



*Igniting  
Change*

Act to prevent family violence

**FAMILY VIOLENCE  
EMPLOYERS' TOOLKIT**





## ABOUT IGNITING CHANGE ...

*Igniting Change - Act to prevent Family Violence* project is the implementation of the national campaign “Family Violence – It’s Not Ok” in Christchurch. The project aims to change attitudes and behaviours to prevent family violence in Christchurch. The project principles are

- Communities working together can make a difference
- Communities are change agents
- Family violence is not normal or acceptable
- All sectors, organisations, groups and people have a role to play in communicating the key messages that family violence is preventable

The project partners in the first phase are Ministry of Social Development, Department of Internal Affairs, Christchurch City Council and Christchurch Women’s Refuge. *Igniting Change - Act to prevent Family Violence* is the initiative of the Crime Prevention Coordinating Committee, an advisory group to Safer Christchurch Inter-Agency group. This project was funded by the Ministry of Social Development Community Action Fund, the Safer Christchurch Safer Communities - Christchurch City Council. The toolkit was produced with the MSD Community Action Fund

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# WARM GREETINGS!



This *Employers Toolkit on Addressing Family Violence in the Workplace* marks a definitive shift in the community action and growing partnerships towards preventing family violence.

This toolkit is a result of the overwhelming positive response from the business sector or what could be called our “non-traditional allies” in the work of preventing family violence. The strength that the business sector brings to this community action is the framework of professionalism and safety-conscious environment embedded in its equal employment opportunity (EEO), Occupational Health and Safety (OHS) policies and the drive for excellence in productivity.

This project and this toolkit is a testimony of how communities working together can make a difference. Christchurch Women’s Refuge looks forward to working closely with its new partners towards ensuring the safety of women, children and families.

In partnership

A handwritten signature in green ink, reading 'A. Gillespie', is located below the 'In partnership' text.

**Annette Gillespie**

*Manager*

*Christchurch Women’s Refuge*



# FAMILY VIOLENCE EMPLOYERS' TOOLKIT

Family Violence is a serious issue in New Zealand, which affects thousands of people across all socioeconomic and cultural groups.

What happens in families affects our neighbourhoods, our schools, our workplaces, and our communities.

Family Violence affects thousands of New Zealanders in many different ways but there is hope,

## **FAMILY VIOLENCE IS PREVENTABLE**

Community attitudes and behaviours can prevent and ultimately eliminate family violence in New Zealand.

This toolkit is designed to support employers and their employees when dealing with Family Violence. The toolkit also contains display information and brochures that offer information and support around family violence.

The key messages are:

- Family Violence is Preventable, attitudes and behaviours can change
- Preventing Family Violence is a public issue – it's everybody's business
- Community Action can change the nation's culture of tolerance to family violence

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# WHAT IS FAMILY VIOLENCE?

Family Violence can take many different forms – physical, psychological, emotional, and sexual.

**Physical Abuse** – hitting, slapping, threats, restraining, biting, scratching, pinching, kicking, punching, pushing, burning, stabbing, shooting

**Psychological and Emotional Abuse** – threats, intimidation, name calling, put downs, isolation, economic abuse(forcing a person to give up his/her wages or not letting him/her have access to money), abusing or using children or pets to create fear, stalking, harassing, guilt trips, blaming

**Sexual Abuse** - Unwanted sexual contact - e.g. touching, rape, verbal harassment, making you do sexual things without consent that may hurt, make you feel ashamed, or bad, Making you feel guilty if you say no to sex, Not using contraception when you ask them to

Family violence can happen to anyone. Victims of family violence come from all socio-economic and cultural backgrounds. Family violence is characterised by one individual's power and control over another. The abuser uses intimidation, fear, and abuse to maintain that control.

Family Violence has a huge impact on those who experience it.

## LONG AND SHORT TERM EFFECTS OF FAMILY VIOLENCE

### Emotional

- Increased feelings of Shame and Guilt
- Confusion
- Loss of self-confidence
- Feelings of hopelessness
- Loss of self-esteem
- Loss of dreams/passion
- Increased feelings of Rage
- Feeling powerless

### Physical Health

- Increased Injury Risk
- Death

### Mental Health

- Depression
- Psychosis
- Post Traumatic Stress Disorder
- Anxiety Disorder
- Stress related Disorder

### Behavioural Changes

- Self-harm
- Eating Disorders
- Substance Abuse
- Addictive behaviours
- Obsessive Compulsive Disorders



# FAMILY VIOLENCE IMPACTS ON THE WORKPLACE THROUGH:

## **Decreased productivity**

when the effects of family violence reduce an employee's concentration and capability

## **Increased Risk to the employer**

an employee's concentration is diminished due to family violence and thus there is greater risk of mistakes or accidents in the workplace

## **Absenteeism**

through injury, illness, protection, arrest or imprisonment

## **Employee Discord**

misunderstandings arise, employees may take sides

## **Violence occurs in the workplace**

the family violence enters the workplace



# WHY IT'S IMPORTANT FOR EMPLOYERS TO ADDRESS FAMILY VIOLENCE:

## **1 Family Violence affects many employees**

1 in 3 women in New Zealand are affected by family violence. It is estimated that Family Violence cost New Zealand between 1.187 billion and 5.302 billion dollars

## **2 Family Violence affects employee performance and productivity**

a person experiencing family violence could suffer from reduced motivation, reduced concentration, increased absenteeism or tardiness, reduced or missed work targets, or reduced commitment, all of which affect productivity performance.

## **3 Family Violence is an occupational health and safety concern**

Family violence may put employees at risk – not only the employee experiencing family violence but others who work with them as well.

## **4 Family violence is a health care concern**

Short and long term effects of family violence may include but not limited to the following, mental health such as depression, anxiety disorder, stress related disorder. Physical health such as internal or external bodily injuries.

## **5 Family violence is a management issue**

With family violence having a huge negative impact on an employee's productivity it becomes a management issue.

## **6 Taking action in response to Family Violence works**

Family Violence is unacceptable. By working together, the community, the church, government, schools, community-based organisations, the Police and employers can change attitudes and behaviours towards building healthy relationships.

## **7 Employers can make a difference**

Employers can make a difference by inculcating a zero-tolerance to family violence in their respective workplaces.

## **8 Simple Strategies Work**

Through this toolkit, employers will have simple strategies and steps in making workplaces safer and more supportive.

# FAMILY VIOLENCE AND EMPLOYMENT CHART

HOW FAMILY VIOLENCE ENTERS THE WORKPLACE	IMPACT ON THE VICTIM	IMPACT ON THE WORKPLACE	CONSEQUENCES FOR EMPLOYER
Abuser sends threatening email, faxes, voice messages or texts	Fear, inattention, increased fatigue	Other staff concerned, annoyed at having to 'cover' for colleague who is performing poorly, co workers may think that victim is lazy	Poor job performance may affect the entire workplace, low staff morale
Abuser humiliates the victim by criticizing or degrading them in front of other staff	Low self-esteem, low confidence, anxiety related symptoms such as headaches, nervousness	Other staff may feel distressed or feel uncomfortable at work	Staff take work time discussing situation, less productive because of discomfort at work
Abuser constantly contacts workplace and other staff in an effort to keep tabs on the victim, abuser stalks the victim	Mistrusts the other staff because they are giving out information, fear for personal safety	Staff are unsure of what information to share and have safety concerns about their own well being	Staff productivity may decrease contributing to increased conflict with others, safety concerns
Abuser is jealous of others in workplace, the abuser "shows up" at the office	Increased anxiety and avoids interaction; fear of losing job; physical symptoms related to anxiety such as ulcers, headaches	Staff afraid of being accused by the abuser; staff may distance themselves from the victim; staff feel at risk	Employer must address safety issues and increased absenteeism; negative impact on staff relationships
Abuser hits, slaps, or pushes the victim at their workplace	Victim experiences humiliation and/or shame; anxiety from trying to hide injuries	Co-workers may fear for their own safety and require counselling	Absenteeism and safety concerns; in some situations staff may be performing job duties that they have not been trained for; employee morale is affected
Abuser physically assaults victim outside work environment or home	Increased anxiety from trying to hide injuries	Staff may not know about abuse; perceive victim as distant or unfriendly	Poor team performance; conflict among staff; victim may miss work due to injury
Abuser sexually assaults victim	Shame, self-blame, victim withdraws from co workers	Staff view victim as distant, communication among staff is poor, negative work environment	HR/management must address issue of team building and possible staff conflicts
Abuser threatens to kill victim	Victim feels trapped in the relationship, feels nobody cares, may be afraid, isolated, and desperate	Other staff unaware of death threats and react negatively to the victims stress and anxiety; others may fear for their own safety if aware of threats	Supervisors/managers have to deal with staff anxieties and fears, productivity drops.
Abuser uses business hours to think or carryout control and/or fear tactics	All of the above	All of the above	Supervisors/managers have a staff who is abusing work time and productivity is affected



# SOLUTIONS FOR EMPLOYERS ON ADDRESSING FAMILY VIOLENCE

From small actions like putting pamphlets in a staff space through to big actions like implementing policies all make a difference to people who are experiencing family violence. The results of your actions will not only benefit your business but everyone in the community through the promotion of safer workplaces, safer homes, and safer communities.

## **Workplaces can take the following actions:**

**ACTION 1**

Implement a workplace charter, with a zero tolerance approach to violence and display this Charter in staff areas

*(Go to page 11 for an example of a workplace charter)*

**ACTION 2**

Implement a policy on Addressing Family Violence in the Workplace

*(Go to page 13 for an example of a Family Violence Policy in the Workplace)*

**ACTION 3<sub>a</sub>**

Provide Information on Family Violence for the employees

*(Go to page 18 for complete list of resources for employers and employees available in Canterbury and nationally)*

**ACTION 3<sub>b</sub>**

Ensure training for managers, supervisors, HR staff, health and safety officers, or anyone that interacts with your employees in a support role on *Family Violence Workplace Education and Training*

*(Go to page 19 and look up Christchurch Women's Refuge, Canterbury Community Law Centre and National Network on Stopping Violence Services details to provide training)*

**ACTION 4**

Ensure that the national campaign "Family Violence, it's not ok" message is well promoted in the workplace

**ACTION 5**

Donate services or products – for example

- If your company publishes a catalogue, newspaper, or any other publication you could include the "Family Violence, it's not ok" message and logo, or have a list of emergency contact numbers for getting help on dealing with family violence
- Donations
- Sponsor community projects
- Good Samaritan Activities – staff dress down days, donate money to charity
- Encourage staff involvement for community events and campaigns

# ZERO-TOLERANCE TO FAMILY VIOLENCE

## *Workplace Charter for Creating a Respectful and Positive Workplace*

Supporting employees to feel better about themselves improves employees' well-being and productivity. It also creates a safer and healthy working environment.

There are numerous ways that employers can address employee morale generally, while providing support to those employees experiencing Family Violence.

### **Model Respectful Behaviour**

All employers, supervisors, team leaders, managers, and employees should model respectful behaviour in their workplace. Bullying, intimidation or harassing tactics are never appropriate.

Every employee can expect to be treated respectfully in the workplace. Every employee has the responsibility to refrain from participating in behaviour that is, or could be perceived to be disrespectful in nature.

### **What is a respectful workplace?**

A respectful workplace is one that values:

- diversity and the human rights of others related to their race, national or ethnic origin, colour, religion, age, sex, marital status, family status, any physical or mental disability and sexual orientation
- the dignity of the person
- courteous conduct
- mutual respect, fairness and equality
- positive communication between people
- collaborative working relationships

### **What is disrespectful behaviour?**

Disrespectful behaviour includes, but is not limited to the following:

- offensive or inappropriate remarks, gestures, material or behaviour
- inappropriate jokes or cartoons including racial or ethnic slurs
- grouping or isolating (example: on race or ethnic origin)
- yelling
- belittling
- reprimanding in the presence of others
- aggressive or patronizing behaviour
- embarrassing or humiliating behaviour
- discrimination as defined under human rights legislation
- sexual harassment
- damaging gossip or rumours
- unwarranted physical contact
- covert behaviour, i.e. inappropriately withholding information, undermining, underhandedness

- Model respectful behaviour in the workplace
- Promote employee awareness of family violence issues
- Introduce initiatives to boost employee morale and relieve stress



# ZERO-TOLERANCE TO FAMILY VIOLENCE

## *Workplace Charter for Creating a Respectful and Positive Workplace*

### **Promoting Awareness of Family Violence Issues**

Employers can create awareness of family violence issues and educate staff about how to deal with family violence while at work.

Employers could

- Put up Family Violence prevention posters and displays
- Invite speakers to come and speak to staff – Police, Refuge Advocates
- Post a list of Family Violence community resources in safe spaces, like bathrooms or staff rooms
- Have a professional development day for management and staff to review policies that deal with family violence and the workplace.
- Circulate monthly messages about family violence.

### **Introduce initiatives to boost employee morale and relieve stress**

- Initiatives that strengthens the business as an integral part of the larger community
- Initiatives that builds teams based on equality and equity, respect for one another
- Initiatives that highlight the strengths in having ‘diversity and differences’ in the workplace

# POLICY AND PRACTICE ON ADDRESSING FAMILY VIOLENCE IN THE WORKPLACE



*Everyone Has a Role in the Prevention of Violence*

## **[Name of Business] Workplace Violence Free Statement**

**[Name of Business]** is committed to providing support to employees so that they may lead violence free lives.

In accordance with this commitment, **[Name of Business]** has the expectation that all employees should be free from family violence in all its forms, including but not limited to:

- Physical
- Emotional
- Psychological
- Sexual

Being Violence Free means:

- Not being a victim of family violence
- Not being a perpetrator of family violence
- Not being a witness to family violence

## **Policy**

- 1** All employees are responsible for their conduct on **[Name of Business]** premises, whether they are on or off duty
- 2** **[Name of Business]** does not tolerate acts of violence committed by or against employees. **[Name of Business]** strictly prohibits employees from making threats, bullying and engaging in violent or perceived violent behaviours.  
  
**[Name of Business]** has a zero tolerance policy, which means that violent or abusive behaviours are likely to lead to summary dismissal, without notice if an employee is found to have violated this policy.
- 3** Any reported violence, threats, or harassment will be immediately investigated by management
- 4** Employees who commit violent acts, or who otherwise violate this policy will be subject to corrective action or discipline, up to, and possibly including termination of employment.
- 5** Employees at risk of violence (either subjected to, or involved in) must immediately notify their team leader or manager, so that they can work together to address the situation.
- 6** Employees who have concerns about another employee should take the concerns to management, immediately without discussion with other employees
- 7** In the event that you are a victim or perpetrator of Family Violence, **[Name of Business]** will provide support strategies for you.



# POLICY AND PRACTICE ON ADDRESSING FAMILY VIOLENCE IN THE WORKPLACE

*Everyone Has a Role in the Prevention of Violence*

## **This policy shall apply to:**

- All employees as well as non-employees of **[Name of Business]** that are visiting or conducting business at any work location or sponsored social event.
- Paid or unpaid Employees travelling on **[Name of Business]** business, as well as any time employees are working for or representing **[Name of Business]** away from their regular work location
- To not only acts against other employees, but acts against all other persons, while on **[Name of Business]** premises, during working hours, and at sponsored social events.
- All employees (paid or unpaid) of **[Name of Business]**

## **Employers Responsibility**

- To provide a safe, respectful, and supportive environment
- Ensure and provide training for all employees to:
  - ★ inform them of the Prevention of Workplace Violence policy
  - ★ assist them in recognizing the signs of a potentially violent situation
- Thoroughly and immediately investigate any reported violence, harassment or threats committed on **[Name of Business]** premises
- To thoroughly investigate all staff concerns regarding violence
- To maintain strict confidentiality
- Brief new employees about the Prevention of Workplace Violence policy.
- Encourage employees to seek help for personal or medical problems that may lead to acts of violence or aggression.
- Counsel all parties involved in a situation and discuss results.
- Provide support and assistance to employees who are victims of workplace violence and who request help from the company.



# POLICY AND PRACTICE ON ADDRESSING FAMILY VIOLENCE IN THE WORKPLACE

*Everyone Has a Role in the Prevention of Violence*

## Employee Responsibility

- Comply with and support the policy against workplace violence.
- Report real or implied violent behaviour or violations of this policy to a **[Name of Business]** appointed representative immediately.
- Report violence against employees by customers, vendors, or others in a work related setting.
- Keep reports or incidents confidential. Information will be disclosed to others that have a need-to-know.
- Exercise good judgment and inform **[Name of Business]** representative if you become aware of potentially dangerous behaviour.

Examples of potentially dangerous behaviour:

- Discussing weapons in a potentially threatening manner, or bringing them to the workplace
- Displaying overt signs of extreme stress, resentment, hostility, or anger.
- Making threatening remarks.
- Displaying irrational or inappropriate behaviour.

## Management Responsibility

Management should encourage work environments that are safe from violence, threats, and harassing/aggressive behaviour. Every **[Name of Business]** management representative has individual and professional responsibility for compliance with, support and implementation of the Prevention of Violence policy, which includes responsibility to:

- Report any suspicion or knowledge of a current or potential incident of workplace violence to **[Name of Business]**
- Learn the steps to prevent incidents of workplace violence and the measures to be taken if such an incident occurs.
- Respond with equal concern to incidents involving customers, visitors, vendors, in a **[Name of Business]** work related setting, as well as **[Name of Business]** employees.
- Investigate and document all incidents

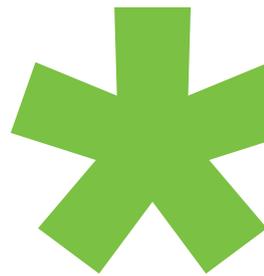


# **POLICY AND PRACTICE ON ADDRESSING FAMILY VIOLENCE IN THE WORKPLACE**

*Everyone Has a Role in the Prevention of Violence*

## **How [Name of Business] Will Assist**

- Confidential means for coming forward for help.
- Resource and referral information.
- Flexible work hours (where possible) for affected employees in order to take care of legal matters, court appearances, medical guidance, and/or workplace relocation.
- Maintain, publish, and post a list of support resources in locations of high visibility, such as bulletin boards; break rooms; restrooms; company phone directories; and on-line information databases.
- Employees, who voluntarily seek help for personal problems with abusive or hostile behavior, will be offered assistance.



# POLICY AND PRACTICE ON ADDRESSING FAMILY VIOLENCE IN THE WORKPLACE

*Everyone Has a Role in the Prevention of Violence*

## Resources Available

*If you are an at-risk employee due to threatened violence, stalking, or other personal violence threats, you should notify **[Name of Business]** and the appropriate department] immediately. Steps will be taken to protect your privacy while attempting to protect your safety while at work.*

## Prohibited Conduct

It is a violation of this policy to engage in any behaviour(s) including but not limited to:

- Subjecting any employee to intimidation, threats, physical attack(s), and sexual, emotional and/or psychological intimidation.
- Intentional damage to property which includes property owned by **[Name of Business]** employees, customers, visitors, and vendors.
- Stalking or engaging in actions intended to frighten, coerce, or induce stress.
- Using, possessing, or threatening to use dangerous or unauthorized materials such as explosives or weapons
- Committing injurious acts motivated by, or related to, violence or sexual harassment.

## Termination of Employment

If an employee has been terminated from **[Name of Business]** for an act of workplace violence or harassment, and if written consent is provided to conduct the reference, **[Name of Business]** may provide that information when potential employer(s) contact **[Name of Business]** for reference information. Additionally, an employee terminated from **[Name of Business]** due to an act of workplace violence or harassment will not be eligible for rehire.



# USEFUL CONTACT AND RESOURCES ON FAMILY VIOLENCE FOR EMPLOYERS AND EMPLOYEES

ORGANISATION	SERVICES PROVIDED	RESOURCES
<p><b>A Call to Action “Family Violence, it’s not Ok”</b>                      Phone: 0800 456 450  <a href="http://www.areyouok.org.nz">www.areyouok.org.nz</a></p>	<p>National Campaign for Action preventing Family Violence is 4 year Campaign for Action on Family Violence to help us change the way we think and act about family violence.</p> <p>The Campaign is part of a community-wide movement led by individuals and organisations throughout New Zealand who are working together to help prevent family violence. It will provide information, resources and support to create a society that says family violence is never ok.</p> <p>There is no one answer. To make our communities free from family violence, everyone needs to work together.</p>	<p><b>Type of resources:</b> Leaflets, posters, balloons, personal stories, guidelines, and training manual</p> <p>A range of materials have been produced to support the Campaign for Action on Family Violence. These include but not limited to:</p> <p><b>Booklets:</b></p> <ul style="list-style-type: none"> <li>■ “Are you OK?” about the campaign</li> <li>■ Take a Look for men who use violence and focuses on a positive change.</li> <li>■ Protecting Our Children is Everyone’s Business</li> </ul> <p><b>Posters</b> - “Family Violence it’s Not OK” - feature people and quotes from the television ads.</p> <p><b>Short film</b> - includes interviews with different people from around New Zealand talking about their local communities prevention activities.</p> <p><b>Guidelines:</b></p> <ul style="list-style-type: none"> <li>■ Reporting Family or Domestic Violence</li> <li>■ Media Manual</li> </ul> <p><b>Community Action Toolkit</b> - a training manual to guide developing a family violence prevention activity or project in the community. The kit includes 40 information sheets on a wide range of family violence related topics.</p> <p>This website has information, brochures, pamphlets, posters. The 0800 number has information and contact details for agencies throughout NZ.</p>
<p><b>Canterbury District Health Board</b>  <a href="http://www.moh.govt.nz/familyviolence">www.moh.govt.nz/familyviolence</a></p>	<p>The CDHB focuses on promoting, enhancing and facilitating the health and well-being of the people of the Canterbury District</p> <p>CDHB implements the national Violence Intervention Programme (VIP) in Canterbury which looks at supporting the health sector family violence programmes throughout New Zealand.</p>	<p><b>Types of resources:</b> Posters, Pamphlets, Cue Cards, Flowcharts, Case Studies and Toolkit</p> <p>The website contains a range of resources on the links between family violence and health &amp; well being of the individual, family, and the community. The information is designed for health practitioners to deal with family violence in the health sector</p>

## ORGANISATION

### Child, Youth and Family

Phone: 0508 FAMILY (0508 326459)  
www.cyf.govt.nz

## SERVICES PROVIDED

Child, Youth and Family (CYF) is the government agency with legal powers to intervene, protect and help children who are being abused or neglected or who have problem behaviour.

Child, Youth and Family works with families to:

- protect children
- promote the wellbeing of children, young people, their families and family groups
- manage young offenders
- facilitate the adoption process
- ensure that children in need are secure and cared for
- help families maintain and strengthen their child-rearing role.

### Children's

#### Commissioner

Phone: 0800 224 453  
www.occ.org.nz

The Office of the Children's Commissioner advocates for the best interests of all children and young people in New Zealand. The Office of the Children's Commissioner looks to ensure all of their rights are respected and upheld

### Christchurch Women's

#### Refuge

Crisis and Support Line: (03) 364 7306  
Fax: (03) 3772847  
Email: support@womensrefuge.co.nz  
www.womensrefuge.co.nz

Christchurch Women's Refuge is the first women's refuge in NZ and provides a range of services for women and children, namely:

- 24-hour Crisis Phone Line: answered by trained workers who offer advocacy, support, information, and referrals
- Safe House with Education Programs on Premises: staffed by trained workers who offer advocacy, support, information, and referrals
- Community Outreach: run by trained workers who offer advocacy, support, information, and referrals

## RESOURCES

### Type of resources: Leaflets and videos/DVDs

Information available include but not limited to following topics:

- Rights of the Child
  - Keeping children safe from abuse and neglect
  - Keeping children safe from sexual abuse
  - Positive Parenting
  - Family group conferences- victims information
  - Family group conferences – care and protection
  - CYF services and processes when a child is taken into care
- Website contains information, leaflets, factsheets and contact details for local CYF offices throughout Aotearoa.

### Types of resources: newsletters, reports, publications, brochures and posters

The range of information fall under the following topics:

- Behaviour series brochures
- Children's Rights, Fair Play Posters
- Positive Parenting brochures and posters
- Reports and statistics on issues such as children and the law, the media, community, domestic violence, poverty

**Types of resources:** Advice, Support, Advocacy, Training programmes for Women and Children and Community education programmes

A wide range of information for women and their children experiencing violence.

ORGANISATION	SERVICES PROVIDED	RESOURCES
<p><b>Citizens Advice Bureau</b> 0800 FOR CAB (0800 367 222)</p>	<p>Citizens Advice Bureau provides free, impartial, and confidential service of information, assistance and referrals to people within the community.</p>	<p><b>Types of resources:</b> Free advice on any matters and information sheets on range of consumer and citizenry matters</p> <p>Citizens Advice Bureau can provide information to assist with almost any issue, and if they can't, they will find someone who can.</p>
<p><b>Community Action to Prevent Family Violence</b> <a href="http://www.nzfvc.org.nz/">www.nzfvc.org.nz/</a> communityaction</p>	<p>Project led by the Ministry of Social Development that provides funds to community based agencies to take action to change attitudes and behaviours on ending Family Violence</p>	<p>The website contains domestic violence action toolkit, information sheets and contact details for support agencies.</p>
<p><b>Community Law Canterbury</b> 281 Madras St PO Box 2912, Christchurch Ph: 03 366 6870 Fax: 03 366 6631 Email: <a href="mailto:admin@canlaw.org.nz">admin@canlaw.org.nz</a> <a href="http://www.canlaw.org.nz">www.canlaw.org.nz</a></p>	<p>Community Law Canterbury is a Community Law Centre, a non-profit organisation which works to reduce and remove barriers to the law.</p>	<p><b>Type of resources:</b> Guides</p> <p>Two guides available online to assist those applying for or responding to a Protection Order under the Domestic Violence Act 1995.</p> <ul style="list-style-type: none"> <li>■ A Guide to Applying for a Protection Order</li> <li>■ A Guide to Responding to a Protection Order</li> </ul> <p>Website contains legal information, factsheets and guides, and contact details for local community law centres throughout Aotearoa.</p>
<p><b>FAIR Centre</b> 0800 222 345</p>	<p>The FAIR Centre is a programme of Barnados. It was set up to empower people by giving them the information they needed to make decisions, changes and take action. It provides a free nationwide information service through the 0800 line, regular up-to-date information sheets for distribution.</p>	<p><b>Types of resources:</b> 0800 line and information sheets</p> <p>The Centre provides a range of information that cover issues affecting families such as custody and access, help for teen mums and dads, options for early childhood education, tips on babysitting, information on family income to how to challenge decisions and complain to organisations.</p>
<p><b>Families Commission</b> PO Box 2839 Wellington 6140 Phone: (04) 917 7040 Fax: (04) 917 7059 Email: <a href="mailto:enquiries@nzfamilies.org.nz">enquiries@nzfamilies.org.nz</a> <a href="http://www.nzfamilies.org.nz">www.nzfamilies.org.nz</a></p>	<p>The Families Commission provides a voice for New Zealand families. The Commission speak out for all families and promote a better understanding of family issues and needs among government agencies and the wider community</p>	<p><b>Types of resources:</b> Research, Reports, publications</p> <p>The Commission provide a range of free information supporting parents and caregivers to raise their children in a positive way.</p>

## ORGANISATION

### Family Court

Christchurch Family Court  
(Incorporating Rangiora & Ashburton)  
85 Armagh Street  
PO Box 4618  
CHRISTCHURCH  
Tel: (03) 962 4000  
Fax: (03) 962 4303  
Email: [family@justice.govt.nz](mailto:family@justice.govt.nz)  
[www.justice.govt.nz/family/publications/pamphlets/default.asp](http://www.justice.govt.nz/family/publications/pamphlets/default.asp)

## SERVICES PROVIDED

The Family Court is a division of the District Court. It was established under the Family Courts Act 1980 as a place where New Zealanders could get help with family problems.

The Family Court aims, wherever possible, to help people sort out their own problems by way of counselling, conciliation and mediation.

## RESOURCES

**Type of resources:** Information packs, Leaflets, DVD, posters

A range of resources are available on the Domestic Violence Act and Care of Children Act, and other related legal matters.

Information available include but not limited to following topics:

- Family Court services
- Family separation – children’s guide and teenagers guide
- Domestic Violence Legal Aid
- Domestic violence – information on Protection Orders and the Domestic Violence Act 1995
- Parenting through separation
- International child abduction
- Preventing children being removed from New Zealand
- Relationship Property

Website contains legal information, factsheets and guides, and contact details for Family courts throughout Aotearoa.

### Family Violence Prevention

[www.endabuse.org](http://www.endabuse.org)

This website has articles on Family Violence and a wide range of resources and information about Family Violence, its effects, and how to prevent, or escape from Family Violence.

### Legal Services Agency

Level 1, 256 Oxford Terrace  
P.O. Box 130150, Armagh  
Street, CHRISTCHURCH,  
DX WX11123  
Tel: 03 363 6500  
Fax: 03 379 8742  
Email: [info@lsa.govt.nz](mailto:info@lsa.govt.nz)  
[www.lsa.govt.nz](http://www.lsa.govt.nz)

The Legal Services Agency is a Crown entity and its purpose is to promote access to justice by:

- providing a legal aid scheme so people who cannot afford legal services have access to them
- providing other means of legal assistance
- supporting community legal services by funding community law centres, education and research.

**Type of resource:** Leaflets, training manual

A range of Legal Aid leaflets have been produced and these include :

- A Guide to Legal Aid and other Legal Assistance
- Information about Legal Aid for Protection Orders
- Legal Aid for Civil/Family matters
- Legal Aid – Rights and Obligations
- Community Law Centres
- Can you get a Legal Aid lawyer?

Other resources from LSA include:

- Legal Aid for Civil (Family Court) matters
- Domestic Violence and Harassment Law Training Kit

## ORGANISATION

**National Network of Stopping Violence Services**

P O Box 774  
CHRISTCHURCH  
Phone: 03 365 6266  
Fax: 03 365 6180  
Email: [svs-chch@xtra.co.nz](mailto:svs-chch@xtra.co.nz)  
[www.nnsvs.org.nz](http://www.nnsvs.org.nz)

## SERVICES PROVIDED

National Network of Stopping Violence Services is a federation of community agencies offering men's violence and abuse prevention programmes, support and education programmes for women who have experienced domestic violence, programmes for youth and community education on domestic violence prevention

## RESOURCES

**Type of resources:** Leaflets, videos, DVD's, books

A range of resources have been produced and these include :  
Training videos/DVD :

- "She'll be Sweet" – training video and workbook on psychological abuse and control in New Zealand relationships
- You Will Know Brothers Against Violence© DVD – Pacific Island and Maori men perform music to make a stand against violence towards women.

**Organisational Development Tools**

- How Does Your Organisation Respond to Violence Now? assessment tool for youth organisation on how the manage violence, what to do to reduce and replace violence.
- How Youth Organisations Can Effectively Promote Respectful Behaviour information for youth organisations on what they can do to reduce violence and replace it with respectful behaviour.

**Posters**

- RAP (Respect All People - Whakamana Tangata) poster & five top factors - in poster format, a matrix of ten key things that youth organisations could do to reduce and replace violence.

**New Zealand Family Violence Clearinghouse**

Te Awatea Violence Research Centre  
University of Canterbury  
Private Bag 4800  
Christchurch  
Phone: (03) 364-2296  
Fax: (03) 364-2744  
Email: [info@nzfvc.org.nz](mailto:info@nzfvc.org.nz)  
[www.nzfvc.org.nz/](http://www.nzfvc.org.nz/)

The Clearinghouse was established as an independent national resource for the collation and dissemination of family violence research and practice information across Aotearoa New Zealand. Its key stakeholders are the family violence prevention sector – the practitioners, researchers, policy-makers and communities for whom it was established.

The website has family violence research and good practice databases, fact sheets, community education resources, links to a free library service, the latest family violence news and events and a regular newsletter.

**NZ Police Family Violence Coordinator**

Phone: 03 363 7400  
[www.police.govt.nz](http://www.police.govt.nz)

ORGANISATION	SERVICES PROVIDED	RESOURCES
<p><b>S.K.I.P</b>            Phone: 03 963 2381            Fax 03 963 6384            Email: skipinfo@msd.govt.nz            www.familyservices.govt.nz/skip</p>	<p>SKIP is a Ministry of Social Development project and is about supporting parents to have loving and healthy relationships with their children. It is aimed at parents and caregivers of children from birth to five.</p> <p>SKIP has three strands:</p> <ul style="list-style-type: none"> <li>■ development of national resources for community organisations, parents and caregivers.</li> <li>■ Strengthening existing parent support and education through a range of training packages</li> <li>■ Setting up a Local Initiatives Fund to support community groups promotes positive parenting through workshops, support groups, promotional events and guest speakers.</li> </ul>	<p><b>Type of resources:</b> Leaflets, books, posters, fridge magnets, badges, envelopes</p> <p>A range of resources have been produced to support the SKIP campaign aimed at supporting parents to bring up their children in a positive, nurturing way. The resources include but not limited to the following:</p> <ul style="list-style-type: none"> <li>■ Leaflets for parents on bringing up under five year olds on the topics of Managing Behaviour, Tantrums , Ages and Stages, Special Needs, Supermarket Survival, Temperament, Managing Stress, Jealousy and Fighting, Safety</li> <li>■ Book “ Managing Our Anger”</li> <li>■ Fridge magnets with parenting messages</li> </ul>
<p><b>Work and Income New Zealand</b>            General Enquiries: 0800 559 009            Wallet Information Packs: 0800 559 009</p>	<p>The Work and Income Family Violence Intervention Programme is targeted at their clients who are experiencing family violence. The programme recognises that New Zealand has a very high rate of family violence and that many victims are clients of Work and Income. The Work and Income Service Centres are an excellent point of contact to identify and support people in this situation.</p>	<p><b>Types of resources:</b> Wallet-sized brochures</p> <p>Wallet-sized brochures on safety planning, information on crisis and support contacts for women, men and children throughout the country</p>



**FAMILY  
VIOLENCE**

**IT'S NOT OK**