

PURPOSE: To set a safe environment for training, acknowledge the sensitive nature of the topic.

Trainer's Notes:

1.
 - Round of introductions
 - Ask the group what expectations they have from today's workshop. Record on the whiteboard
2.
 - Acknowledge that given the prevalence of family violence in our community it is likely that a number of people in the group may have experienced or are experiencing family violence.
 - Discuss being safe and taking responsibility for keeping yourself safe throughout training. Acknowledge experience and knowledge of trainees – today's training is about enhancing and building on knowledge and skills we already have
 - If staff need assistance they can talk to FVRC, access family violence services identified on client resource cards, access EAP services where there will be counsellors experienced in family violence work. Ask for a counsellor with this experience.

Activity

Ask

- What is your current professional knowledge of FV – as a staff member have you worked with clients who have experienced or are experiencing FV.
- Tell us how confident you are at having conversations with people about this subject.

You could use a continuum line for this activity.

Family Portrait - Pink

Can we work it out? Can we be a family?
I promise I'll be better, Mommy I'll do anything
Can we work it out? Can we be a family?
I promise I'll be better, Daddy please don't leave

In our family portrait, we look pretty happy
Let's play pretend, let's act like it comes naturally
I don't wanna have to split the holidays
I don't want two addresses
I don't want a step-brother anyways
And I don't want my mom to have to change her last name

In our family portrait we look pretty happy
We look pretty normal, let's go back to that
In our family portrait we look pretty happy
Let's play pretend, act like it goes naturally
In our family portrait we look pretty happy
(Can we work it out? Can we be a family?)
We look pretty normal, let's go back to that
(I promise I'll be better, Mommy I'll do anything)
In our family portrait we look pretty happy
(Can we work it out? Can we be a family?)
Let's play pretend act and like it comes so naturally
(I promise I'll be better, Daddy please don't leave)
In our family portrait we look pretty happy
(Can we work it out? Can we be a family?)
We look pretty normal, let's go back to that
(I promise I'll be better, Daddy please don't leave)



Trainer's Notes:

- Click on image and play song
- Break into small groups and get them to record their responses to the following questions and record on the white board:

What's the link between this song and our clients and the relevance of the work we do?

Does this song have any relevance to your everyday work with clients?

Does this song remind you of any situations you have had with clients or stories you hear from clients?

Training Objectives

- To increase understanding of family violence, especially as it relates to the needs of staff
- To be confident to discuss family violence with clients
- To be able to respond effectively to disclosure of family violence
- To understand MSD processes and procedures in relation to family violence



The training is to help you become more confident in asking your clients the Family Violence (FV) Questions.

Trainer's Notes:

- It can seem difficult to have to ask these sensitive questions but it doesn't have to be hard.
- It's common practice for other services to routinely ask FV questions, so people have come to expect it.
- Hopefully by the end of the day, it'll feel a bit more comfortable.

Why Family Violence Intervention is Important

- High level of family violence in New Zealand
- Impact on victims of family violence - devastating and lasting
- Early intervention important
- Many victims only able to make changes when they feel supported
- This support includes adequate financial support



Trainer's notes:

- MSD may be the first place a FV affected person may come into contact with.
- We are in an ideal position to provide assistance, not only financial, but to refer agencies that can support their safety and wellbeing.
- Remember we deal with some people who are completely off everybody else's radar (e.g. family with under 5's isolated by FV – victim may not be 'allowed' to go anywhere else except to MSD for financial reasons).
- Ask staff what is MSD's Mission then ask how does FV intervention link into MSD vision?

MSD Mission:

"We help New Zealanders to help themselves to be strong safe and independent"

Before moving to next slide please share the following with the group:

Forced Marriage is a form of violence and is a growing issue in New Zealand. As a partner in the Multi-Agency Response to Reports of Potential and Actual Forced Marriages, Work and Income is committed to helping clients in forced marriages to get the support they need.

For more information staff can check out the doogle link below

<http://doogle.ssi.govt.nz/resources/helping-clients/products-services/work-and-income/forced-marriage-intervention-guidelines.html>

How common is Family Violence in NZ

Police Statistics:

- In 2016 118,910 family violence related incidents were recorded by Police (1 every 5 minutes)
- In 2014 NZ police recorded 7 homicides by an intimate partner (5 of the victims were women and 2 were men)
- In 2013/14 Oranga Tamariki received 146,657 reports of concern. 54,065 were deemed to require further action leading to 19,623 finding of abuse or neglect
- In 2014 NZ Police recorded 10 homicides of children and young people under 20 by a family member



Slides 5 and 6

PURPOSE: To highlight the prevalence of family violence and the reality of its impact within NZ society.

Trainer's Notes:

- 118,910 family violence related incidents were recorded by Police (an increase of more than 8000)
- Family Violence can affect anyone.
- On average 14 women, 7 men and 8 children are killed by a member of their family every year
- Police attend a Family Violence situation every 5 minutes but believe only 24% of actual violence is reported.
- 1 in 3 women in NZ are affected by FV in their lifetime. This means many of our staff and clients will have been affected at some stage in their lives.
- 5118 applications protection orders in 2014

Other Stats of interest:

In 2013/14 Refuges received 78,161 crisis calls. 5,198 women accessed advocacy services in the community and 2,794 women and children stayed in safe houses.

Elder Abuse

- As many as 1 in 10 people over 65 years in New Zealand will experience some kind of elder abuse in a year
- Psychological, neglect and financial abuse are the most common types of abuse
- Women are more likely to be victims while 1/3 of those abused are men



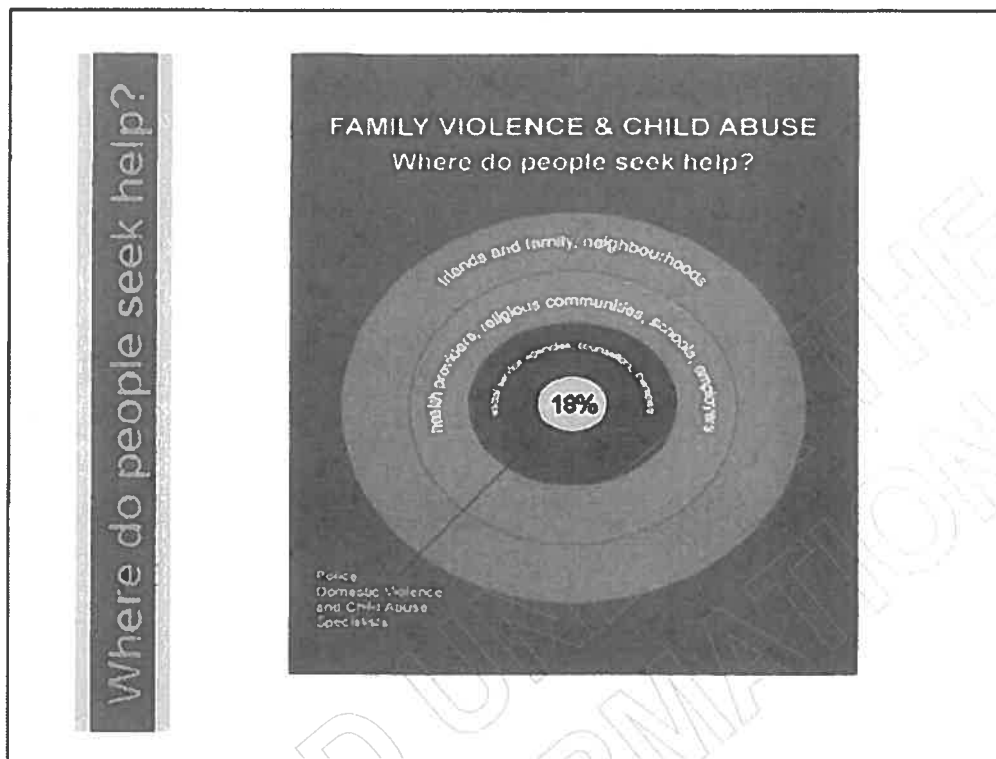
PURPOSE: To ensure that staff are aware of elder abuse.

Trainer's Notes:

Prevention guidelines in Doogle link below for more information.

<http://doogle.ssi.govt.nz/resources/helping-clients/products-services/work-and-income/family-violence-intervention/elder-abuse-and-neglect-prevention.html> - myLearn resources

Have this website open to give participants a quick overview



PURPOSE: To highlight where people with family violence issues seek help.

Trainer's Notes:

- Family Violence specialists are the last people whose help is sought. Police have confirmed with us recently, that they estimate this has increased from 18% in 2011, to 20-22% in 2013. The "it's not OK" campaign has caused more people to seek help.
- Community groups are under more pressure to provide support services.
- We could be in the 2nd to outer ring - it's a matter of whether clients trust that their disclosures will be handled sensitively by us.
- People seek help first from those closest /most trusted ,i.e. family/friends, GP, minister and co-workers
- A move towards breaking the cycle of violence cannot be successful if it is attempted in isolation. Individuals, community groups men and women all have a role to play
- This programme supports other initiatives currently underway and is a positive move to create communities that no longer tolerate family violence.

Family Violence Act 2018

The purpose of this Act is to stop and prevent violence by:

- Recognising that family violence, in all its forms, is unacceptable
- Stopping and preventing perpetrators from inflicting family violence
- Keeping victims, including children, safe from violence



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Definition of Family Violence

S9 Family Violence Act 2018

- "Violence" means: physical, sexual, and psychological abuse. This includes intimidation, harassment, damage to property, or threats of physical, sexual, psychological abuse or financial abuse
- A person psychologically abuses a child if the violent person causes or allows the child to see or hear the physical, sexual, or psychological abuse of a person with whom the child has a domestic relationship.
- A single act may amount to abuse. A number of acts that form part of a pattern of behaviour may amount to abuse, even though some or all of those acts, when viewed in isolation, may appear to be minor or trivial
- It is coercive or controlling (because it is done against the person to coerce or control, or with the effect of coercing or controlling, the person).



PURPOSE: To have an understanding of the Family Violence

Act 2018

Trainer's Notes:

Violence means all or any of the following:

- physical abuse
- sexual abuse
- psychological abuse.

- Ask the learners what they think are the key points/ideas that can be taken from the definition.

Definition of Family Relationships

S11 Family Violence Act 2018

- A family relationship is defined in the Family Violence Act as:
 - Partner
 - Family member
 - Someone who ordinarily shares the household (e.g. flat mates)
 - Close personal relationship



PURPOSE: To give participants a clear definition of the range of relationships covered.

Trainer's Notes:

Family violence is not just partner violence

- Includes all life stages, babies, children through to older people
- Includes all cultural groups

Note interchangeable terms: domestic violence and family violence; violence and abuse.

What is Child Abuse

Legal definition

- Children, Young Persons, and Their Families Amendment Act (No 2) 2011

“Child abuse means the harming (where physically, emotionally or sexually), ill-treatment, abuse, neglect or deprivation of any child or young person”

Note Section 6 Oranga Tamariki Act 1989

“The welfare and interests of the child or young person shall be the first and paramount consideration”



PURPOSE: To give participants a clear understanding of the legal definition of child abuse

Trainer's Notes:

- Children are most likely to be abused by someone known to them.
- Child Abuse Reporting Procedures provide guidance and processes for frontline staff to more effectively identify and respond to the possible mistreatment of children.

See link below –

<http://doogle.ssi.govt.nz/resources/helping-staff/policies-standards/hr/hr-policies/child-protection-policy/child-protection-policy.html>

Have this doogle page open to give participants a quick overview

Indicators – Agree Disagree

- Alcohol is a cause of domestic violence
- Violence occurs most commonly in lower socio-economic families
- Family violence is a sign of relationship issues and a need for better communication
- Women are just as violent as men
- People from different cultures tolerate family violence more than those from New Zealand



PURPOSE: To encourage participant's reflection on their own thinking about family violence.

Activity:

- To create a non-threatening environment for participants to hold a viewpoint about family violence.
- To lay the foundation for facilitators with regard to stereotypes held by the group.
- To encourage participation in the workshop.

Trainer's Notes:

- Start slide with title Indicators – Agree Disagree
- Give everyone the opportunity to participate
- Run a continuum 'Strongly Agree' – 'Strongly Disagree' using prepared cards with a statement on each.
- Participants are not challenged with regard to their position which may be based on personal experience.
- This isn't about a right or wrong choice – different experiences/knowledge will contribute to the viewpoint. The statements are not explained – it is the participant's understanding.
- Have a volunteer read the statement and then place the statement along the continuum and explain to the group the reasons for placing it there.
- **Alternatively** you can bring up the statements one at a time on the PowerPoint and ask participants to come up and place themselves along the continuum.

Myths and Stereotypes

What are the myths and stereotypes around family violence?



PURPOSE: To examine the myths and stereotypes about family violence.

Activity

Brainstorm causes of family violence – whiteboard activity

- Ask “Does everyone who ___ (e.g. drinks, is under financial stress, difficult upbringing) become violent?”
- Identify things on list as triggers, aggravating factors, excuses.
- Highlight cause of family violence is about making **choices** to be violent.
- Reach an accord about where the responsibility for family violence lies

Trainer’s Notes:

- Arguments and differences are a normal part of most relationships. Most people in unhappy relationships are not living in FEAR of their partners.

What is your role and responsibility?



Activity

5 minutes to record and 5-10 for feedback!

Trainer's Notes:

In groups (2-3 depending on numbers) discuss and record on flip chart paper what the group think their role is and feed back

Look for the Four R's Recognise Respond Refer Record. The following slide will define their role.

Your roles and responsibilities

- Identify clients in family violence situations:
 - Recognise indicators of family violence
 - Ask routine screening questions
- Respond sensitively to disclosure of family violence in a timely manner
- Add a Special Caution and client event notes to CMS
- Ensure provision of full entitlement to income support
- Ensure that clients receive the information and support they need for safety and on-going support:
 - Provide clients with family violence resource kit
 - Refer clients to approved local family violence service provider
- Consult with the FVRC



PURPOSE: Participants understand the FVIP programme and their role.

Trainer's notes:

- MSD is most likely a place a victim is allowed to come due to the need to access financial assistance and is our opportunity to offer immediate help.
- The perpetrator is mostly to be in the vicinity waiting in the car or reception.

Roles and responsibilities of FVRC

Provides:

- Support, mentoring, advice and debrief to staff expertise in family violence matters
- Up-to-date information on local family violence services

Liaises with:

- Local family violence agencies
- Local family violence intervention networks
- Family violence coordinating services such as those in Police and Health



PURPOSE: To describe role of Family Violence Response Coordinator.

Trainer's Notes:

- They are available for consultation and to support staff
- They will have detailed knowledge about family violence services including roles of other government departments.
- They will liaise with other family violence specialists in the community.

FVRC to talk about their role.

Four R's

- **Recognise**
 - Ask direct questions, simple and non-threatening
 - Ask clarifying questions
- **Respond**
 - Acknowledge and validate
 - Reassure: there is no excuse for abuse
 - Check current safety of client and the children
- **Refer**
 - Offer information about local specialist services
 - Refer to local Family Violence agencies and services
- **Record**



These are your 4 Rs now we will look at them in more detail.

Recognise



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Trainer's Notes:

Hand out copies of wheel and give learners 5 mins to read.

Play video of choice. After clip, bring up the wheel and ask the group what they recognise in the wheel from the clip.

Suggestions:

- **She'll be sweet.** Can get a copy from Women's Refuge (note this video was made by men trying make kiwi men stop and think)
- **Amanda's Story.** Veronica Maclean
- **Denise's Story.** Original video
- **Jacqui's Story** <https://www.youtube.com/watch?v=1XGH8hHd>

Other videos of breaking cycles and can be used are:

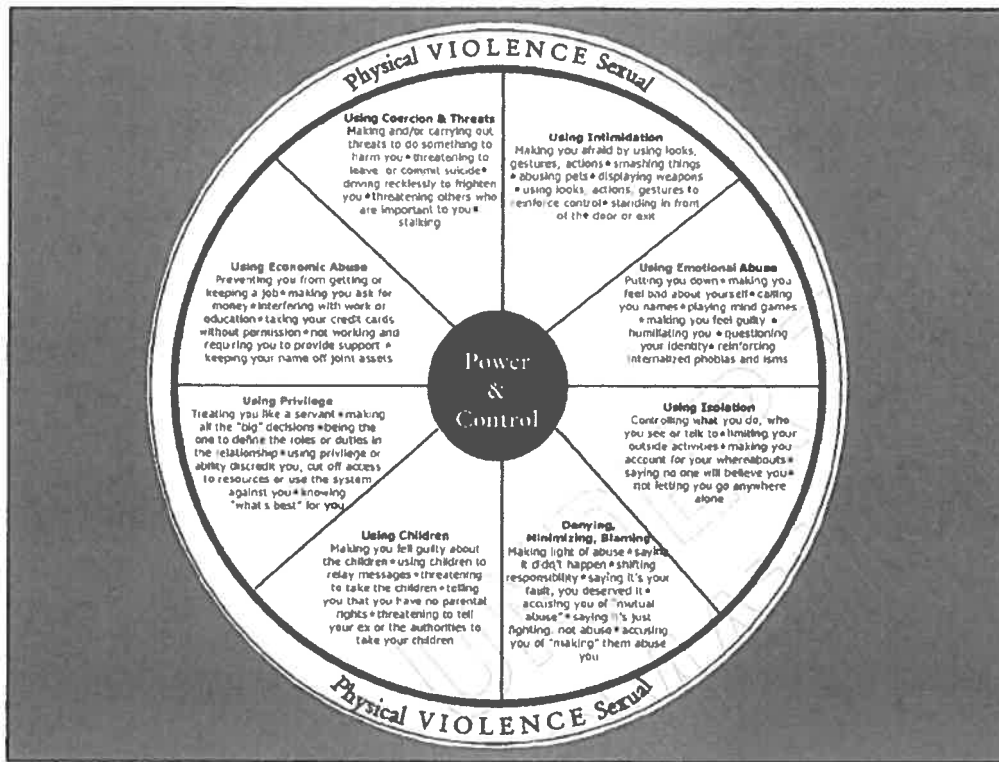
- **Vic Tamati Story** (Nutter's club with Mike King and psychologist David Codyre)
<http://vimeo.com/76666392>
- **Nigel Latta** Violence in NZ (includes interviews with NGO/CYF/Vic Tamati, etc copy and paste following link into internet <https://www.youtube.com/watch?v=0IWF1v7Py5M>)
- **Enough is Enough** This is a great alternative Trish was one of us a Case Manager in Northland. It shows the rings of destruction. Her family want us to make a difference.
<http://www.youtube.com/watch?v=akpgKuHGaNAP3Q&feature=youtu.be>

[P3Q&feature=youtu.be](http://www.youtube.com/watch?v=akpgKuHGaNAP3Q&feature=youtu.be)

Add your own flavour – YouTube has many clips – you can just play a portion of a clip.

Please discuss the choice of video with your FVRC prior to the session.

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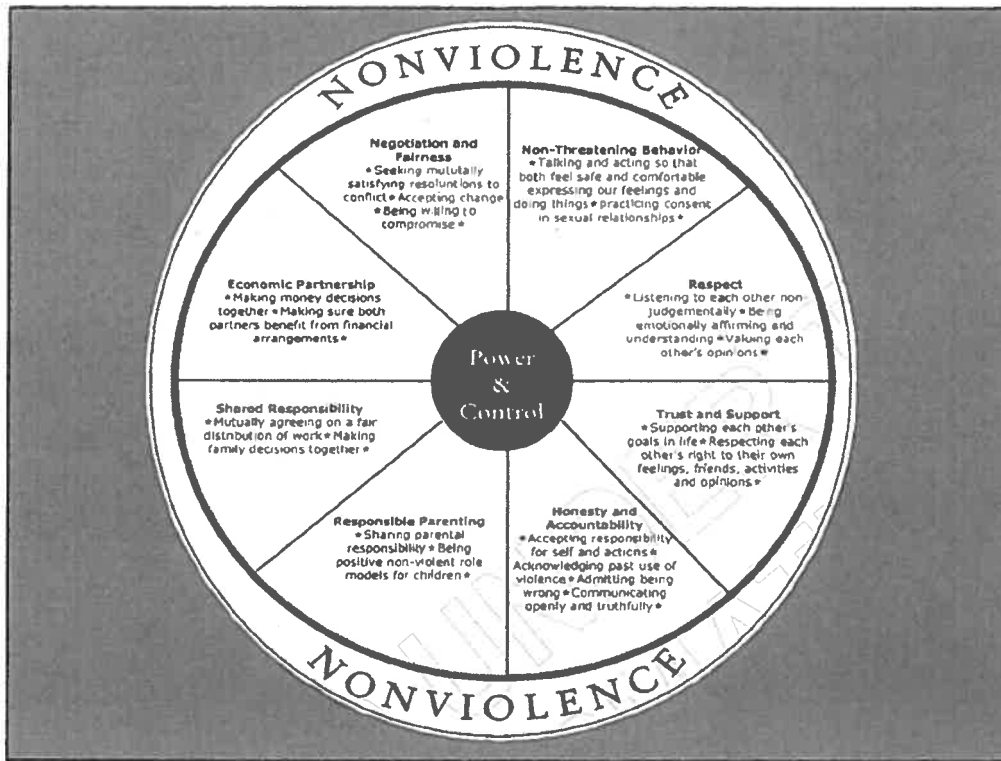


PURPOSE: To introduce the Power and Control wheel as a model of intervention, way of identifying family violence in all its parts.

Have poster size copies on the wall for participants to view in their breaks.

Trainer's Notes:

- Highlight that the model was developed by women who were experiencing family violence and it reflects their reality. Unlike other intervention models, everyone can relate to this model.
- This model is the one used by Refuge and Stopping Violence Services and by many intervention programs internationally. The wheel it is incorporated into most programs in NZ.
- As we discussed earlier, the Domestic Violence Act 1995 defines violence as Physical, Sexual or Psychological abuse.
- We all understand the Physical and sexual violence, but the psychological violence can be very subtle but very damaging to the victim/s.
- The Power and Control wheel (which has been widely used over the years) gives examples of how psychological violence can be used and these may be things which we recognise while in conversation with our clients. Remember, psychological violence is hurting or harming people without any physical touch.



PURPOSE: To provide an alternative, safe and healthy way of living.

Have poster size copies on the wall for participants to view in their breaks.

Trainer's Notes:

- The Equality Wheel describes how a healthy relationship functions.
- We can supply you with copies of these wheels if you think they may be useful to use in discussions with clients. It can be a powerful tool to use and you can have a client highlight the things they experience on the P&C wheel. This can encourage clients to recognise that what they are experiencing is actually Domestic Violence.

Your Turn

What clues might you see that may indicate that Family Violence is occurring with ?

- Children
- Youth
- Adults
- Elderly



PURPOSE: How to recognise Family Violence.

Activity

Brainstorm with flip charts around the room.

Trainer's Notes: (resource on myLearn)

Look for

Children at an interview

- Poor hygiene, hyperactive, fearful, hitting siblings
- Interaction between parent and child at the interview
- Parent yelling, smacking, not meeting child needs, children being ignored

Other impacts on what is happening to our children and youth:

- Bullying and general aggression
- Clinging, anxiety and separation difficulties
- Behavioural problems, e.g. severe shyness and low self esteem
- Sleep disturbance, nightmares and bedwetting
- Depression and withdrawal
- Poor school achievement
- Disrespect for females and entrenched beliefs in sex role stereotypes and gendered hierarchies
- Older children can show anti-social behaviour, have suicidal thoughts, or escape into drugs and alcohol.

Physical signs for all groups:

- Strangulation or suffocation
- Injuries on areas covered by clothing
- Injuries during pregnancy, bruises on stomach
- A series of accidents with suspicious or recurrent cause
- Injuries that don't appear to be accidental
- Bruises, burns (cigarette or stove)
- Fractures (including teeth)
- Ruptured ear drum
- Sexual assault
- Stressed, tired, run-down, recurring headaches
- Lack of concern about injuries, or blames themselves
- Delay between time of injury and seeking help
- Male partner presenting the woman as mentally ill or as an unfit mother (same situation with carers)
- Anxiety, depression, eating disorders, suicide attempts, low self-esteem
- Alcohol and drug abuse, tranquilliser or sedative use
- Children are aggressive, timid, over-compliant, or extremely protective of mother
- No money, isolated, no support system
- Damage to home – holes in walls and doors, broken furniture, etc.
- Home is immaculate
- Misdirected anger –
- **Highlight this point** - because of frustration, lack of support/response from the system, not safe to direct anger at abuser. Staff may experience this misplaced anger

Elderly

- Check the following link to Age Concern
<http://www.ageconcern.org.nz/council/wellington>

Beth's Story

This is a story about a woman who is like many of us. Take note of how she reaches out time and time again for help.

- How do you think Beth felt each time someone responded to her?
- Why do you think that Beth did not ask more direct questions for help, if that's what she wanted?
- How did the responses from each person impact on Beth's safety?



PURPOSE: To provide an increased understanding of importance of intervention for those experiencing violence.

Activity

Trainer's Notes:

- Have the introduction to Beth's story up on the data show and bring up questions after activity is finished.
- Read out Beth's story (resource on myLearn).
- Have a total of 7 volunteers come to the front.
- Assign roles: Beth, the primary reader, and 6 people to whom Beth reaches out.
- Give a length of ribbon or string to each person except Beth.
- Give the ends of each to Beth.
- She will then be holding 6 ends which attach her to the other 6 people.
- Instruct the participants that after they respond to Beth, they drop the ribbon and sit down.
- Ask volunteers to read the response written on their card when you refer to them as the landlord or doctor.
- Ask people to respond whilst still in role to questions.

Highlight

The difficulty that individuals experiencing violence have in trying to share their experience and ask for help.

While it is important for support people to pick up on 'clues', when there is no clear disclosure of FV, the burden of responsibility is does NOT sit with support person.

Recognise

- Only ask questions when it's safe, when the client is alone, and not around children who are old enough to talk
- Ask general questions to get more information
- Ask direct questions, simple and non-threatening, to assess whether abuse/violence is happening
- Ask clarifying questions:
 - "Is something else is going on with you? How are things at home?"
 - "I've noticed that... Is someone hurting you?"
 - "Is there someone else controlling your money?"
 - "Do you ever feel afraid of your partner?"
 - "Has your partner ever threatened to hurt you or the children?"
 - "Has your partner ever hit you or the kids?"



PURPOSE: To introduce direct questions.

Trainer's Notes:

- Give out the Cue cards (with the FV screening questions on) The resources on myLearn can be laminated and given to staff at training.
- You can also use desk plates 'Family Violence It's Not OK' if they are available.
- Ask these questions when the client is alone. Do not have conversations around children over two years old.

Times to be aware

From your interactions with your clients, when should we be aware of possible family violence?



Activity

In groups brain storm on the white board all interactions with your clients when should we be aware of possible family violence in your work space?

Trainer's Notes:

Answers to include:

Work Obligations:

- Exemptions due to recent rape, FVIP or CYF care of children who have been abused and require UCB or child inclusion in a benefit.

Social Obligations:

- Not meeting Social Obligations for children (Obman). Issues encountered so far include checking that children are enrolled and attending school. Give specific examples of working with CYF for good outcomes.

Child inclusions:

- Care swapping, father applying for SPS for baby or child never had care of in past, what support is wrapped around this parent, children can be used as pawns. Parent refusing to provide letter re care arrangements. Letters signed by parent that indicate ambivalence.

UCB:

- Unsuitable caregivers, caregivers who have had own children removed, criteria – what is breakdown

Section 192:

- Not naming father, risk of violence

Relocations:

- Wanting to move out of area due to safety. All relocation discussions to include FVRC.

52 week reapplications:

- Client has not made contact prior to expiry due to family violence or rape. Partner has prevented them from re-applying as a means of control or to not expose their behaviour including fraud.
- This is an exceptional circumstance to back date

Relationship status:

- Not everyone needs to provide verification
- Exemptions for providing name if FV
- Targeting criteria – see MAP

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Respond



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Why Women Stay – 12 F's

- **FEAR** – losing the children, further violence, hopelessness, of the effect on the children, be alone, him committing suicide
- **Finance** – how will she support herself, lack of skills
- **Family** – wants to keep family together, made her bed now must lie in it
- **Faith** – her religion may tell her to submit and forgive his violence. Her God-given role as a woman may be to keep the family together
- **Father** –the children love/need him, she wants them to know their father, her father may have been the same
- **Fantasy** – he says he loves her, things will get better, he makes promises to change, he might change



PURPOSE: To engage participants through personal experience of relationship breakups and reasons for staying and parallel this to women experiencing family violence.

Trainer's Notes:

- Start with this slide on the title Why People Stay -12 F's
- Ask participants to come up with as many reasons why women stay in violent relationship. Ask for reasons that start with F.
- Go through slides to see how many on the 12 F's match the groups activity.

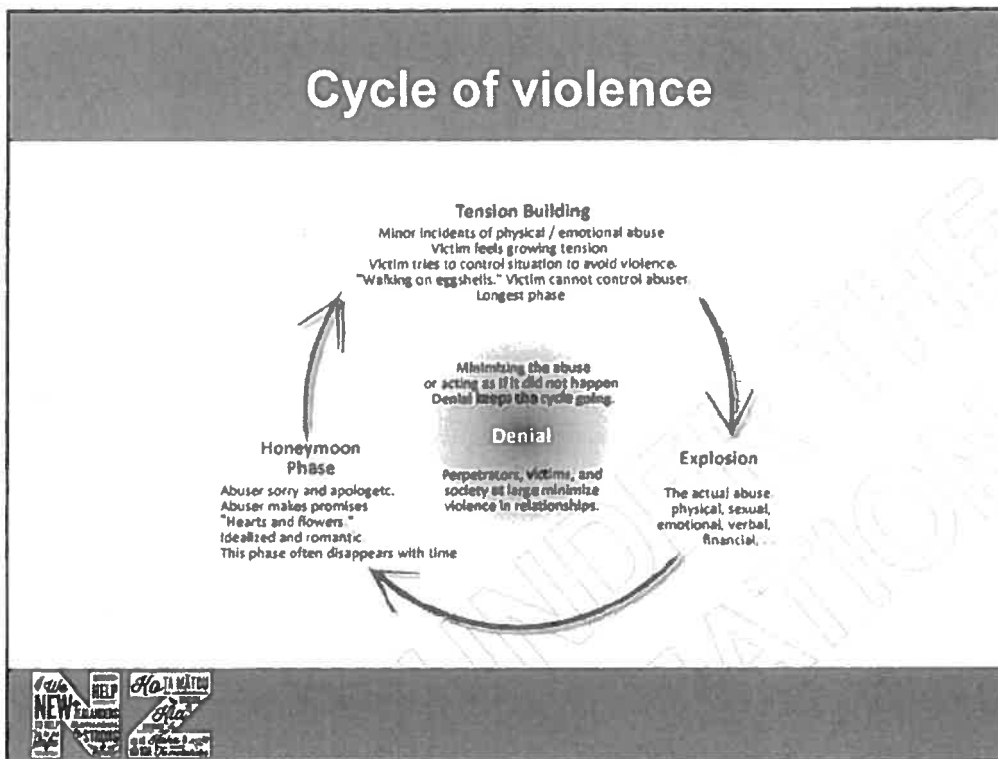
This can also be done in groups or on whiteboard.

Why Women Stay – 12 F's

- **Fatigue** – she's just managing to survive, feed the children, etc., too tired to consider leaving, is confused and exhausted
- **Forgiveness** – he is weak, I forgive him, I love him despite it
- **Failure** – ashamed to tell her family, feels has failed and is a bad wife, thinks she did something wrong and feels guilty – her fault
- **Friends** – wants to keep her friends, they may not understand or the relationships may change, couples things
- **Future** – is uncertain, where will I go, what will I do, where will I live
- **Fuel** – drugs, alcohol – she may have problems with these, can't function on her own

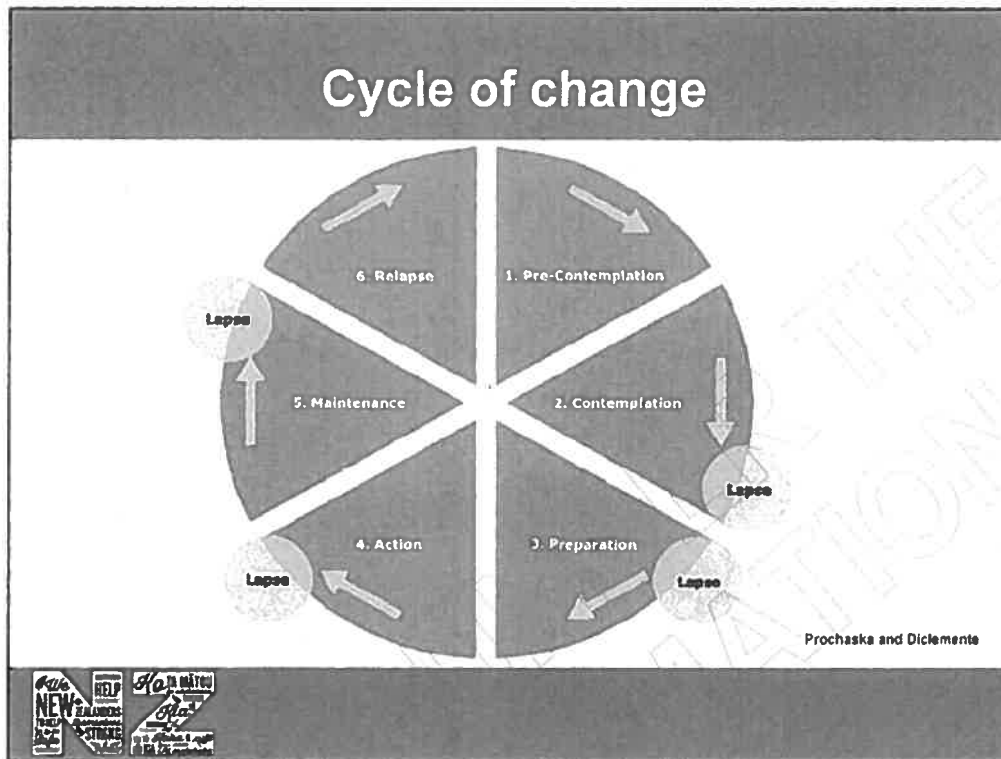


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Trainer's Notes:

- Draw this diagram on the whiteboard and talk through the stages
- The Cycle of Violence depicts a pattern often experienced in abusive relationships. The three phases repeat over and over. Domestic violence is a pattern of abuse in an intimate relationship that escalates over time.
- The cycle of violence is intergenerational. It not only repeats itself in an abusive relationship, it also repeats itself by emerging later in the relationships of people who experienced and witnessed violence in the home as they grew up.



PURPOSE: To introduce a model of change.

Trainer's Notes:

It's easier to keep things as they are than to make changes. Change takes time, thinking and effort. Let's take a look at the process:

- Go through the process using a fun topic such as **Giving up smoking or chocolate to lose some weight**
- Highlight that it is important to understand change as a process. Women in violent relationships you see might not even accept that the relationship is abusive if in early stages...
- Highlight women may be at different stages in their change process and this will influence their response to any questions about family violence
- Now connect the white board cycle of violence to the change cycle... so participants can see the two together.
- Explain the reason people can go around the cycle of violence as life is not always full of violence – but can escalate.
- Explain that in calm periods that is when they see the person the love, slipping back to relapse, pre-contemplation or contemplation.

In all circumstances where there is an indication that violence has occurred, the 3 important messages to deliver are:

- 1) Violence is not okay
- 2) It's not your fault
- 3) Support is available

What would you say?

IF:

- A client is at your desk with a black eye
- A client comes in with a child who has multiple bruises
- A client is "rough" with their child
- Your clients demeanor is anxious nervous
- Your client asks for help due to family violence



Activity

What would you say?

Trainer's Notes:

- In groups come up with two or three answers to what would you say/ask a client in each of these situations.
- Discuss these response as a whole group.

Response

- Acknowledge and validate
- Reassure: there is no excuse for abuse
- Check current safety of the client and the children:
 - “It's not your fault this is happening”
 - “Nothing you did means that you deserve to be treated like that”
 - “Do you worry about your children's safety?”
 - “Is there anyone who you trust know about this and can they help you to keep safe?”
- Assess
 - Is the abuser here now?
 - Is the client afraid to go home?
 - Is the client being stalked or harassed?
- Respond
 - Ring 111 if appropriate
 - Offer immediate referral to an appropriate support agency
 - Get security to escort client to their car



PURPOSE: To provide appropriate responses when a client with children discloses family violence.

Trainer's Notes:

- The most important message we need to get across is that it's not ok and that we can help them get support.
- If a client is in immediate danger, phone 111 or call an appropriate support agency.
- Remember the Family Violence Response Coordinators can offer advice, support and information.

Cue card **SAFETY CHECK** (resource on myLearn)

It's NOT helpful to:

- Discuss any information disclosed to you by the victim with the perpetrator as this is likely to increase risk to the victim
- Try to counsel people
- 'Solve' the problem
- Set the pace for changes
- Label people
- Gossip
- Take sides, blame the victim



Activity

Trainer's Notes:

- Have slide on the title It's NOT helpful to, before clicking to display content
- Ask group what is not helpful for our clients

What helps

- To be listened to without being judged
- To understand abuse is not their fault and they cannot control another person's behaviour
- Practical supports:
money, housing, transport, childcare



PURPOSE: To prepare participants to ask their clients about family violence.

Activity

Trainer's Notes:

Brain storm on flip chart what helps to be able to leave.

Look for the following:

- To be heard; they have made the right decision; not be judged; to know they have someone they trust; to know they are not to blame and are not the cause of the abusers violent behavior; they deserve to be happy and safe as do their children; they are not alone, there are people waiting to help; to know there is practical support including financial assistance, housing, transport etc.
- Ensure confidentiality
- Reassure the client that you will respect and maintain their privacy.
- Believe the story. Don't blame victims for abuse against them.
- Affirm victim's right to live free of violence, threats, and fear. This may be the first time they have heard this message.
- Discuss what they can provide for client as **client facing staff**.
- Highlight the "How We Can Help You" brochure

Show bullet points to reinforce points.

Refer



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Refer

- Check out what supports the client has access to and encourage client to use these
- Offer to refer client to local approved Family Violence services
- Check on clients immediate safety needs
- Advise manager and FVRC



PURPOSE: To provide an opportunity to introduce local service providers and to understand about safety orders.

Trainer's Notes:

- What referral agencies do we have in this area?
- Look up FACs, talk to your FVRC for resources/agencies
- Go over resources available
- Do they have any other additional information

Safety Orders: (if you have Police as a guest speaker they may cover this, or FVRC, Women's Refuge)

- Children are automatically covered by the order.
- A woman does not necessarily have to leave her home to become safe. With a Tenancy Order she can stay and he must go. If the couple is separated at the time of making the order then there is presumption that the children will have no contact with the violent partner.
- The Court must be satisfied that the children are not at risk before making a custody order in favour of the violent parent

A Protection Order holds a lot of power for the protected person.

In CMS Client Documents you will see that we scan in copies of Protection Orders (including the ancillary's like Tenancy, Occupation and Furniture Order. This is important for several reasons. 1) The Victim knows we take the abuse seriously and we honour them by scanning this. Some clients will ask us to take a copy for safety reasons however, some do not want us to have a copy of this and we have to respect this, but note this in both UCVII and CMS CE note 2) Having scanned copies of both Tenancy, Occupation and Furniture Orders allows us to better assess what we need to assist with, as we may not have to contribute to greater advance debt for a client if we ask about

the types of Orders they have e.g. SNG for beds, other furniture etc.

It is important to understand the distinction between a Trespass Order and Protection Order.

Further information is available from:

- The Family Court website www.justice.govt.nz/family
- Family Court brochures
- Community Law Centres www.lsa.govt.nz/general/community.htm
- Youth law information www.youthlaw.co.nz

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Where to go for help

If you're experiencing, using or witnessing family violence you can do something about it:

- Call The Family Violence Information line 0800 456 450, they can put you in touch with organisations in your area who can help. It is available seven days a week from 9am to 11pm
- Call the Police on 111 if you are in immediate danger
- Visit the websites below:
 - Family violence It's not OK
 - Women's Refuge NZ
 - Family Violence Services
 - Oranga Tamariki



PURPOSE: To identify where to go to for help.

Trainer's notes:

Have hand outs of agency booklets to give out where available.

Family Violence, It's not OK Here you can find links to the websites of organisations around New Zealand who are committed to supporting individuals and communities

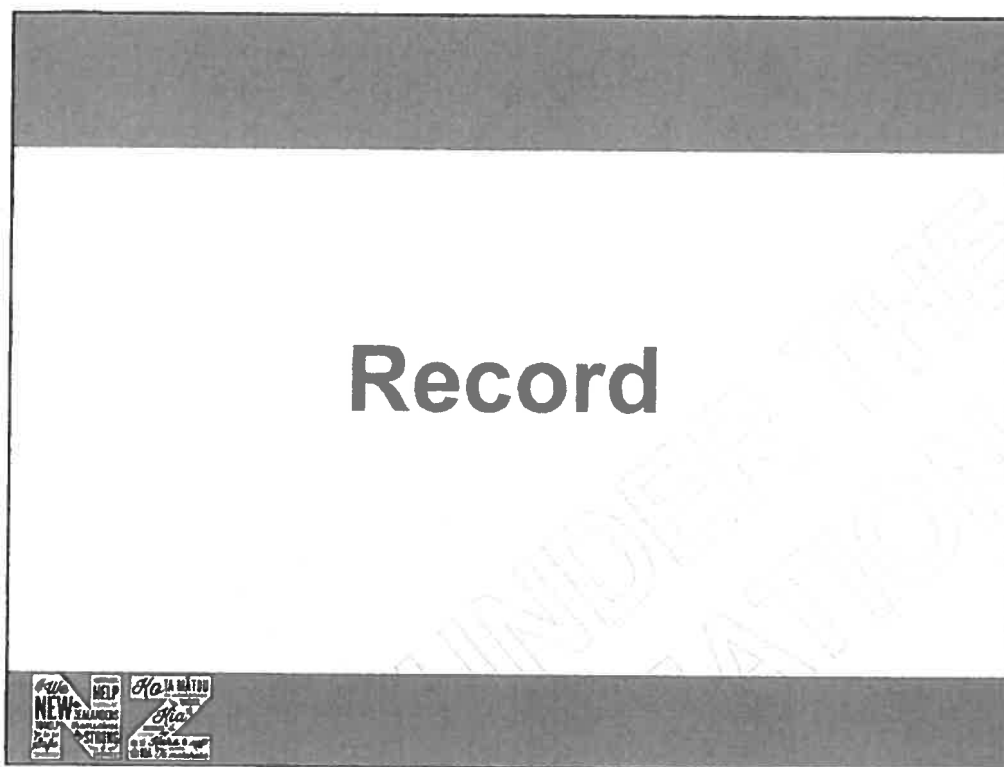
Women's Refuge NZ Find out more about the services and support available-through Women's Refuge

Family violence services Contacts for family violence services from the **Family Services Directory** on the MSD website.

Oranga Tamariki If you are concerned about the safety or well-being of a child or young person, please contact Oranga Tamariki

We would like to acknowledge our long-standing relationship with Women's Refuge in the development of this training package.

Note to client if they are looking on a home computer they can sign up to an invisible site so no one can track where they have been – or get them to look up on a public computer at the library when it is safe?? Not to do it at home unless they can fully delete.



Go through the following three slides

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Add Special Caution Alert

Step 1

From within the clients record select the **ACTIONS** icon to open the list of options. Select 'New Special Caution' from the list.

The screenshot displays a client record for 'The Terrace, Wellington Central Wellington, 601 New Zealand'. The client's name is 'Male' and they were born on '1/1/1980, Age 35'. There are two status indicators: 'Not Recorded' and 'Not Recorded'. Below this, there are tabs for 'Profile', 'Publicity', 'Products and Services', 'Special Caution', 'Client Contact', and 'Alternative Dispute Resolution'. The 'Special Caution' tab is selected. On the right side, there is a dropdown menu titled 'ACTIONS' with the following options: 'New Referral', 'New Request for Financial Assistance', 'Case Change', 'New Evidence', 'New Case', 'New Screening', 'New Alert (New Case)', 'New Special Caution', 'Manage Existing Alerts', 'Manage Existing Alerts', 'Manage Existing Alerts', and 'New Client Meeting'. The 'New Special Caution' option is highlighted.



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Add Special Caution Alert continued

Step 2

Select the Category of 'Client Circumstance', 'Type' 'Family Violence Intervention Programme' and 'Start Date'.

New Special Caution X

* required field

Category*	Change to Client Circumstances <input checked="" type="checkbox"/>
Type*	<input checked="" type="checkbox"/>
Start Date*	Blind / Vision impaired / Low vision Child sex offender Deaf / Hearing impaired Family violence Family Violence Intervention Programme
Expected End Date	Low Trust Client Management
Description	Mobility Password Remote Client Management

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



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Add Client Event note

Create Client Event: [History of the program's 2016-2017 Annual Report](#) (13)

Select the documents to include in this client event.

Event Level: All

Showing 1 of 1 document(s) with 0 links

Service Delivery Case Management PWT

Documents Available for Selection

Action	Document Name	Document Details	Owner	Expiry Date	Status	Delete
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Documents Saved

Action	Document Name	Document Details	Owner	Child's Name	Saved Date	Saved By
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Documents Available for Selection

Link Documents

Link Documents



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Add Client Event note

Add Note

Note Type	
Child Intervention	Create
Follow Up Meeting	Create
Initial Meeting	Create
Comments	Create
Notification to CYF	Create
Notification/s to CYF - Alerts	Create

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



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Four R's

- **R**ecognise
 - Ask direct questions, simple and non-threatening
 - Ask clarifying questions
- **R**espond
 - Acknowledge and validate
 - Reassure: there is no excuse for abuse
 - Check current safety of client and the children
- **R**efer
 - Offer information about local approved family violence services
 - Refer to local Family Violence agencies and services
- **R**ecord



PURPOSE: To briefly review the RRRR intervention model for use in MSD intervention model.

Trainer's Notes:

Go through the following statements:

Examples of statements introducing the subject of family violence:

"Because violence is so common in many people's lives, MSD now routinely asks all clients about it."

"Many of our clients are dealing with abuse in their homes, so I ask about it routinely."

"MSD is aware that violence is common in many people's lives. It has developed a special programme to assist clients affected by violence. So I routinely ask all clients/people about it."

Respond with supportive comments

"That must have been terrifying. You are a strong person to have survived that."

"It's not surprising you've been stressed - that sounds really intimidating/frightening!"

"It's impressive that you're coping with that sort of pressure. How are you managing to keep it all together?"

Validate

"You are not alone – others experience abuse in their homes."

"It's not your fault. There's no excuse for that sort of behaviour. You are entitled to be safe."

"You did nothing to deserve or provoke this. Abuse is never justified."

"Your reactions are a normal response to this sort of trauma."

Inform

"I can provide information/support that may help you."

"What the abuser/your partner/ is doing is a crime. It is not just a family or private matter."

"You have the right to live free of fear and abuse. Work and Income has a special programme to support clients affected by violence."

Ensure appropriate on-going income support for client safety

- Clients living with family violence frequently incur debt from shifting house, replacing breakages, and relationship debt including benefit debt
- Income support is assessed on a case by case basis
- Clients should be advised that it may be necessary to contact other agencies, to verify claims made by the client



PURPOSE: client facing staff will be aware of the need to think about the context of family violence when considering entitlements.

Trainer's Notes

The impact of family violence is a key factor to be taken into consideration when assessing whether to apply discretion or determine that a case meets the criterion of "exceptional circumstances". FV clients may have situations which are a little bit different to our other clients. They may have had to leave quickly with nothing.

Clients may face the following hardships:

- Their possessions and furniture have been wrecked by the violent partner and need replacing
- They have to raise a bond to move into other accommodation. This may occur several times in a year if the abuser continues to stalk and harass them
- They have to move quickly, leaving their refrigerator and washing machine behind
- The abuser has run up a large telephone bill in their name and they cannot get the phone reconnected, thus adding to their danger.

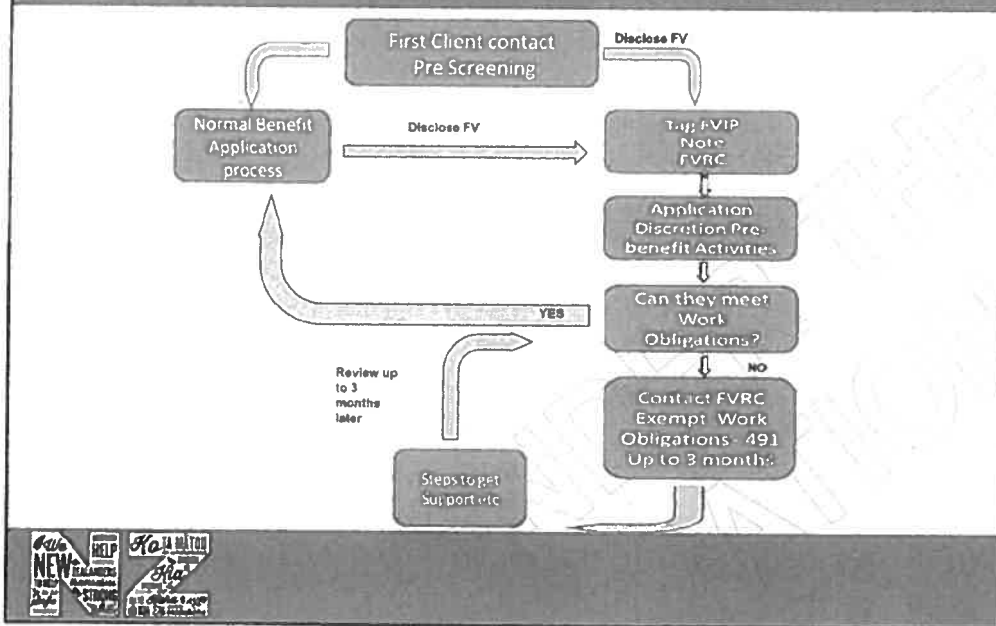
The impact of family violence is a key factor to be taken into consideration when assessing whether to apply discretion or determine that a case meets the criterion of "exceptional circumstances". Other agencies can include police or women's refuge (or other approved services listed on the National Directory).

Activity

Brainstorm in groups or on the whiteboard all the assistance available to help clients experiencing FV

The following slides are answers to the above.

Work obligation exemptions at grant



Trainer's Notes:

- Go over the flow for work obligations at grant

Pre-screening, determine the correct benefit

Application= PAM's or new business

For clients in distress and traumatised discuss with SCM and FVRC re: ensuring these clients are not attending seminars such as WRK4U or PAMS.

FVRC ADVICE regarding exemption period, referrals, round two maybe social obligations, are children safe, is CYF report of concern required.

FVRC's will ensure that all 'work exemptions' on FV grounds are recorded in the 'Engagement Log' with clear steps to be reviewed at the end of the 3 months. FVRC's will also follow-up where necessary to obtain verification from Police, CYF and/or Refuge.

Financial Assistance specific for FV

- Re-establishment for sole parents
- Waiver of stand down – entering a Refuge
- Relocation costs in situations of severe danger
- Assistance with Police safety alarm costs
- Other financial assistance with Manager sign off



PURPOSE: client facing staff will be aware of the need to think about the context of family violence when considering entitlements.

Trainer's Notes:

- Re-establishment: SNG for sole parent victims of FV, who are being assisted by a social services agency to relocate after initial separation.
- Up to \$800 recoverable for bond and rent in advance.
- Up to \$600 non recoverable, for beds, bedding and essential appliances, phone connection, electricity or gas.
- The 1 week stand down for receiving benefit is waived if clients are staying in the Women's Refuge.
- In some situations where a client is deemed to be at severe risk, relocation assistance can be considered. This is decided on a case by case basis and the Police and Refuge would normally be consulted before decisions made.
- Where a client is at risk and the Police have agreed to install a Police Safety Alarm, we are generally able to help with the installation costs of a landline into the home.
- Discretionary assistance may be available for other safety measures, such as the purchase of a cell phone or locks for doors etc. This is decided on a case by case basis.

Financial assistance continued

- Counselling – Disability Allowance
- Domestic Violence Programme
- International Relocation
- Housing Support Products (Bond grant)



Trainer's Notes:

- We can pay up to the maximum of DA towards the cost of counselling for 10 sessions, in serious cases another 10 can be applied for.
- Domestic Violence Programme: Special assistance for clients applying for a residents permit who have lost the support of their financial sponsors/ partners. This is generally a woman who has come to NZ to be in a relationship with a NZ resident and this breaks down due to violence, leaving her unsupported. This is done between Immigration and Work and Income National Office Family Violence Team.
- International Re-location. These are not to be discussed with clients and are only initiated by Police and/or Refuge and role of FVRC is to gather all information we hold regarding FV disclosures. This is managed by a specialist team in National Office and very few cases meet this threshold. Always discuss with FVRC and SCM's if a client mentions this.
- In cases where there are court papers which means the client cannot remove the children from the area, we cannot support the client to go against the court instructions – we need to investigate other options for the client.

Feedback and evaluation

What will you take away with you
from this training?



PURPOSE: Close session, gather feedback.

Ask

“One thing you are taking away from today”. Review the Expectations from today that was on the White Board. Have we covered what you expected to get from today?

Evaluation forms - online

Sensitive to a Smile

If nothing changes, nothing changes – we can all make a difference. One gesture. One person. One moment at a time.

"I alone cannot change the world, but I can cast a stone across the waters to create many ripples."

Mother Teresa



Trainer's Notes:

Be the best you can in your role and get the right help for your client. If you are not sure or can't handle a situation don't that's ok, make sure you don't ignore it. Seek help from your managers, FVRC, SCTs – it may make the difference between life and death.

End on a good high note!

Play the video of Sensitive to a Smile

This is a very positive video - Aotearoa Reggae All Stars (A.R.A.S) - Sensitive To A Smile

<http://www.youtube.com/watch?v=sRBmOlaij0s>

Other music that can be played throughout the session:

- Sad but real - <http://www.youtube.com/watch?v=IBPEKEOUUp0>
- 2015 - NZ Woman's Refuge support tribute song – Tina Cross - www.youtube.com/watch?v=uxNvbP2yzyQ
- Canadian Rap - pome – re music – this will need to be in the intro with a frame up of we need to be mind full of our current society social norms and how it impacts etc. <http://www.youtube.com/watch?v=ogCbwU4KGEY>

These links will also be available on myLearn