpful for you while you were going through the court process?".

4. To understand Kaupapa Māori agencies' experiences with the new Court Support Service, either a Kaupapa Māori or Māori-led evaluation is required.

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Appendix A - Previous evaluation activities

Early evaluation activities were conducted by the sexual violence research and evaluation team based within Insights MSD. The development of the service-specific logic models and baseline survey, which are of most relevance to the current report, alongside the co-design of service measures, are outlined below.

The Budget-19 sexual violence evaluation work programme comprises a range of activities, including:

1. Development of service-specific logic models.
2. A baseline survey to understand plans and expectations for the Budget-19 funding.
3. The co-design of 'better' service measures.
4. In-depth service-specific evaluations to explore key areas of impact in detail.
5. A follow-up survey to determine whether plans and expectations were met, and if not, what the barriers and additional support needs are.

An evaluation approach for the workstream (developed by MSD) is Collaborative Realist and draws on Realist Evaluation and Collaborative Outcomes Reporting. It is a theory-driven approach that allows for mixed methods[19], explores the role of context, and meaningfully involves stakeholders in the evaluation process. A Collaborative Realist approach aims to go beyond the simple question of 'does it work?' or 'what works?' to understand 'what works for whom, in what circumstances, and how?'.

This evaluation is an aspect of the fourth step in the outline above and focuses on the impact of Budget-19 funding of the Court Support Service on frontline staff, victim/survivors and their whānau/supporters, and service integration.

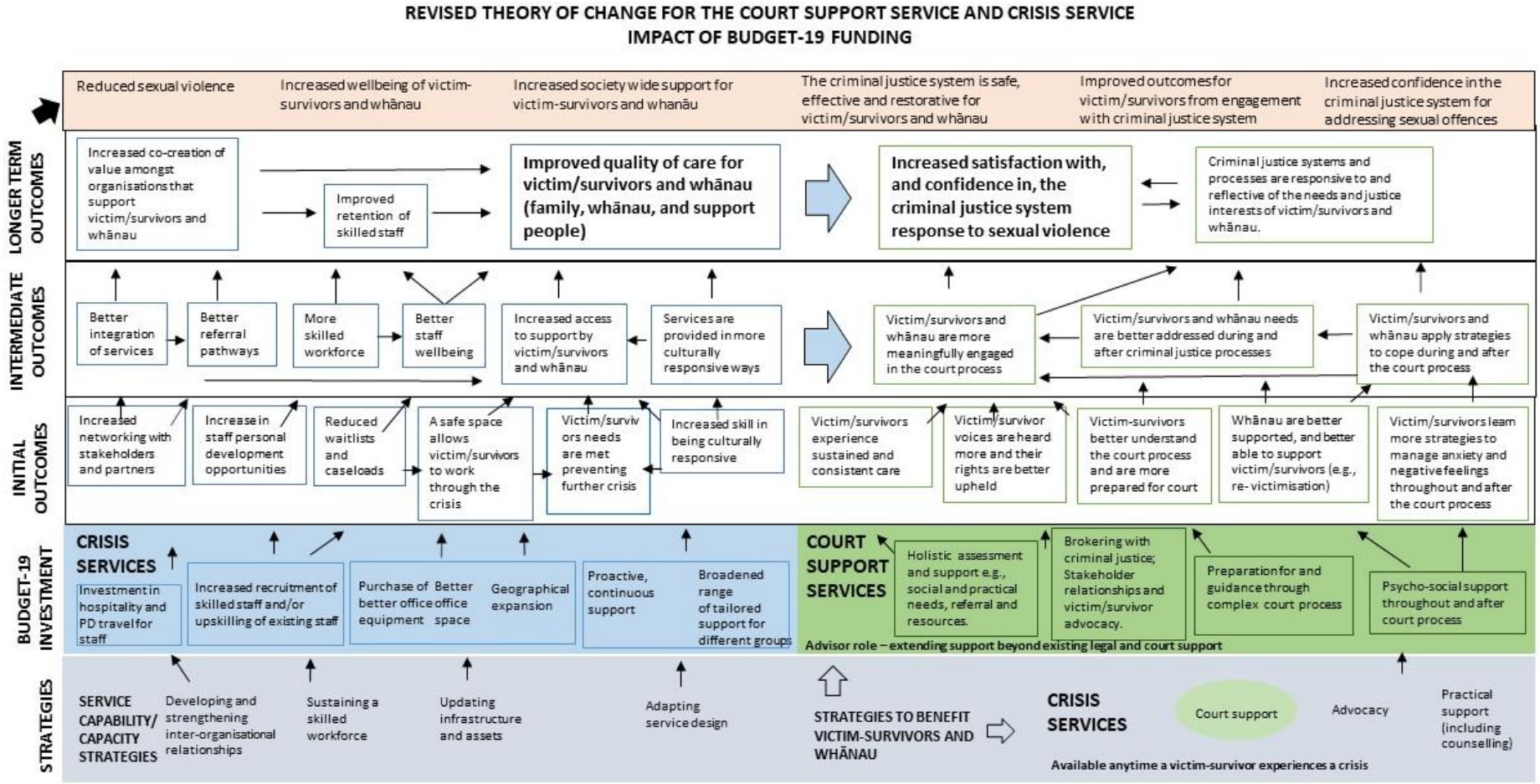
Development of service-specific logic models

Service-specific logic models were developed throughout late 2020 and early 2021 for the Crisis Service, Male Survivors of Sexual Abuse (MSSA) Service, Non-Mandated Harmful Sexual Behaviour (NM-HSB) Service and Court Support Services to inform subsequent evaluation activities.

The models were co-designed by the research team at MSD and refined with service partners via a series of workshops. The logic models detail the overarching goal of each service, and the long and short-term outcomes required to achieve that goal. They also make explicit how the organisational resources, support activities, and contextual factors (eg the ability to recruit staff and maintain their wellbeing) connect through to these outcomes.

[19] Our evaluation was based only on qualitative methods.

Appendix B - Revised Theory of Change



Appendix C - Assumptions and external influences

This section includes the assumptions and external influences associated with the theory of change that was designed to guide the evaluation.

Assumptions

Crisis Services

Assumptions that have to be true for outcomes in the theory of change to occur (associated with Budget-19 funding in the Crisis Service) include:

Te Tiriti o Waitangi

- Service providers understand and have a commitment to honouring Te Tiriti o Waitangi in what they do.

Sector capacity

- Service providers have (or can build) effective, trust-based relationships with other relevant agencies and services (eg sexual violence services and other services such as hospitals and Police).
- There is effective coordination of Crisis and other relevant support services that results in more responsive referral pathways.
- Victim/survivors and whānau/supporters are able to access the support of other services as needed and in a timely manner (including long-term wraparound support).
- All services will allow ease of access (eg be in an accessible location and be designed for people with mobility or other impairments).
- If increased numbers of victim/survivors and whānau/supporters can access more services, then all service providers (including those without an Oranga Tamariki contract, which funds services for those under 18) will have the experience and skills to work with whānau/supporters, including younger families.

Workforce development

- There will be a pool of staff available if Budget-19 funding is to be used for recruiting additional service staff.
- Service providers can recruit and/or train and retain staff with suitable skills, experience, and/or qualifications, and personal characteristics to be culturally responsive to diverse communities of victim/survivors and whānau/supporters.
- There is adequate quality workforce development (including professional development and networks and relationship building) to enable effective engagement with diverse communities of victim/survivors and whānau/supporters (eg Māori, Pasifika, Rainbow, and disability communities).

Organisational capability

- Service providers are able to learn, and then apply what is learned, from capacity building activities associated with MSD's Budget-19 work programme (eg in monitoring and reporting).
- Governance and leadership bodies have the skills and resources to manage service development related to Budget-19 funding.
- There are appropriate management systems in place to effectively manage service development and provision related to Budget-19 funding.

Court Support Service

Key assumptions, that have to be true for outcomes in the theory of change to occur (associated with Budget-19 funding in the Court Support Service) include:

Te Tiriti o Waitangi

- Service providers understand and have a commitment to honouring the Te Tiriti o Waitangi in what they do.

Sector capacity

- Service providers have (or can build) effective, trust-based relationships with other relevant agencies and services (eg sexual violence services and other services such as hospitals and Police).
- Other agencies and services are aware of, and supportive of, the additional Budget-19 funded Court Support Worker role, especially the Police and court personnel (eg Court Victim Advisors).
- Providers of the Court Services actively promote the new Budget-19 funded Service.
- Court Support Workers work in a collaborative way with other agencies, including the Police and court personnel to ensure that victim/survivors can access support when they need it.
- Court Support Workers have the ability to refer victim/survivors and/or whānau/supporters on to other support where needed (eg they have the capacity to refer and referral agencies have the capacity to receive referrals), including at the end of service.
- Other service providers will have the capacity to offer longer-term and wrap around support.

Workforce development

- Court Support Workers have the skills and networks required to effectively advocate for the victim/survivor and whānau/supporters, ensure their rights are upheld, and to engage effectively with Police and court personnel.
- Information provided about the court service is audience appropriate for diverse communities of victim/survivors and whānau/supporters (eg Māori, Pasifika, Rainbow, and disability communities).
- Service providers can recruit and/or train and retain Court Support Workers with suitable skills, experience, and/or qualifications, and personal characteristics service to: (a.) be culturally responsive to diverse communities of victim/survivors and whānau/supporters; and (b.) transfer knowledge about the court process and criminal justice system.

- Court Support Workers are a 'good fit' to enable a trusted and respectful relationship between Court Victim Advisors and victim/survivors and their whānau/supporters.

Organisational capability

- Service providers are able to learn, and then apply what is learned, from capacity building activities associated with MSD's Budget-19 work programme (eg in monitoring and reporting).
- Governance and leadership bodies have the skills and resources to manage service development related to Budget-19 funding.
- There are appropriate management systems in place to effectively manage service development and provision related to Budget-19 funding.

External influences - Crisis Services and Court Services

The following external influences may impact negatively or positively on intended outcomes from Budget-19 funding shown in the integrated theory of change diagram.

Negative influences

- Changes in legislation that impact negatively on service activities and delivery.
- The involvement of other organisations (eg in the case of Court Services, Victim Support or Court Victim Advisors) who do not support services due to lack of knowledge about the service or 'buy in' to the Court Service.
- A lack of skilled staff to fill positions made possible by Budget-19 funding.
- Pandemics, disasters, protests, strikes, or similar events, which might affect access to services, delays in services (including in the Criminal Justice System), people presenting with a wider range of complex needs, or staff burnout, or similar barriers.
- Publicity around the harms of sexual violence and the need to better support victim/survivors (eg the #MeToo movement and the Royal Commission into Abuse in Care) may result in unmanageable caseloads.
- Services in geographical areas with less resources or accessible locations may be more inaccessible to victim/survivors and whānau/supporters living in those areas.
- Victim/survivors in small towns may be less likely to access a service due to confidentiality concerns.

Positive influences

- Changes in legislation that impact positively on service activities and delivery.
- Publicity around the harms of sexual violence and the need to better support victim - survivors (eg the #Me Too movement and the Royal Commission into abuse in care) may result in increased confidence by victim/survivors and whānau/supporters in the criminal justice system.
- Strengthened positive relationships between MSD with TOAH-NNEST and other stakeholders through the Budget-19 work programme.

- Increased support from iwi and hāpu for the Budget-19 work programme, where Budget-19 funding is perceived to benefit Māori victim/survivors and whānau and Kaupapa Māori service providers.

An increase in interest and investment by Government in initiatives that address inequities for diverse groups.

Appendix D – Ethics

Ethics approval was granted by University of Otago Ethics Committee. Reference Number: *23/002* [7th January 2023]

Participant Information Sheets and Consent Forms for each relevant evaluation activity are inserted below:

Feedback Hui

For the Feedback Hui participants were sent the Information sheet and the consent form. At the beginning of the hui, the main points of the consent form were discussed the participants.

Reference Number *23/002*

[7th January 2023]

IMPACT OF THE BUDGET – 19 FUNDING ON SEXUAL VIOLENCE SERVICES

INFORMATION SHEET FOR PARTICIPANTS (Frontline Staff: Feedback hui)

Thank you for showing an interest in this project. Please read this information sheet carefully before deciding whether or not to participate. If you decide to participate we thank you. If you decide not to take part there will be no disadvantage to you and we thank you for considering our request.

What is the Aim of the Project?

The aim of the project is to understand the impact of the government's Budget -19 on the sexual violence sector specifically crisis support and court services.

What Type of Participants are being sought?

We are looking for staff with expertise in the Crisis Support and/or Court Support services. The Ministry of Social Development and TOAH-NNEST gave us your details. With your permission, we are now checking with you to see if you are willing to participate in a feedback hui.

Once the evaluation is complete, there will be a publicly available report.

What will Participants be Asked to Do?

Should you agree to take part in this project, you will be asked to: participate in an online hui that will focus on the key findings and recommendations for change in the Crisis Support and Court Support services. You will be asked to give your feedback on what is working and what could improve in the Court Support Services and/or Crisis Support Services. The precise nature of the questions which will be asked have not been determined in advance, but will depend on the way the hui develops. Consequently, although the University of Otago Human Ethics Committee is aware of the general areas to be explored in the hui, the Committee has not been able to review the precise questions to be used.

In the event that the line of questioning does develop in such a way that you feel hesitant or uncomfortable you are reminded of your right to decline to answer any particular question(s) and also that you may withdraw from the hui without any disadvantage to yourself of any kind. If you share something you do not wish to be included in the research you can let us know afterwards.

We will do as much as we can to preserve your confidentiality. This includes asking for the information shared within the hui to remain confidential. We cannot however, guarantee that all members of the hui will maintain this confidentiality.

It is likely that we will use short quotes from the interviews in the report. We will remove any potentially identifying information from the quotes so no one will know who it comes from.

Please be aware that you may decide not to take part in the project without any disadvantage to yourself of any kind.

What Data or Information will be Collected and What Use will be Made of it?

The hui will be audio recorded then transcribed so we have an accurate record of what you say. The recordings and transcripts will be securely stored in such a way that only those mentioned below will be able to gain access to it. Information obtained as a result of the research will be retained for **at least 5 years** in secure storage. Any personal information held on the participants (contact details used to arrange the interview) may be destroyed at the completion of the research even though the data derived from the research will, in most cases, be kept for much longer or possibly indefinitely.

The results of the project may be published and will be available in the University of Otago Library (Dunedin, New Zealand) but every attempt will be made to ensure that you will not be identified.

If you change your mind, you can withdraw from the research up to 2 weeks after your interview.

What if Participants have any Questions?

If you have any questions about our project, either now or in the future, please feel free to contact either:-

Associate Professor Melanie Beres

School of Social Sciences

(03)479 8736

melanie.beres@otago.ac.nz

Dr Jeff Foote

Department of Management

(03) 479 5196

Jeff.foote@otago.ac.nz

This study has been approved by the University of Otago Human Ethics Committee. If you have any concerns about the ethical conduct of the research you may contact the Committee through the Human Ethics Committee Administrator (ph +643 479 8256 or email gary.witte@otago.ac.nz). Any issues you raise will be treated in confidence and investigated and you will be informed of the outcome.

Reference Number *23/002*

[7th January 2023]

IMPACT OF THE BUDGET – 19 FUNDING ON SEXUAL VIOLENCE SERVICE* CONSENT FORM FOR *PARTICIPANTS (Frontline Staff: Feedback hui)

I have read the Information Sheet concerning this project and understand what it is about. All my questions have been answered to my satisfaction. I understand that I am free to request further information at any stage.

I know that:-

1. My participation in the project is entirely voluntary;

2. I understand that by attending the hui I agree to take part in the project;

3. I am free to leave the hui at any point; If you share something you do not wish to be included in the research you can let us know afterwards.

4. Personal identifying information (the audio recording) will be destroyed at the conclusion of the project but any raw data on which the results of the project depend will be retained in secure storage for at least five years;

5. This hui involves discussion on the key findings and recommendations for change in the Crisis Support and Court Support services. You will be asked to give your feedback on what is working and what could improve in the Court Support Services and/or Crisis Support Services. The precise nature of the questions which will be asked have not been determined in advance, but will depend on the way the hui develops. In the event that the line of questioning develops in such a way that I feel hesitant or uncomfortable I may decline to answer any particular question(s) and/or may withdraw from the project without any disadvantage of any kind.

6. We are doing this evaluation on behalf of Ministry of Social Development

7. The results of the project may be published and will be available in the University of Otago Library (Dunedin, New Zealand) but every attempt will be made to ensure that I will not be identified.

I agree to take part in this project.

....

(Signature of participant) (Date)

.....

(Printed Name)

……..

Name of person taking consent

This study has been approved by the University of Otago Human Ethics Committee. If you have any concerns about the ethical conduct of the research you may contact the Committee through the Human Ethics Committee Administrator (ph +643 479 8256 or email gary.witte@otago.ac.nz). Any issues you raise will be treated in confidence and investigated and you will be informed of the outcome.

Interviews: Frontline staff, CVAs and victim/survivors

All participants received a copy of the Information Sheet and the consent form before the interview and were asked if they understood the Consent form and were asked for verbal consent before beginning the interview.

Reference Number: *23/002*

7th Feb 2023

IMPACT OF THE BUDGET – 19 FUNDING ON SEXUAL VIOLENCE SERVICES INFORMATION SHEET FOR PARTICIPANTS (Frontline Staff: Interviews)

Thank you for showing an interest in this project. Please read this information sheet carefully before deciding whether or not to participate. If you decide to participate we thank you. If you decide not to take part there will be no disadvantage to you and we thank you for considering our request.

What is the Aim of the Project?

The aim of the project is to understand the impact of the government's Budget -19 on the sexual violence sector specifically crisis support and court services.

What Type of Participants are being sought?

We are looking to interview people who are currently working in crisis support and/or court support services funded by the Ministry of Social Development from Budget 19. You must be currently be employed or volunteer at a Sexual Violence Crisis Support service and/or Court Support Service who is funded by the Ministry of Social Development. We are looking to interview 10-15 people involved in Court Support and 10- 15 people involved in Crisis Support. MSD/ TOAH-NNEST will not know who has agreed to be interviewed.

Once the evaluation is complete, there will be a publicly available report.

What will Participants be Asked to Do?

Should you agree to take part in this project, you will be asked to: be interviewed by a researcher online via Zoom. We expect the interview will last between 30 and 45 minutes. The interview is informal and will be like a conversation. The general line of questioning includes asking about your day to day work, what has changed in the last three years in terms of case-load, training, support and relationships with the wider sector. The precise nature of the questions which will be asked have not been determined in advance, but will depend on the way in which the interview develops. Consequently, although the University of Otago Human Ethics Committee is aware of the general areas to be explored in the interview, the Committee has not been able to review the precise questions to be used.

In the event that the line of questioning does develop in such a way that you feel hesitant or uncomfortable you are reminded of your right to decline to answer any particular question(s) and also that you may withdraw from the study up to two weeks after the interview without any disadvantage to yourself of any kind.

Anything you tell us will remain confidential to us. This means that we will not inform Ministry of Social Development or TOAH_NNEST, or anyone else about who participated in the study. It is likely that we will use short quotes from the interviews in the report. We will remove any potentially identifying information from the quotes so no one will know who it comes from. You will be given the option to review the quotes we use to confirm there are no identifying details. If you would like to review the quotes to for identifying information please mark this on the consent form.

Please be aware that you may decide not to take part in the project without any disadvantage to yourself of any kind.

What Data or Information will be Collected and What Use will be Made of it?

The interviews will be audio recorded then transcribed so we have an accurate record of what you say. The recordings and transcripts will be securely stored in such a way that only those mentioned below will be able to gain access to it. Information obtained as a result of the research will be retained for **at least 5 years** in secure storage. Any personal information held on the participants (contact details used to arrange the interview) may be destroyed at the completion of the research even though the data derived from the research will, in most cases, be kept for much longer or possibly indefinitely.

The results of the project may be published and will be available in the University of Otago Library (Dunedin, New Zealand) but every attempt will be made to ensure that you will not be identified.
If you change your mind, you can withdraw from the research up to 2 weeks after your interview.

What if Participants have any Questions?

If you have any questions about our project, either now or in the future, please feel free to contact either:-

Associate Professor Melanie Beres

School of Social Sciences

(03)479 8736

melanie.beres@otago.ac.nz

Dr Jeff Foote

Department of Management

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This study has been approved by the University of Otago Human Ethics Committee. If you have any concerns about the ethical conduct of the research you may contact the Committee through the Human Ethics Committee Administrator (ph +643 479 8256 or email gary.witte@otago.ac.nz). Any issues you raise will be treated in confidence and investigated and you will be informed of the outcome.

Reference Number: *23/002*

7th Feb 2023

IMPACT OF THE BUDGET – 19 FUNDING ON SEXUAL VIOLENCE SERVICES* CONSENT FORM FOR *PARTICIPANTS (Frontline Staff: Interviews)

I have read the Information Sheet concerning this project and understand what it is about. All my questions have been answered to my satisfaction. I understand that I am free to request further information at any stage.

I know that:-

1. My participation in the project is entirely voluntary;

2. I am free to withdraw from the project up to two weeks after my interview;

3. Personal identifying information (the audio recording) will be destroyed at the conclusion of the project but any raw data on which the results of the project depend will be retained in secure storage for at least five years;

4. This project involves an open-questioning technique. The general line of questioning includes experience working in the sexual violence sector since Budget -19, effect of Budget-19 on your work and the sector as a whole. The precise nature of the questions which will be asked have not been determined in advance, but will depend on the way in which the interview develops and that in the event that the line of questioning develops in such a way that I feel hesitant or uncomfortable I may decline to answer any particular question(s) and/or may withdraw from the project without any disadvantage of any kind.

1. We are doing this evaluation on behalf of Ministry of Social Development

2. I would like to review any quotes from my interview for identifying details.
   - Yes
   - No

6. The results of the project may be published and will be available in the University of Otago Library (Dunedin, New Zealand) but every attempt will be made to ensure that I will not be identified.

I agree to take part in this project.

……..

Name of person taking consent

This study has been approved by the University of Otago Human Ethics Committee. If you have any concerns about the ethical conduct of the research you may contact the Committee through the Human Ethics Committee Administrator (ph +643 479 8256 or email gary.witte@otago.ac.nz). Any issues you raise will be treated in confidence and investigated and you will be informed of the outcome.

Reference Number: *23/002*

[*7th January 2023*]

IMPACT OF THE BUDGET – 19 FUNDING ON SEXUAL VIOLENCE SERVICES INFORMATION SHEET FOR PARTICIPANTS

(Victim-Survivors: Interviews)

Thank you for showing an interest in this project. Please read this information sheet carefully before deciding whether or not to participate. If you decide to participate we thank you. If you decide not to take part there will be no disadvantage to you and we thank you for considering our request.

What is the Aim of the Project?

The aim of the project is to understand the impact of the government's Budget -19 on the sexual violence sector specifically crisis support and court services.

What Type of Participants are being sought?

We are looking to interview people who used either a court support service and/or a crisis support service since 2020. The provider of your support will not know if you agreed to be interviewed and this project is not linked to the delivery of any service provided to you now or in the future.

Once the evaluation is complete, there will be a publicly available report.

What will Participants be Asked to Do?

Should you agree to take part in this project, you will be asked to: be interviewed by a researcher online via Zoom. We expect the interview will last between 30 and 45 minutes. The interview is informal and will be like a conversation. The general line of questioning includes your journey through Court Support and/or Sexual Violence Crisis Service; your experience of the service, and how the services supported you. We will not ask you about the experience that led you to seek support. The precise nature of the questions which will be asked have not been determined in advance, but will depend on the way in which the interview develops.

Consequently, although the University of Otago Human Ethics Committee is aware of the general areas to be explored in the interview, the Committee has not been able to review the precise questions to be used.

In the event that the line of questioning does develop in such a way that you feel hesitant or uncomfortable you are reminded of your right to decline to answer any particular question(s) and also that you may withdraw from the project up to two weeks after your interview without any disadvantage to yourself of any kind.

Anything you tell us will remain confidential to us. This means that we will not inform your service provider or anyone else about who participated in the study. It is likely that we will use short quotes from the interviews in the report. We will remove any potentially identifying information from the quotes so no one will know who it comes from. You will be given the option to review the quotes we use to confirm there are no identifying details. If you would like to review the quotes for identifying information please mark this on the consent form.

Please be aware that you may decide not to take part in the project without any disadvantage to yourself of any kind.

What Data or Information will be Collected and What Use will be Made of it?

The interviews will be audio recorded then transcribed so we have an accurate record of what you say. The recordings and transcripts will be securely stored in such a way that only those mentioned below will be able to gain access to it. Information obtained as a result of the research will be retained for **at least 5 years** in secure storage. Any personal information held on the participants (contact details used to arrange the interview) may be destroyed at the completion of the research even though the data derived from the research will, in most cases, be kept for much longer or possibly indefinitely.

The results of the project may be published and will be available in the University of Otago Library (Dunedin, New Zealand) but every attempt will be made to ensure that you will not be identified.

If you change your mind, you can withdraw from the research up to 2 weeks after your interview.

What if Participants have any Questions?

If you have any questions about our project, either now or in the future, please feel free to contact either:-

Associate Professor Melanie Beres

School of Social Sciences

(03)479 8736

melanie.beres@otago.ac.nz

Dr Jeff Foote

Department of Management

(03) 479 5196

Jeff.foote@otago.ac.nz

This study has been approved by the University of Otago Human Ethics Committee. If you have any concerns about the ethical conduct of the research you may contact the Committee through the Human Ethics Committee Administrator (ph +643 479 8256 or email gary.witte@otago.ac.nz). Any issues you raise will be treated in confidence and investigated and you will be informed of the outcome.

Reference Number *23/002*

[7th January 2023]

IMPACT OF THE BUDGET – 19 FUNDING ON SEXUAL VIOLENCE SERVICES
CONSENT FORM FOR *PARTICIPANTS (Victim-Survivors: Interview)*

I have read the Information Sheet concerning this project and understand what it is about. All my questions have been answered to my satisfaction. I understand that I am free to request further information at any stage.

I know that:-

1. My participation in the project is entirely voluntary;

2. I am free to withdraw from the project up to two weeks after my interview;

3. Personal identifying information (the audio recording) may be destroyed at the conclusion of the project but any raw data on which the results of the project depend will be retained in secure storage for at least five years;

4. This project involves an open-questioning technique. The general line of questioning includes my experiences of the Crisis Service and/or Court Support service; my journey through the service. The precise nature of the questions which will be asked have not been determined in advance, but will depend on the way in which the interview develops and that in the event that the line of questioning develops in such a way that I feel hesitant or uncomfortable I may decline to answer any particular question(s) and/or may withdraw from the project without any disadvantage of any kind.

5. It is possible that discussion of my experiences may create discomfort. The interviewer will be able to listen to any concerns and offer referrals to support agencies. I will also be given an information sheet with details of support agencies.

6. I would like to review any quotes from my interview for identifying details.

   - ○ Yes
   - ○ No

7. To reimburse me for my time I will be given a $30 grocery voucher

8. The results of the project may be published and will be available in the University of Otago Library (Dunedin, New Zealand) but every attempt will be made to ensure that I will not be identified.

I agree to take part in this project

....

(Signature of participant) (Date)

.....

(Printed Name)

……..

Name of person taking consent

This study has been approved by the University of Otago Human Ethics Committee. If you have any concerns about the ethical conduct of the research you may contact the Committee through the Human Ethics Committee Administrator (ph +643 479 8256 or email gary.witte@otago.ac.nz). Any issues you raise will be treated in confidence and investigated and you will be informed of the outcome.

Outcomes Hui

For the Outcomes Hui participants were sent the Information sheet and the consent form. At the beginning of the hui, the main points of the consent form were discussed the participants.

Appendix E– Interview Guides

INTERVIEW GUIDE COURT SUPPORT: Criminal Justice Sector Agents

1. **Preamble:**

Explain about purpose of interview and how findings will be used.

Discuss the types of questions we will be asking, and the general topic areas.

Discuss consent form, check that we have written consent, then get verbal consent before starting interview.

- Ensure consent conversations includes explanation that interviewee can decide not to answer any question they don't want to and end the interview at any time.
- Ensure confidentiality is discussed (including limitations).

2. **Scope of work and role:**

To start, we would like to know a bit about your role with regards to sexual violence complainants.

a) Can you tell me about your role in relation to sexual violence cases going to court (after charges have been laid)?
   — Prompt: How long have you been in that role? Follow up if mention: any previous relevant roles/changing roles in consequence of changes in service provision structure.
   — Prompt: aim of role/service
b) How does your role/service work with other agencies and people to advise/support sexual violence complainants going to court?
c) How long have you been in your role? What are the major changes in how the role works that you have observed over that time?

3. **Sector integration questions:**

Through Budget-19, MSD has provided new funding for a Court Support service, based within an independent specialist sexual violence service for victim-survivors (note previous informal service provision occurring in some areas).

a) Can you tell me about your understanding of the Court Support service?
   ➢ Prompt: nationally as well as locally.
b) [*If not answered in 2b*] Can you tell me how you work alongside the Court Support service in your role/service?
   — Prompt: overlaps and boundaries; benefits or difficulties.
c) What has been the impact, if any, of the new Court Support Service on your work?
   ➢ Prompts:
      o workload,
      o effectiveness of their role,

- relationship with victim-survivors,
- relationship with people who support victim-survivors,
- relationship with service providers/ other agencies.

d) What is working well (or not) in your relationship with the Court Support service?
   - What has this meant for you in your role?
   - What has this meant for victim-survivors going to court and the people who support them?
   - What could be improved or strengthened?

e) In your view, how well integrated is the Court Support service with existing services and structures that support sexual violence victim-survivors going to court and their whanāu/supports? (e.g., Court Victim Advisors, police and prosecutors)
   - What could be improved or strengthened?

4. **Overall benefits and impacts of the service**

a) What do you see as the impacts or benefits, if any, to having an independent specialist Court Support service for victim-survivors going to court and whanau/supporters?
   - Prompts: How prepared victim-survivors are for court?
     - how well they understand court processes,
     - their emotional/ psychological wellbeing,
     - their ability to advocate for their needs and rights,
     - support for friends/whānau/family,
     - staying engaged with criminal justice/ court processes.

b) Do you perceive any drawbacks of the service?
   - For you?
   - For victim-survivors?
   - For people who support victim-survivors?

a) What have you noticed when a victim-survivor has had the degree and type of preparation for going to court provided by the Court Support service compared with those who have had more informal support or no support at all?

b) What aspect of the Court Support service do you think has made the biggest difference to outcomes for victim-survivors?
   - For people who support victim-survivors?
   - For service integration?

5. **Closing**

a) To wind up, we would like to ask some demographic questions about you.
   - What is your gender?
   - What are your ethnicities?
   - What is your age?

Thank the participant for their contribution to our shared efforts to provide good services to victim-survivors of sexual harm.

Assure them we will use their thoughts carefully – by being careful with their confidentiality, by considering what they had to say carefully, and by ensuring that our report will be helpful for services and government as they develop services and plan improvement.

GUIDE FRONTLINE STAFF - COURT SUPPORT SERVICES

1. **Preamble:**

Explain about purpose of interview and how findings will be used.

Discuss the types of questions we will be asking, and the general topic areas.

Discuss consent form, then get verbal consent before starting interview.

- Ensure consent conversations includes explanation that interviewee can decide not to answer any question they don't want to and end the interview at any time.
- Ensure confidentiality is discussed (including limitations).

2. **About you:**

To start, we would like to know a bit about you and your role at [service].

a) What role do you have in the Court Support service?
   - How long have you worked in your court support role?

b) Do you currently /Have you previously had other roles at [service]?
   - [*If applicable/ as support worker*] How do these dual roles impact on you as a sexual violence support worker? OR
   - [*If applicable / as support worker*] How has the change to a Court Support role affected you as a sexual violence support worker?

3. **The Court Support service and victim-survivors and whānau/supporters**

We would like to learn how the establishment of Court Support services has affected clients who are dealing with going to court. So we would like your views on how particular aspects of the service help (or don't help) clients deal with those processes.

a) In what ways do you provide psycho-social support as part of the service and how does this help clients to deal with going to court?
   - Prompts:
     - learn & apply strategies to manage feelings, develop supportive mental strategies,
     - support to engage in longer-term counselling or health/social work services,
     - staying engaged with criminal justice / court processes,
     - remain engaged in relationships, parenting, work, healthy lifestyle or community activities,
     - improve psychological outcomes and sense of satisfaction from engaging in the criminal trial process?

b) In what ways do you provide information about, and preparation for, going to court and how does this help clients and their whānau/supporters to deal with going to court?
   - Are there any gaps in information resources and preparation tools that reduce the effectiveness or appropriateness of the service, especially those from particular communities or with diverse needs?

c) What types of practical support for going to court do provide you through the service and how does this help clients and their whānau/supporters?
   - Prompt: Access to grants, travel assistance, childcare; referral to other services?
   - Prompt: Before, during, and post-trial?
   - Prompt: Increased trust in the service / justice system, reduced stress, increased ability to cope with the Court process?

a) In what ways do you work to advocate for clients and their whānau/supporters throughout the court process (pre, during and post) and how do you think this helps them?
   - Prompt: thinking about both direct advocacy and indirect, such as through interagency relationships and networks, or collaborative policies and processes

b) In what ways do you involve the whānau/supporters of clients going to court? And what impacts does doing so have?

4. **<u>Capacity and capability of frontline staff</u>**

Thinking about the kinds of supports and resources that you need to deliver a good quality service, including to different types of clients (such as those from, for instance, migrant, rainbow, disability, Māori, or Pasifika communities):

a) In what ways does the Court Support service aim to support different types of clients and their whānau/supporters?
   - Prompt: for a bit of variety amongst differing needs across migrant, rainbow, disability, Māori, Pasifika etc communities

b) What has contributed most positively to staff being able to meet the differing needs of clients and their whānau/supporters? In what ways?

c) What kinds of professional development or organisational supports are in place that support you to meet the diverse needs of different types of clients?
   - Prompt: Training to provide information to victim-survivors on trial and court process; professional development in clinical skills; professional development to be responsive to diverse groups
   - What is worked well or not? Why?
   - What has this meant? For you? For victim-survivors and people who support them?

d) How well do you think that staff employment levels meet the level of service need and what are the impacts for the quality-of-service provision?

e) Are there any additional (other than increased staff and upskilling) supports for you in your role that would help with:
   i. Maintaining your health and wellbeing?

ii. Supporting you to provide a quality service to clients?

5. **Sector integration and referrals**

a) How does the court support service work with other services within your agency to support Court Support clients?
   - Prompt: internal referrals, wrap-around services, longer-term engagement.

b) How well integrated is the service with other services supporting victim-survivors going to court, such as Court Victim Advisors, police and prosecutors?
   - What about other external agencies that could help support clients?
   - Prompt: Safe to Talk, Victim Support, ACC sensitive claims, iwi, non-sexual violence services such as housing, justice, health

Safe to Talk

Have you had referrals from Safe to Talk - if yes, how well or not did the referral process work?

Do they (the worker) give details of Safe to Talk to clients? If not, is there any reason for not using Safe to Talk? If yes, How well or not does the service work for the clients?

Have there been any unexpected outcomes of Safe to Talk (positive and negative)?

c) In what ways do the people in the Court Support service network with other organisations, both sexual violence and non-sexual violence, in Aotearoa and locally?
   - How does networking effect the quality of service or outcomes for clients?
   - Are there any potential partnerships or networks that could strengthen quality of service provision, including meeting the diverse needs of clients?

d) How do those relationships (internal services, collaborative agencies and other social services) support positive outcomes for clients and their whānau/supporters?

6. **Benefits and impacts of the service**

a) What aspects of the Court Support service do you think have the most impact on the experience of victim-survivors going to court, and their whānau/supporters?
   - To what degree do you think the service supports victim-survivors to remain engaged with getting to trial and/or participating in court related processes such as victim impact statements?
   - What do you see as the remaining things that a Court Support service could do to support clients and whānau/supporters to remain engaged with criminal justice and court processes?

b) Can you share any examples of unexpected outcomes (positive and/or negative) of the service for victim-survivors and/or their whānau/supporters?

7. **Closing**

a) To wind up, we would like to ask some demographic questions about you.
   - What is your gender?
   - What are your ethnicities?
   - What is your age?

Thank the participant for their contribution to our shared efforts to provide good services to victim-survivors of sexual harm.

Assure them we will use their thoughts carefully – by being careful with their confidentiality, by considering what they had to say carefully, and by ensuring that our report will be helpful for services and government as they develop services and plan improvement.

INTERVIEW GUIDE FRONTLINE STAFF – DUEL ROLE COURT SUPPORT/CRISIS

1. **Preamble:**

Explain about purpose of interview and how findings will be used.

Discuss the types of questions we will be asking, and the general topic areas.

Discuss consent form, check that we have written consent, then get verbal consent before starting interview.

- Ensure consent conversations includes explanation that interviewee can decide not to answer any question they don't want to and end the interview at any time.
- Ensure confidentiality is discussed (including limitations).

2. **About you:**

To start, we would like to know a bit about your role at [service].

a) What is your role at [insert organisation]?
   - Note: there could be multiple roles/services they work in within the organisation – get info about each. Then narrow focus of interview on their work in the crisis support service (to the degree it is delineated from therapy/counselling, court support, prevention work etc).
   - How do these dual roles impact on you as a sexual violence support worker? OR

b) How long have you worked in a crisis support role?

We are now going to focus on the Court Support part of your role.

3. **The Court Support service and victim-survivors and whānau/supporters**

We would like to learn how the establishment of court support services has affected clients who are dealing with going to court. So we would like your views on how particular aspects of the service help (or don't help) clients deal with those processes.

a) In what ways do you provide psycho-social support as part of the service and how does this help clients to deal with going to court?
   - Prompts:
     - learn & apply strategies to manage feelings, develop supportive mental strategies,
     - support to engage in longer-term counselling or health/social work services,
     - staying engaged with criminal justice / court processes,
     - remain engaged in relationships, parenting, work, healthy lifestyle or community activities,
     - improve psychological outcomes and sense of satisfaction from engaging in the criminal trial process?

b) In what ways do you provide information about, and preparation for, going to court and how does this help clients and their whānau/supporters to deal with going to court?
   - Are there any gaps in information resources and preparation tools that reduce the effectiveness or appropriateness of the service, especially those from particular communities or with diverse needs?

c) What types of practical support for going to court do provide you through the service and how does this help clients and their whānau/supporters?
   - Prompt: Access to grants, travel assistance, childcare; referral to other services?
   - Prompt: Before, during, and post-trial?
   - Prompt: Increased trust in the service / justice system, reduced stress, increased ability to cope with the Court process?

d) In what ways do you work to advocate for clients and their whānau/supporters throughout the court process (pre, during and post) and how do you think this helps them?
   - Prompt: thinking about both direct advocacy and indirect, such as through interagency relationships and networks, or collaborative policies and processes

e) In what ways do you involve the whānau/supporters of clients going to court? And what impacts does doing so have?

The next set of questions is focused on the Crisis Services you provide.

4. <u>Supporting staff to provide quality services.</u>

Thinking about the work you do with clients and the resources you have to do that:

a) Over the last 4 years [or since you started] have there been any changes to the types of support that you provide to clients or the ways that you do that?

- Prompts:
  - nature of support provided (i.e., we no longer do…; we have started doing…; social work, youth specific services);
  - the modality (i.e., online/digital, more (or less) in-person delivery)
  - working more directly or inclusively with whānau/supporters.

b) What has been the most unique or bespoke support you have given to a client/whānau/supporters?

:- Has your ability to provide unique and tailored support chanted in the last four years? (if yes, why; if No why)

c) Have staff employment levels changed in the last 4 years [or since you started]? How so?
   - What has that meant for staff?
     - Prompts: lower caseloads, better staff well-being, improved retention of staff?
   - What has that meant for clients?
     - Prompt: improved quality of care / the ability to provide a more holistic or wrap-around service
     - Prompt: the amount of time clients wait for service / the amount of time clients can have a service
     - Prompt: the capacity to work with whānau/supporters?

d) What changes, if any, have you seen in professional development opportunities over the last 4 years [or since you started]?
   - What has worked well (or not) for you / your team?
   - What have those additional PD opportunities meant for staff? For clients?

e) Have there been any changes to your work environment over the last 4 years?
   - Prompt: Good IT, enough office space, transport options?
   - What have those changes meant for staff?
     - Prompt: Wellbeing? Job flexibility? Job satisfaction? Teamwork?
   - What have those changes meant for clients?
     - Prompt: different ways of communicating with clients? Reduced barriers to clients accessing service? Better referrals?
   - Have you observed any unintended (positive or negative) outcomes from changes?

f) Are there any other [other than increased staff, upskilling and work environment] supports for you in your role that could help with:
   i. Maintaining your health and wellbeing?
   ii. Supporting you to provide a quality service to clients?

The remaining questions apply across both CS and CSS services

5. <u>Service responsiveness to diverse needs</u>

Thinking about the ways that your service works with clients / service users who have differing needs because they are from, for instance, migrant, rainbow, disability, Māori, or Pasifika communities:

a) In what ways does your service aim to support different types of clients and their whānau/supporters?
   - Prompt: for a bit of variety amongst differing needs across migrant, rainbow, disability, Māori, Pasifika etc communities.
b) How well do you think your service is able to meet the differing needs of clients and their whānau/supporters?
c) Has there been any change over the last 4 years in how well your service is able to meet those needs?
   - Prompts: availability of culturally appropriate referrals, development of online services, improved disability/accessibility services

Thinking about the internal processes that your organisation uses to support you to work with clients/service users:

d) Have there been any recent (last 4 years) changes or initiatives aimed at making the service more responsive or appropriate to the range of people who use it?
   - Prompts: training opportunities, cultural supervision; informal networks; leadership; values of the organisation?
e) How well (or not) do you think the changes have worked?
   - What more would you like to do?
   - What would that mean for your work?

g) What kinds of professional development or organisational supports are in place that support you to meet the diverse needs of different types of clients?
   - Prompt: Training to provide information to victim-survivors on trial and court process; professional development in clinical skills; professional development to be responsive to diverse groups
   - What is worked well or not? Why?
   - What has this meant? For you? For victim-survivors and people who support them?

h) How well do you think that staff employment levels meet the level of service need and what are the impacts for the quality-of-service provision?
i) Are there any additional (other than increased staff and upskilling) supports for you in your role that would help with:
   iii. Maintaining your health and wellbeing?
   iv. Supporting you to provide a quality service to clients?

6. **<u>Supporting sector development and cohesion</u>**

a) Have there been any changes [in last 4 years or since starting] in how you work collaboratively with other agencies also providing services to your clients?
   - Prompt: Police, Safe to Talk, MEDSAC, ACC / ACC counsellors

Safe to Talk

Have you had referrals from Safe to Talk - if yes, how well or not did the referral process work?

Do they (the worker) give details of Safe to Talk to clients? If not, is there any reason for not using Safe to Talk? If yes, How well or not does the service work for the clients?

Have there been any unexpected outcomes of Safe to Talk (positive and negative)?

b) Have there been any changes [in last 4 years or since starting] in how you work network with other relevant organisations in the past few years?
   - Prompt: meetings with mana whenua or local kaupapa Māori groups, support to travel to meetings or conferences, money available to host networking opportunities?

c) [*If applicable*] How have these changes related to networking and/or agency collaboration changed your work?
   - Prompt: better understanding of referral pathways, better understanding of cultural diversity/needs, improved professional relationships?
   - What have they meant for clients in your view?
   - Prompt: Smoother or more appropriate referrals, increased access to a wider range of support services for clients, increased ability to provide coordinated services to clients?

7. **Impacts and benefits**

a) [*If well-being not discussed yet*] Given what has been discussed about changes in the last four years [or since you started], what changes have you seen – positive or negative – that have had the biggest impact on your well-being as a staff member? In what ways?

b) Over the last four years, what change has contributed most positively to you being able to address the different needs of victim-survivors and people who care for them? In what ways?

c) In your view, have there been any changes in the overall quality of care for clients over the last four years?
   - What do you think this has meant for overall client satisfaction?

d) What do you think are the remaining needs for service quality and client satisfaction (thinking about those that could be addressed by increased service funding)?

8. **Closing**

a) To wind up, we would like to ask some demographic questions about you.
   - What is your gender?
   - What are your ethnicities?
   - What is your age?

Thank the participant for their contribution to our shared efforts to provide good services to victim-survivors of sexual harm.

Assure them we will use their thoughts carefully – by being careful with their confidentiality, by considering what they had to say carefully, and by ensuring that our report will be helpful for services and government as they develop services and plan improvement.

INTERVIEW GUIDE VICTIM-SURVIVORS - Court Support

1. **Preamble:**

Explain about purpose of interview and how findings will be used.

Discuss the types of questions we will be asking, and the general topic areas.

State that the questions are related to their relationship with Court Support at [insert organisation]. We know that there are other support people in the Court System, however this interview relates to their relationship with [insert agency].

Discuss consent form, then get verbal consent before starting interview.

- Ensure consent conversations includes explanation that interviewee can decide not to answer any question they don't want to and end the interview at any time.
- Ensure confidentiality is discussed, including that our reporting will not use any information that could identify them to others, including their service provider.

2. **Accessing the court support service:**

To start, we would like to know a bit about how you connected with [insert name of organisation] Court Support service:

a) How did you find out about the Court Support service?
   - Prompts: Referral from crisis service or Safe to Talk, other helping agency or Police etc; Self-help (e.g., phone, internet search, brochure); Whānau/supporters > Do you remember if someone suggested that you get in touch with the service?

a) How did you have contact with and use the service?
   - Prompts: telephone (from or to), text message, online, social media, face-to-face sessions. Note that there could be several, follow up for all:
   - Are there other ways of accessing or using the service that could have worked better for you? Why?

b) Did you start getting the service at a time that felt right for you?
   - [*If no*]: How long did you have to wait to get the service?
   - In relation to your ongoing use of the service, how well did that work for you in terms of timeliness, availability, or pace?

3. **The services received:**

We want to know more about what the court support service provided to you, what worked for you and any challenges..

Note: victim-survivors might withdraw from the court/criminal justice processes at various points and sometimes processes end without completion for reasons beyond their control. From responses to questions below try to learn where in the criminal trial/justice process they got to, why it ended where it did, and what this meant for them. Skip parts b and c of this question if they weren't provided.

a) Can you tell me about what kind of support was offered to you before the trial?
   - Prompts:
     i. information on how court works and the processes involved in a trial going to court
     ii. information about how things work inside the courtroom (e.g., the people, the layout, ways of giving evidence)
     iii. information about the process of giving your evidence
     iv. preparation for going to the courthouse and waiting to be called into the courtroom
     v. preparation for being questioned, including cross-examination
     vi. skills for managing your emotions while giving evidence
     vii. pre-trial viewing of your video interview with police (if relevant)
     viii. referrals to other supporting services (e.g., counselling, Court Victims Advisors)
     ix. help with practical support for going to court (e.g., childcare, financial, travel)?
b) Can you tell me about the support offered to you during the trial?
   - Prompts:
     i. Having someone with you and any whānau/supporters at the courthouse while waiting
     ii. Having someone to advocate for your needs during the trial
     iii. Having someone with you in the court while giving evidence
     iv. Having someone to talk to after you finished giving evidence.
c) Can you tell me about the support offered to you after the trial?
   - Prompts:
     i. An opportunity for you and any whānau/supporters to talk with someone about the process and outcome
     ii. Referral to longer-term support (if not already in service)
     iii. Information about any post-trial legal processes
     iv. Help with writing a Victim Impact Statement (if relevant)
d) How well (or not) did these kinds of support work for you?
   - Did they reflect what you felt you needed at the time?
e) Was the service available to you for as long as you felt you needed it?
f) In what ways, if any, were your whānau/supporters included in service that you received?
   - What worked well (or not) for you in this regard?
   - What did it mean for your whānau/supporters that were included in that way (or not)?

4. **Cultural responsiveness**

a) When you first approached the service, were you asked about your culture and/or identity and how best to support you? (e.g., pronouns, language, accessibility)
b) How comfortable did you feel at the service?
c) How well (or not) do you think you were provided with support that fitted with who you are or the disabilities that you identify as having?
   - What did that mean for you?

d) Thinking about the information, resources or any referrals to other services you may have got. How well (or not) did they reflect your cultural, identity or disability needs?
   - What did that mean for you?

5. **Referral to other services**

Note, you can be relatively brief if this has been covered well in the 'services received' section above.

a) Are you aware of the *Safe to Talk* phone/text line?
   - If so, did you use it and how well (or not) did *Safe to Talk* work for you?

b) Were you referred to any other places or services for support or practical help?
   - [*If yes*] What aspects of that referral process worked well (or not) for you?

c) Thinking about the contact with other agencies that you were referred to, in what ways, if any, did you feel that the necessary information about who you are [e.g., identity/ ethnicity/disability] was available to them?
   - What did that mean for your support?

6. **Benefits and impacts of the service received:**

a) What do you think were the benefits for you of having a court support service?
   - Prompts:
     i. being prepared for going to court, being able to (better) manage the emotional impact,
     ii. feeling heard during the criminal justice process or that rights were upheld,
     iii. being able to stay engaged in the justice process to the degree that wanted to.
   - What did these benefits mean for you?

b) What do you think were the benefits of the service for your whānau/supporters (if any)?

c) What do you think contributed most to those benefits?

d) Was there a type of support or help that was not available that would have been good for you?
   - What would they have meant for your overall experience?

e) Were there any unexpected outcomes (positive or negative) from receiving the service?

7. **Closing**

a) To wind up, we would like to ask some demographic questions about you.
   - What is your gender?
   - What are your ethnicities? Do you have Māori whakapapa?
   - What is your age?
   - What city/town you currently live in?
     - Is that the same place you were living when you used the service we are talking about today? If not, where were you based then?
   - Are there any religious or cultural groups you identify with?
   - Do you have any disabilities that you live with?
   - Are you a member of the rainbow community?

Thank the participant for their contribution to our shared efforts to provide good services to victim-survivors of sexual harm.

Assure them we will use their thoughts carefully – by being careful with their confidentiality, by considering what they had to say carefully, and by ensuring that our report will be helpful for services and government as they develop services and plan improvement.

Check if they have anything left to say. Check they have contact information for support services. Remind them we will call them in a week to check-in (unless they voluntarily say they don't want us to – it's not a question, but it is opt out).