

Responses to Violence Questionnaire

Purpose – to better understand what support is currently provided and what else is needed to better support people experiencing violence

92

respondents

Thank you to all of those who participated

Providers

- **71%** of respondents identify their service as an organisation delivering a broad range of social services
- **57%** consider themselves as a family violence focussed organisation

Providers identify their organisation as:

Mainstream/supports all	66%
Māori	36%
Pacific	16%
Asian, Refugee, Migrant	11%

Providers tend to use visual observations and client feedback to measure the impact of services for clients, rather than data/research.

Biggest Strength



Community Links

- “Strong networks in the community”
- “Passion for supporting community”
- “Dedicated and professional facilitators who care about their community”

Biggest Challenge



Funding

- “Sustainable funding to pay staff what they are truly worth”
- “The demand always exceeds the funding”
- “Siloed funding and services”
- “The increase only fills the gap, we still have growth”

Insights at a glance

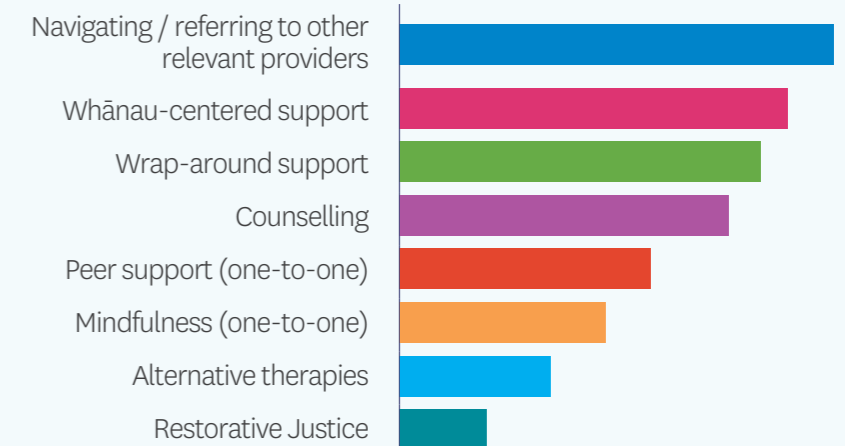
- 1 Providers pride themselves on delivering a wide range of supports, their community connections and cultural support.
- 2 Critical success factors for service delivery include longer term, whānau centered, culturally competent support from a skilled workforce and having group-support options.
- 3 84% of providers support people using violence. More support is needed for people using violence and to enable a whānau centered approach.
- 4 86% of providers report clients are also experiencing sexual abuse or assault. There is a need for a joined up response.
- 5 Whilst most providers are open to working with people with disabilities, LGBTQIA+ and takatāpui, this survey showed that 32% of providers rarely work with them and these groups are rarely mentioned in the survey.
- 6 The gap in support for children and youth experiencing and using violence was evident throughout the survey.
- 7 Increased funding is helping somewhat. Providers are facing intertwined issues of high demand, waitlists, insufficient funding, a hard to recruit and support workforce, housing shortages and siloed contracts and ways of working.
- 8 Providers tend to use visual observations and client feedback to measure the impact of their services, rather than data or evaluations.

Who is accessing support?



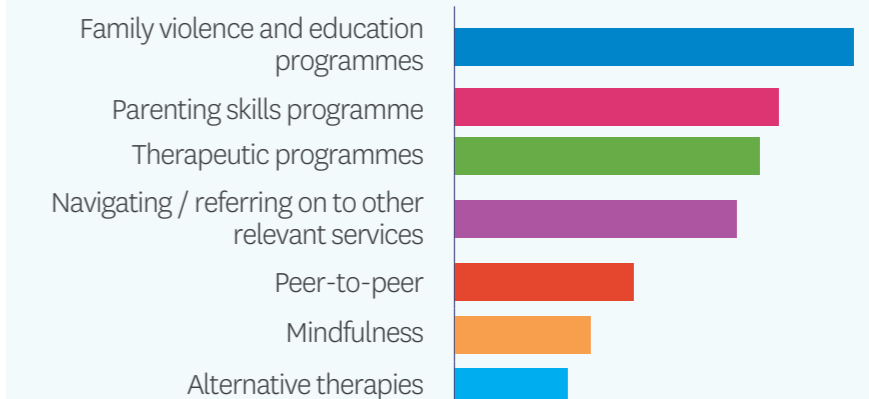
Types of Support

Providers offer a wide range of tailored support



- **95%** navigate / refer to other providers
- **72%** deliver counselling, but gaps remain
- Te Whare Tapa Whā is used widely, especially Tau Iwi provider organisations

Providers offer a wide range of group support



- **72%** deliver group peer support
- **69%** deliver parenting programmes
- **19%** deliver Restorative Justice – mostly Māori providers
- There are high rates of non-traditional support e.g. Art Therapy, Mahi Toi, Wellness groups, Life Skills classes