



MINISTRY OF
SOCIAL DEVELOPMENT
Te Manatū Whakahiato Ora

Stock-take of providers delivering family violence prevention and intervention services to Pacific people and communities

June 2012

Contents

1. Introduction	3
1.1 Background	3
1.2 Scope of the Stock-take	3
1.3 Approach.....	4
1.4 Key Limitations.....	7
2. Summary of Information	8
2.1 Pacific Providers	8
2.2 Mainstream/Non-Pacific Providers	9
3. Pacific Providers	10
3.1 Contextual Snapshot	10
3.2 Factors Contributing to Effective Service Delivery to Pacific People	13
3.3 Challenges to Effective Service Delivery.....	14
3.4 Suggestions to Enhance Service Delivery.....	15
4. Mainstream Providers Tailoring Services to Pacific People.....	17
4.1 Contextual Snapshot.....	17
4.2 Factors Contributing to Effective Service Delivery to Pacific People	18
4.3 Challenges to Effective Service Delivery.....	18
4.4 Suggestions to Enhance Service Delivery.....	20
5. Mainstream/Non-Pacific Providers	21
5.1 Contextual snapshot	21
5.2 Factors Contributing to Effective Service Delivery to Pacific People	21
5.3 Challenges to Effective Service Delivery.....	22
5.4 Suggestions to Enhance Service Delivery.....	23
6. Summary.....	24
Appendix 1: Pacific Providers.....	26
Appendix 2: Mainstream Providers Tailoring Delivery to Pacific People	33

Acknowledgement

We acknowledge the valuable input of the providers who have contributed to this report. Their shared knowledge and experience has provided key insights that will contribute to future research, training and development, to inform effective service provision for Pacific people and communities.

1. Introduction

1.1 Background

In 2011 the government allocated funding for the development and implementation of a new training programme for Pacific service providers to build their capability to deliver culturally appropriate interventions to victims of family violence, perpetrators and their families.

Family and Community Services (FACS) of the Ministry of Social Development (MSD) is currently managing work to inform the development of the new training programme.

From the outset, the Pacific Advisory Group (PAG) to the Taskforce for Action on Violence within Families identified the need for a cultural framework to inform the training. Central to this has been the recent completion of work to develop seven specific Pacific nation conceptual frameworks (officially launched on 18 May 2012) to explore different components of Pacific traditions, cultures and experiences, which will inform the design and implementation of a culturally appropriate training package.

A literature review on culture and family violence in seven Pacific communities in New Zealand, 'Falevitu', was also completed by Maiava Carmel Peteru alongside the conceptual framework development.

FACS determined that the development and subsequent roll-out of the training required a stock-take to identify:

- Pacific providers delivering and tailoring services and programmes to Pacific victims of family violence, perpetrators and their families
- Mainstream providers delivering and tailoring services and programmes to Pacific victims of family violence, perpetrators and their families.

The need for this stock-take was also identified in the Pacific Programme of Action, 2008 – the overarching strategy informing ways to address violence in Pacific families and communities, which is led and managed by PAG.

1.2 Scope of the stock-take

The primary purpose of the stock-take is to identify the number and locations of Pacific providers and the nature of their family violence prevention and intervention service delivery. This will help to inform the scope of future training.

FACS recognised that the stock-take provided an opportunity to obtain a snapshot of providers' experiences regarding factors enabling effective service delivery to Pacific people, challenges to this, and related support and training needs. Hence this is the second purpose of the stock-take.

In considering the potential scope of the stock-take, it was recognised that:

- family violence covers a broad range of controlling behaviours commonly of a physical, sexual and/or psychological nature and occurs in a variety of close interpersonal relationships¹
- advocacy and support are provided to victims of family violence not just by agencies directly contracted or funded to provide services in the family violence area, but also by individuals and organisations in multiple and diverse contexts
- a significant number of mainstream organisations may deliver services to Pacific people, although the number engaged will vary significantly and will be influenced by local population demographics.

To ensure the manageability of the stock-take it was determined that the key focus would be on providers that:

- self-identify that they specifically deliver family violence services to Pacific people (see approach below)
- receive government funding to deliver family violence services and programmes (identified through information provided by MSD, Child, Youth and Family [CYF], the Ministry of Health and the Ministry of Justice [MOJ])
- deliver family violence prevention and intervention services that include: education, advocacy, information and advice, emergency and safe accommodation, counselling and stopping-violence programmes.

The stock-take would also focus on identifying:

- ‘Pacific providers’, being those providers who identify that their services are mainly delivered for Pacific people by Pacific people
- ‘Mainstream/non-Pacific’ providers who identify that they tailor and deliver family violence intervention and prevention services to Pacific people.

It would not include providers that identified that their services were predominantly tailored to specific non-Pacific-nation population groups (eg Māori providers, Asian providers).

The term ‘Pacific’ has been used throughout the report as, with the exception of a small number of providers that tailor services to specific Pacific nation ethnic groups (eg Samoan, Tongan), this term is used commonly by providers to identify services provided to people who belong to different Pacific nations.

1.3 Approach

Given the focus of the stock-take, a two-staged iterative approach was followed. This involved:

- Phase One: Provider identification
- Phase Two: Provider provision of information about service delivery.

¹ Te Rito New Zealand Family Violence Prevention Strategy. Ministry of Social Development: Wellington (2002) p8.

Phase One: Provider Identification

The purpose of this phase was to identify Pacific and mainstream providers delivering family violence prevention and intervention services to Pacific people in New Zealand.

This phase was undertaken in the early part of 2012 and predominantly involved desk research utilising the internet, conversations with and information provided by government agencies, and internal knowledge and information.

This resulted in the identification of fewer than 30 Pacific providers. Subsequent discussions with these providers resulted in the final identification of 19 Pacific providers that deliver specific family violence prevention and intervention services. The table in Appendix 1 identifies these providers, their locations and the nature of their service provision.

Approximately 200 mainstream/non-Pacific providers were identified in main centres and locations that potentially deliver services to Pacific people. Six providers were readily identified (through public information available) as providing a constant service specifically tailored to Pacific people. The table in Appendix 2 outlines these providers.

Phase Two: Provider Information Regarding Service Delivery

Pacific providers

All Pacific providers identified in phase one were contacted to confirm their provision of family violence prevention or intervention services and to invite their responses (by telephone and/or written questionnaire) to a small number of questions relating to their service delivery and potential training needs. Seventeen of the 19 providers took part. Key questions related to:

- factors ensuring that services are effective for Pacific people
- challenges/gaps affecting effective delivery to Pacific people
- workforce capacity and capability matters
- areas for future support and training.

Mainstream/Non-Pacific providers

It was not possible to contact all of the mainstream providers identified within the scope of this project given their considerable number. Fourteen mainstream providers (including three of the six that identified that they specifically tailored services to Pacific people) were contacted to obtain high-level insights into their service delivery to Pacific people. These providers were asked to respond to questions similar to those asked of Pacific providers.

Geographic considerations influenced the selection of the 14 providers contacted (as did available information about service provision to Pacific people), including a focus on providers in:

- both the North and South Islands
- large urban and provincial areas
- areas with a population of 2,500-plus Pacific people at the last (2006) census

- areas identified by MSD in 2011 as having moderate to high needs for services to address family violence, and locations where in 2010 the MOJ identified a Pacific programme need, and where Pacific programmes were being delivered
- areas where the Recognised Seasonal Employer (RSE) scheme has operated (and attracted Pacific people to provincial regions, creating both transitory and potentially permanent populations).

Table 1 summarises this information and the number of providers contacted in each location.

Table 1: Sample area selection for mainstream provider discussions		
Location	Rationale	Number of providers to contact
Northland	Established Pacific population, rural/provincial, RSE location, service need (MSD)	1
Manukau	Large Pacific population, service need (MSD), Pacific programme need (MOJ), large number of mainstream organisations, mainstream providers identified as tailoring delivery to Pacific people	2
Central Auckland	As for Manukau	2
Waikato (including Tokoroa)	Established Pacific population, no MOJ Pacific programme delivery, provincial, RSE area	2
Rotorua	Established Pacific population, provincial, service need (MSD), one mainstream provider tailoring services to Pacific people	1
Palmerston North	Established Pacific population, RSE area, service need (MSD), no Pacific providers identified or services tailored to Pacific people	1
Wellington region	Large Pacific population, Pacific programme need (MOJ), service need (MSD), mainstream providers identified as tailoring delivery to Pacific people	2
Christchurch	Southern location with established Pacific population. Number of mainstream providers identified	2
Dunedin	Established Pacific population. Possibly emerging as an area for Pacific programme need (MOJ). No Pacific providers identified	1

To limit the selection sample, some regions (eg Hawke's Bay) were not included if similar 'rationale' characteristics were present in the other regions selected, and where other related engagement was planned to occur soon between FACS and providers in those regions.

Twelve of the 14 providers contacted responded² (mainly by phone) to questions about their service delivery to Pacific people.

Engagement with providers also gave the opportunity to ask them about their knowledge of providers delivering family violence prevention and intervention services to Pacific people, and to therefore check the comprehensiveness of the stock-take.

In some regions with relatively large Pacific populations but no Pacific providers identified, contact was made with the relevant Family Violence Network Family Coordinators to confirm this understanding and to seek to identify local providers delivering services to Pacific people.

1.4 Key limitations

The need to set parameters around the stock-take resulted in the following limitations:

- Being unable to contact each of the nearly 200 mainstream/non-Pacific providers that *may* deliver services to Pacific people, in order to confirm whether they provide services to Pacific people and the extent of this delivery³. Hence a number of mainstream providers will not have been identified.
- The possible exclusion of individuals and organisations that in some way respond to family violence issues, whether voluntarily or through the delivery of other services, but do not specifically identify that family violence prevention is part of their work (eg individuals, church communities, health services).
- The stock-take was not an in-depth study; it provided a snapshot only from which to understand providers' service delivery to Pacific people.

The exclusion from this stock-take of any organisations delivering family violence services to Pacific people and communities therefore, should not be seen as minimising the work of those organisations, but rather should be considered in light of the parameters of this stock-take.

² Tryphina House Women's Refuge Whangarei, Te Roopu O Te Whānau Rangimarie O Tamaki Makaurau, Mangere, South Waikato Living Without Violence Trust, Family Focus, Rotorua, Palmerston North Women's Refuge, Catholic Social Services, Wellington, Porirua Living Without Violence, Christchurch Women's Refuge, Stopping Violence Services, Christchurch, Te Whare Pounamu Dunedin Women's Refuge, Stopping Violence Dunedin.

³ However, it is understood that the provision of services to Pacific people by mainstream providers will be a future focus for PAG.

2. Summary of information

The stock-take provided the following insights into the provision of family violence prevention and intervention services to Pacific people.

2.1 Pacific providers

- A total of 19⁴ Pacific providers have been identified (refer Appendix 1).
- Twelve of the 19 are based in the wider Auckland region.
- The other seven Pacific providers are based in Hamilton (one), Tokoroa (one), Wellington (two), Christchurch (two) and Timaru (one).
- Of all regions with a Pacific population of 2,500-plus at the 2006 census, Northland, Rotorua, Hawke's Bay, Manawatu/Whanganui and Dunedin are the five regions where there are no Pacific providers delivering family violence prevention or intervention services.
- Family Focus in Rotorua and Dove Hawke's Bay are two providers that provide general services, as well as tailoring services to Pacific people.
- Only two Pacific providers (Auckland and Wellington) are approved programme providers under the Domestic Violence (Programmes) Regulations 1996 (the DV Regulations)⁵.
- However, four of the six mainstream/non-Pacific non providers that tailor family violence prevention and intervention services to Pacific people are approved programme providers under the DV Regulations.
- More than half of the Pacific providers are approved to deliver services under section 396 or 403 of the Children, Young Persons and their Families Act 1989 (CYF approved).
- The majority of Pacific providers identified that they deliver services extending to the provision of family violence information, support, advocacy, awareness-raising and counselling.
- Around one-third of Pacific providers deliver stopping-violence programmes.
- Outside the larger regions of Auckland, Wellington and Christchurch, there are no counselling or stopping-violence programmes delivered by Pacific providers. The Pacific providers in the Waikato region and Timaru currently undertake support and awareness-raising services only.

⁴ A small number of providers interviewed indicated that family violence prevention and intervention is not their core business however, they have a short-term goal to develop services in this area.

⁵ This is confirmed by information provided by Pacific providers and the MOJ. However, because MOJ data reviewed is from 2010, additional Pacific providers could since have been approved.

2.2 Mainstream/non-Pacific providers

- The stock-take identified around 200 mainstream providers of family violence prevention and intervention services that may potentially deliver services to Pacific people.
- Six providers were readily identified (through public information available) as providing a constant service specifically tailored to Pacific people.
- These six providers are identified in the table in Appendix 2. They are located in Counties Manukau (two), Rotorua (one), Hawke's Bay (one) and the Wellington region (two). Four are approved programme providers under the DV Regulations.
- Engagement with 12 mainstream/non-Pacific providers identified that some regularly provide services to Pacific people (eg Te Roopu O Te Whānau Rangimarie O Tamaki Makauru) and deliver a comprehensive suite of services. Others provide services only to a small number of Pacific people or do so infrequently.

3. Pacific providers

3.1 Contextual snapshot

Table 2: Main family violence prevention and intervention services by Pacific providers								
Provider location and service type	Family violence-related advice/information	Education/Awareness activities	Support Advocacy	Crisis line/accommodation	Family violence-related counselling	CYF approved	Stopping violence programmes (funded and non-funded)	Approved provided under DV Regulations
Auckland region								
Aiga Atia'e Pasefika	√	√			√	√		
Auckland Cook Islands Support Services Trust	√	√	√		√			
LIA Trust	√	√	√	emergency housing	√	√	√	
Manukau Pacific Island Trust	√	√	√			√		
Mother Divine Mercy	√		√	√	√	√	√	
O Le Lafitaga	√		√		√	√		
Pacific Health and Social Services					√	√		
Pasefika Mana Social Work Support Trust	√		√		√	√		
Pacific Island Safety and Prevention Project	√	√	√	√	√	√	√	√
Pacific Island Women's Refuge	√	√	√	√	√	√		
TOA Pacific	√	√	√					
Tongan Tamaki Langafonua		√	√				√	
Waikato								
K'aute Pasifika		√	√			√		
South Waikato Pacific Island Community Services Inc.			√					
Wellington								
Folau Alofa					√	√	√	√
Taeoamanino	√	√			√	√		
Timaru								
Fale Pasifika O Aoraki		√	√			indirectly		
Christchurch								
Pacific Island Evaluation			√		√		√	
Pacific Trust Canterbury			√			√		

As presented at table 2 above, the stock-take identified a total of 19 Pacific providers⁶ that deliver family violence prevention and/or intervention services to Pacific clients.

The locations of these providers mostly align with Pacific demographic trends in terms of regions with relatively large Pacific populations. Twelve of these providers are based in the Auckland region, two in Waikato, two in the Wellington region and two in Christchurch. One provider is based in Timaru where the Pacific population was fewer than 500 at the 2006 census⁷. The extent of this coverage is illustrated as follows:



There are no Pacific providers based in the following regions where the Pacific population exceeded 2,500 at the 2006 census: Northland, Rotorua, Hawke's Bay, Manawatu/Whanganui and Dunedin. However, one mainstream/non-Pacific provider in Rotorua and one in Hawke's Bay identify that they tailor services specifically to Pacific people (see section 4 below).

Around one-third of the 19 Pacific providers delivers stopping-violence programmes. Only two are approved providers under the DV Regulations. Most providers deliver family violence information and support services, awareness-raising and counselling.

⁶ See note 4.

⁷ Refer to the section 'About Us – Population Statistics' on the South Canterbury District Health Board website.

Most also take a 'whole-of-family' approach, providing these services to men, women and children, and both victims and perpetrators of violence. More than half of the Pacific providers are CYF approved to deliver services.

Seventeen of the 19 Pacific providers responded to questions about their service delivery. Most identified that they are staffed either completely or predominantly by employees of Pacific-nation ethnicities, or have a mixed staffing base of Pacific staff and employees from other ethnicities. Most predominantly serve Pacific people, but also provide services to other ethnicities.

About half of the Pacific providers specifically identified that they use Pacific-specific models or frameworks to guide their practice. These included the most frequently identified established health and wellbeing models: Fa'afaletui (Tamasese K, et al, 1997)⁸; Kakala (Thaman K, 1998)⁹; Seitapu (Pulotu-Endemann K, et al);¹⁰ and the Fonofale Model of Health (Pulotu-Endemann K)¹¹. Commonly, providers also identified the use of strengths-based, family-centred, client-centred, holistic approaches in their practice.

Some Pacific providers have also developed their own models to guide their practice, for example: Fonotaga a le Aiga (Pacific Island Safety and Prevention Project), La'u Puletasi (Pasefika Mana Social Work Support Trust), Talatalaga. An Aiga Model of Care (Taeaomanino Trust) and Faatalatanoa and le Mamalu (Folau Alofa Charitable Trust).

Several providers are members of collaborative networks including the Fonua Ola Network and the South Auckland Family Violence Prevention Network (with the Pacific caucus, Kumi Fanua), which focus on capacity-building and ensuring sustainability to provide effective services to Pacific communities.

It seems that Pacific providers are at varying stages of development in terms of their service provision. Some providers are well established and their services entrenched. A small number identified that they have had to reduce or stop their delivery of stopping-violence programmes owing to recent changes in government funding.

Some providers (including those serving smaller Pacific populations) are focused on developing their capabilities to formalise their support provision and to move beyond awareness-raising and support services to intervention work. Two of these providers operate in areas without close ties to other local Pacific providers. To build capability, one has identified a desire to work closely with an established provider that is delivering effective services to different Pacific nation groups. Another has recently entered a partnership with an established mainstream organisation.

⁸ Tamasese, K et al. (1997). *O le Taeao Afua: A New Morning – A Qualitative Investigation into Samoan Perspectives on Mental Health and Culturally Appropriate Services*. Wellington: The Family Centre and New Zealand Health Research Council.

⁹ Helu-Thaman, K. (1988). *Ako and faiaiko: Educational concepts, cultural values and teacher role perceptions in Tonga*. Unpublished PhD Thesis, University of the South Pacific, Suva.

¹⁰ Polutu-Endemann et al. (2007). *Seitapu: Pacific Mental Health and Addiction Cultural and Clinical Competencies Framework*. Auckland, New Zealand: Te Pou O Te Whakaaro Nui

¹¹ First published reference in: Ministry of Health. (1995). Pacific Islands Peoples' understanding of mental health. *Strategic Directions for the Mental Health Services for Pacific Island People*. Wellington: Ministry of Health.

3.2 Factors contributing to effective service delivery to Pacific people

Pacific providers identified three interrelated factors that contribute to the effective delivery of their services to Pacific people: services delivered by Pacific for Pacific; by qualified, experienced and competent staff; and from a client-centred approach.

Delivered by Pacific for Pacific in culturally appropriate ways

Providers identified the importance of being able to engage with clients in their own language, from shared experiences and from the same cultural worldviews. This was identified as important to understanding Pacific clients' beliefs, values and needs, and central to providing appropriate guidance and support and being able to challenge presumptions and to address behaviours and concerns.

Clients feel comfortable, understood and undiminished because cultural connections are made, appropriate respect demonstrated, cultural protocols followed (eg around etiquette, societal status, seating) and cultural concepts embedded in service provision. This facilitates clients' willingness to open up, to talk honestly about their experiences and to engage with services provided.

Qualified, experienced and competent staff

Providers identified the importance of qualified Pacific counsellors, social workers and facilitators, with specific knowledge and experience in the family violence area, and with ongoing access to external and internal mentoring and supervision.

Client-centred approach

Tied to the provision of culturally appropriate service provision, providers also identified different approaches that help put Pacific clients at ease and encourage their engagement with and willingness to participate in services, including:

- reiterating matters of confidentiality and privacy
- being available after hours and in weekends
- using familiar events, discussion points, cultural concepts and areas of commonality to develop rapport and to open the way for discussion
- instilling strengths offered from different Pacific traditions and cultures
- taking time to work with clients to understand fully their backgrounds, beliefs, values, circumstances and levels of understanding of New Zealand laws and parental responsibilities
- working holistically to tailor services to meet individual needs or to address the whole family as a unit (and assisted through holistic service provision and close relationships with other service providers).

3.3 Challenges to effective service delivery

Pacific providers identified challenges to providing effective services to Pacific people and to meeting the diverse needs of individuals from different Pacific nation groups. These challenges relate to: Pacific people accessing and engaging in services; workforce capacity and capability challenges; external funding challenges; and sector gaps.

Challenges to Pacific people accessing and engaging in services

Challenges identified as affecting Pacific people's access to, and engagement with, services include:

- concerns about engaging with providers in case their families are known to the providers
- a reluctance by family members to disclose violent behaviour and abuse
- a fear of opening up about violence owing to possible consequences, particularly if a referral has been initiated by a government agency
- travel costs and geographical coverage
- literacy
- misunderstandings around expectations or timing of attendance that could arise owing to miscommunication during the referral process
- denial, resistance and a lack of motivation or understanding of the need to change.

Workforce capacity and capability challenges

A number of challenges were identified that affect providers' capacity and capability to respond effectively to Pacific clients' diverse needs and to high demand for Pacific practitioners. These include:

- limited qualified and experienced Pacific practitioners
- limited internal and external supervision, mentoring and training available for both qualified and unqualified staff and provided by Pacific practitioners
- resource constraints having an impact on membership of professional bodies and ongoing professional development opportunities
- limited resourcing to support organisational infrastructure (eg robust reporting information technology systems).

External funding challenges

External funding requirements were identified as challenging to effective practice because:

- funding is limited, with current funding focused on short-term results. This:
 - does not recognise the time required to address multiple needs and intergenerational violence
 - can result in the provision of unstructured, shallow support, rather than effective interventions able to effect long-term change
 - sees a reliance on volunteers (usually unqualified), as well as the provision of volunteered time

- has, for at least two providers, led them recently to cease providing direct family violence interventions and programmes
- funding proposal requirements can be difficult to meet, particularly for newly established and smaller organisations. This is either due to a lack of an informed understanding of what is required, or because English as a second language can limit the ability to express comprehensively the full value of the services proposed
- under-resourcing of Pacific-specific services
- there remains some a level of misalignment of expectations between providers and funders.

Sector gaps

Pacific providers identified a lack of Pacific-designed programmes, resources and interventions as a core gap in responding to Pacific people's needs. They identified that Pacific models of practice incorporating Pacific worldviews and cultural strengths need to become more prominent and not second to abstract frameworks that do not stem from Pacific people's experiences.

There is a tension with Pacific service providers being compared to non-Pacific service providers, and Pacific providers feeling they must justify why they work the way they do when this is not seen to 'fit with Western theory and practice'.

Some providers also identified concern at the ability of mainstream services to understand and respond appropriately to the diverse needs of Pacific clients, but it being necessary to make referrals to such providers because of their wider service provision (eg crisis response, stopping-violence programmes).

3.4 Suggestions to enhance service delivery

Providers identified the following areas to enhance service provision to Pacific people and communities:

Workforce development

- Planning and resourcing to increase the number of Pacific qualified, experienced practitioners.
- Increased peer mentoring, supervision and professional development opportunities and training for both unqualified and qualified Pacific staff.

Sharing of practice

A structured and supported approach to sharing practice and knowledge among Pacific providers (particularly important for organisations/practitioners without local peer connections and support), including opportunities:

- to work closely with other Pacific providers delivering programmes and interventions that work well to address issues from an ethnic-specific perspective (eg a placement or secondment)
- for ethnic specific communities to come together to talk about the effectiveness and challenges of working with their communities in the family violence area and to look at what ethnic-specific and pan-Pacific interventions and programmes may embody and look like in practice.

Models of practice

- Pacific-designed and developed evidence-based resources, tools, interventions and programmes that embody key Pacific cultural values, strengths and realities. In the absence of these, some providers have, over time, devised their own models (see page 12). Such knowledge and expertise could inform ongoing capability development in the sector.
- Recognition of ethnic Pacific models of practice as best practice and the significance differences Pacific providers can make in working with Pacific people to prevent and eliminate family violence.

Funding

More opportunities for providers and funders to train and/or work alongside each other to help facilitate close working relationships and to align expectations.

Training

Pacific providers identified the need for training (ethnic specific and pan-Pacific) to be provided by Pacific trainers for both qualified and non-qualified Pacific staff in the area of family violence. The following were identified as areas where future training could be aimed:

- Reaching and engaging people from different Pacific nation groups.
- Cultural assessment training.
- Understanding the impacts of, and responding to, Pacific families' lack of knowledge about New Zealand law and parenting responsibilities.
- Understanding the impacts of violent environments on Pacific children and what this means in Pacific terms.
- Addressing sexual violence.
- Cultural and clinical supervision of Pacific clinicians.
- Strengthening governance, management and strategy to support organisational sustainability.

4. Mainstream providers tailoring services to Pacific people

4.1 Contextual snapshot

Six providers were readily identified (through public information available) as providing a constant service specifically tailored to Pacific people (these providers are identified in the table in Appendix 2). Three of these providers were engaged with for the stock-take: Friendship House (Manukau), Family Focus (Rotorua) and Catholic Social Services (Wellington).

In the absence of a Pacific provider in Rotorua, Family Focus appears to be the sole provider delivering Pacific-specific services in that location. Friendship House and Catholic Social Services operate in locations where there are both established Pacific and mainstream providers and large Pacific populations. All three providers regularly deliver services to a relatively high number of Pacific people.

Each provider has taken a different approach to developing Pacific-specific initiatives:

- Developing (in conjunction with Pacific staff and cultural consultants) programmes in different Pacific nation languages and cultural contexts.
- Adapting a general programme to incorporate Samoan culture and language. Client support is provided by staff fluent in different Pacific nation languages.
- Service delivery provided by Pacific staff incorporating Pacific values and beliefs and Pacific spiritual and cultural contexts.

Each provider identified various models or actions that inform their approach and service delivery, including the:

- Vaka Atafaga model of health
- Fonofale model of wellbeing
- usage of symbols, metaphors and images to assist people to better understand and relate to information provided
- usage of values inherent in different Pacific cultures to promote respect and core skills.

All three providers have access to staff within their organisations fluent in more than one Pacific nation language and representing different Pacific nation ethnicities. Not all staff are counsellors, facilitators or social workers, but assist to engage and support people of diverse Pacific nation groups (eg providing advocacy and information).

All three are approved providers of family violence programmes under the DV Regulations and provide a diverse range of services: support, counselling and stopping-violence programmes.

4.2 Factors contributing to effective service delivery to Pacific people

As well as providing services tailored to Pacific people, providers identified two other key interrelated factors contributing to their effective delivery of services to Pacific clients: experienced, culturally competent staff; and a client-centred approach responsive to individual needs.

Experienced, culturally competent staff

Experienced, culturally knowledgeable staff are identified as key to reaching and engaging effectively with diverse Pacific clients. Providers identified the strength of rapport and engagement that can be facilitated by staff able to provide services in the framework of clients' own languages and cultures.

One example shared demonstrated how a social worker's ability to make linkages to clients' families and genealogy in Samoa enhanced the ease with which clients related to this practitioner.

Client-centred approach responsive to individual needs

Providers identified that their approach to service delivery stems from understanding and tailoring services to clients' specific needs, and engaging Pacific people in a way that is familiar, encouraging and welcoming. This includes working within a strong context of hospitality and from a strengths-based approach.

This is shaped by both the values and the cultures of the organisations, as well as the competency of staff in being able to understand clients' backgrounds, family and cultural dynamics, societal positioning, experiences and needs.

4.3 Challenges to effective service delivery

Providers identified a number of challenges that impinge on those factors identified as contributing to effective service delivery, which relate to: workforce capacity and capability; external funding; sector relationships; and wider sector gaps.

Workforce capacity and capability challenges

Workforce capacity and capability challenges have an impact on the ability to respond to people from diverse Pacific nation groups and to meet diverse needs. These challenges include:

- a shortage of qualified and trained Pacific practitioners
- an inability to up-skill and employ in a full-time capacity inexperienced but culturally knowledgeable practitioners owing to a lack of time and resources required for supervision and training. For one provider, this was a key frustration and had an impact on the succession planning and mentoring that the organisation could provide
- being able to respond to the diverse languages and cultural experiences of Pacific clients (to ensure that clients are fully conversant with information provided and to understand and respond to their needs)
- limited external training opportunities available that are specifically focused on informing service delivery to Pacific people.

External funding challenges

These relate to:

- external funding based on short-term results, which does not recognise the time needed to unravel intergenerational violence and entrenched views and beliefs
- different understandings of expectations between providers and funders.

Sector relationships

Challenges to the establishment of working relationships with key Pacific providers and churches relate to:

- past challenges working with Pacific agencies where incompatible beliefs were perceived (eg whether smacking was considered an appropriate form of discipline or abuse)
- establishing relationships with church leaders to seek to encourage their influence in referring Pacific people to family violence service providers, as well as influencing perceptions about family violence.

Sector gaps

Sector challenges related to a lack of initiatives that stem from Pacific people's experiences, including:

- an absence of stopping-violence programmes with a Pacific worldview as the starting point. Therefore the incorporation of Pacific experiences and values is 'added on'
- no "shared or common analysis of the causes and effects of family violence in Pacific (or other) communities [and] the strong influence of the power structures of village, family and church" in relation to this.

Providers also identified the need to build cultural competency across the profession to ensure that cultural nuances, protocols and the needs of Pacific people are well understood and responded to, and to ensure that the provision of appropriate cultural and language support is a core part of established provider practice.

4.4 Suggestions to enhance service delivery

Providers identified the following areas in which service delivery to Pacific people and communities needs to be enhanced:

Workforce development

- A focus on increasing the number of qualified and experienced Pacific practitioners and funding to facilitate sufficient supervision, mentoring and support for inexperienced practitioners.
- Support to develop governance, management and strategy.
- Practitioners based within churches to enable prevention and intervention services to come from 'within'.

Sharing of practice

Professional development support and opportunities to enable Pacific practitioners to come together.

Models of practice

- The development of stopping-violence programmes specifically centred on Pacific people's experiences and needs.
- Models of practice that "enable people to maintain their mana, and value their culture, while at the same time being really clear about what's inappropriate behaviour, and what are the consequences of this".

Funding

Achieving a better understanding between funders and providers, including around contractual expectations.

Training

Increased, regular, local training focusing on:

- cross-cultural competencies to enhance effective engagement with Pacific people and to provide a better understanding of cultural constructs, experiences and dynamics
- unpacking aspects of 'Pacific culture' perceived as 'permitting' family violence (including engaging Pacific church, community and sector leaders in this work).

5. Mainstream/Non-Pacific providers

5.1 Contextual snapshot

Twelve mainstream/non-Pacific providers¹² (including three of the providers referred to in section 4 above) were engaged with for the stock-take. Some regularly deliver services to Pacific clients (eg Te Roopu O Te Whānau Rangimarie O Tamaki Makaurau, Mangere, Tryphina House, Whangarei, Porirua Living Without Violence, and Stopping Violence Dunedin). Others provide services only to a small number of Pacific people or do so infrequently.

Some of the providers engaged with employ Pacific practitioners or have Pacific representation on their governance boards. Some employ Pacific staff members or have volunteers in non-practitioner roles who specifically work to engage Pacific people and to provide information about services. Others do not have any Pacific staff.

Pacific people either self-refer (with several providers identifying some clients' preference to use non-Pacific-specific services to protect anonymity) or are referred to mainstream/non-Pacific providers by agencies such as CYF, health providers and the courts.

Some providers have established relationships with local Pacific providers, which helps to facilitate referrals between providers, enhances engagement with Pacific people, and assists to connect clients to other Pacific people and to access various avenues of support.

For some providers it has not been possible to establish connections with Pacific organisations owing to the absence of Pacific providers in their areas. Others identified a lack of connections with or knowledge about key people or networks that they can go to for advice and support about engaging and working with Pacific people.

5.2 Factors contributing to effective service delivery to Pacific people

Providers identified different factors contributing to their effective service delivery to Pacific people, which relate to: awareness of services; culturally competent staff; and a client-centred approach responsive to individual needs.

Awareness of services

Some mainstream/non-Pacific providers identified that central to their effectiveness is the ability to reach and inform Pacific people about their services. This is enhanced by:

- Pacific staff, volunteers and relationships in the community (eg with church leaders in one case) to engage with Pacific people about their services, including in people's own languages

¹² See note 2.

- physical proximity to other social services agencies to enable awareness of and self-referral to services
- presenting as a 'general' provider and, therefore, recognised as available to all ethnicities.

Culturally competent staff

Providers identified the importance of culturally competent staff (Pacific and non-Pacific) able to engage with clients in a culturally respectful way and to understand and respond to individual needs and experiences.

Client-centred approach responsive to individual needs

Tied to the importance of culturally competent staff, providers identified the importance of engaging Pacific people in ways that ensure they feel understood, welcome, respected and thus likely to remain engaged with the services provided.

5.3 Challenges to effective service delivery

Providers identified the following challenges that relate to: engaging Pacific women; workforce capacity and capability; and wider sector gaps.

Low engagement of Pacific women

Whereas some providers regularly provide services to Pacific people, other providers identified key challenges to engaging Pacific women because of:

- their reluctance to disclose violence and to seek help owing to perceptions that this would go against church teachings or bring shame on their families
- the required length of government-funded support programmes (eg 10 weeks), with family commitments usually making it difficult to complete programmes of this duration.

Workforce capacity and capability

Workforce capacity and capability challenges include:

- A limited number of qualified and experienced Pacific practitioners
- Limited resources to provide sufficient training and supervision to inexperienced staff
- A paucity of regular training related specifically to working with Pacific people.

Wider sector gaps

Some smaller providers indicated that they are finding collaborative relationships challenging in an environment where sector meetings are being 'overtaken' by government representatives and larger providers.

5.4 Suggestions to enhance service delivery

All providers indicated a keenness for training relating to their work with Pacific clients. The following were identified as areas for future training and information:

- Engaging effectively with Pacific people to encourage the use of services and programmes.
- Providing appropriate advice and support for Pacific women.
- Knowledge of key Pacific experts or networks to access for advice and support.

Providers also identified that service delivery to Pacific people should be a core part of training and stopping-violence programmes.

6. Summary

Table 3: Summary of provider feedback			
	Pacific providers	Non-Pacific providers tailoring services to Pacific people	Mainstream providers
Effective service delivery			Able to reach and inform Pacific people about services
	Services delivered by Pacific for Pacific and from the framework of one's own language and culture	√	
	Qualified, experienced, culturally competent staff	√	√
	Client-centred approach responsive to individual needs	√	√
Challenges			
<i>Limited access and engagement in services</i>	<ul style="list-style-type: none"> Confidentiality concerns Non-disclosure Fear of consequences Travel costs/geographical reach Denial, resistance, lack of motivation or understanding 		Low engagement of Pacific women owing to reluctance to disclose Retention issues owing to length of programmes and family commitments
<i>Workforce capacity and capability issues</i>	Limited qualified, experienced practitioners, supervision, mentoring and training by Pacific practitioners	√	√
		Limited external training opportunities focused on delivery to Pacific people	√
	Resourcing limiting professional development opportunities		
	Limited resourcing to strengthen organisational infrastructure		
	√	Responding to diverse cultures	√
<i>External funding challenges</i>	Based on short-term outcomes that do not recognise time required to unravel intergenerational issues	√	
	Misalignment in expectations	√	
	Funding proposals difficult		
	Under-resourcing of Pacific-specific services		
<i>Sector challenges and gaps</i>	Lack of Pacific-designed initiatives	√	
		No shared analysis about the causes of violence in Pacific communities	
	Ability of mainstream services to understand needs of Pacific people	Working relationships with churches and Pacific providers	Collaboration affected by larger agencies taking over meetings
		Cultural and language competency	
Enhancing effective services	Pacific workforce development and increased mentoring and supervision	√	
	Support to increase governance, management and strategy		
	Greater sharing of practice across Pacific providers	√	
	Pacific-designed and developed models/initiatives. Recognition of ethnic Pacific models as best practice	√	
	Better alignment of expectations between funders and providers	√	
	Training in relation to: <ul style="list-style-type: none"> engaging different ethnicities cultural assessment New Zealand law impact of violence on children sexual violence in Pacific communities cultural supervision governance and management 	Training in relation to: <ul style="list-style-type: none"> cross-cultural competency understanding culture and relationship to violence 	Training in relation to: <ul style="list-style-type: none"> effective engagement with Pacific people advice and support for Pacific women accessing Pacific experts and networks

Table 3 summarises providers' perspectives about effective service provision to Pacific people, challenges to this and enhancement suggestions. As can be seen, there is much commonality of views among the different providers.

All providers, whether mainstream or Pacific, identified the importance of culturally competent, qualified and experienced staff to engage with and tailor services effectively to meet the needs of Pacific people.

For Pacific providers, and those mainstream providers that specifically tailor their services to Pacific people, services are Pacific designed and delivered or incorporate different Pacific nation languages and cultural values. This is recognised as key to strong practice. Some mainstream providers employ Pacific staff (qualified and non-qualified) and have established community connections with Pacific individuals and organisations to enhance their ability to reach and engage Pacific people.

It is of concern that all providers identified a lack of experienced, qualified Pacific practitioners as a core challenge, as well as an inability to supervise and support inexperienced Pacific practitioners adequately owing to time and financial restraints. Some Pacific providers also identified resource limitations preventing professional development opportunities for staff.

As the stock-take has identified, of the 19 Pacific providers currently delivering family violence prevention and intervention services, only six deliver stopping-violence programmes. None of these providers is located outside Auckland, Wellington and Christchurch (although in Hawke's Bay and Rotorua two mainstream providers specifically tailor services to Pacific people).

Pacific and mainstream providers identified the need for a better alignment of expectations between providers and funders, and the need to address challenges experienced in responding to intergenerational needs and violence within the constraints of short-term funding parameters.

There appears to be a need to explore further issues raised relating to a disconnect between mainstream providers' perceptions of approaches taken by Pacific providers and some concern by Pacific providers that mainstream services are unable to fully understand and meet the needs of Pacific people.

A further challenge commonly identified relates to the lack of interventions and programmes developed specifically to address family violence affecting Pacific people and communities, with Pacific responses having to be 'added on' to mainstream approaches. Some providers have developed their own responses, and their shared insights would be important to inform the development of initiatives specifically designed for Pacific people.

Greater opportunities for networking and the sharing of knowledge and practice emerged as pertinent, particularly for providers delivering services in locations without connections to Pacific individuals and organisations.

All providers identified gaps in knowledge, support, funding and training to support their work with Pacific people. Pacific providers and providers delivering services tailored to Pacific people identified the need for more opportunities to facilitate the sharing of practice by Pacific practitioners and specialists in the field. They also identified the need for ethnic-specific discussions centred on understanding the origins and impacts of family violence in Pacific communities, and to support the development of Pacific-specific responses.

Appendix 1: Pacific providers

Location	Provider	Approved under DV Regulations or CYF approved	Family violence prevention/intervention services provided	Service recipients	Specific services provided to Pacific nation ethnicities	Pacific staff
<i>Counties Manukau</i>						
<i>Manurewa</i>	Aiga Atia'e Pasefika Family Trust	CYF approved under section 403 of the Children, Young Persons, and their Families Act 1989 (s403 CYPFA)	Parenting programme including family violence education for families with dependent children Family counselling, family social services, anger management, 'domestic violence'	Families with dependent children Perpetrators	All Pacific nation groups	Pacific staff
<i>Otara</i>	Auckland Cook Islands Support Services Trust		Family violence education Information and advice Support and counselling for families and individuals affected by family violence and sexual abuse	Children Individuals Families	Cook Island, Samoan, English	Two Cook Island staff
<i>Papatoetoe</i>	LIA Trust Inc (Lalotoa I Aotearoa)	CYF approved	Family support services Education Group programmes for self-referred (non-protected) adult perpetrators of family violence Programmes for self-referred (non-protected) adult victims Crisis and longer-term supported housing	Pacific male perpetrators Pacific female victims	Samoan individuals and families Pacific men Pacific women Pacific families with dependent children	Four social workers, support worker, programme facilitator, counsellor

Location	Provider	Approved under DV Regulations or CYF approved	Family violence prevention/intervention services provided	Service recipients	Specific services provided to Pacific nation ethnicities	Pacific staff
<i>Otara</i>	Manukau Pacific Island Trust	CYF approved	Education programme Workshops in community to raise awareness and identify support Assess and support individuals and families referred by Police 'Healthy, happy, and harm-free homes'		All Pacific nation groups	Six Samoan staff
<i>Papatoetoe</i>	Pasefika Mana Social Work Support Trust	CYF approved	Counselling, mentoring, advocacy, information support and advice, social work services, 'family violence'	Individuals Families Youth	La'u Puletasi model	Samoan staff
<i>Otahuhu</i>	TOA Pacific Services		Prevention of elder abuse and neglect for Pacific people	Older Pacific people	'Empower to Pamper' Older Pacific people	
Central Auckland						
<i>Mt Roskill</i>	O Le Lafitaga Trust – new beginnings	CYF approved s403 CYPFA	Counselling and parenting skills, including initiatives to reduce the incidence of family violence, family violence-related information, advice and referrals, support and counselling	Individuals, families, men, women, children, victims, perpetrators	Mainly Samoan and Tongan individuals and families 90% are Pacific clients	All Pacific

Location	Provider	Approved under DV Regulations or CYF approved	Family violence prevention/intervention services provided	Service recipients	Specific services provided to Pacific nation ethnicities	Pacific staff
<i>Mt Albert</i>	Pacific Health and Social Services (previously Fale Lalaga)	CYF approved	Individual and couple counselling, parenting programme and residential home for children and young people	Pacific families affected by family violence	Samoan and Tongan individuals and families	Three counsellors: two Samoan and one Tongan
<i>Onehunga</i>	Pacific Island Women's Refuge Inc	CYF approved s403 CYPFA	24-hour crisis accommodation and crisis line, residential and community support, advocacy, information and advice. Family violence education and counselling	Pacific families, women, men, children, victims of domestic and family violence and abuse	All Pacific nation groups	Represents eight Pacific nation groups
<i>Glen Innes</i>	Tongan Tamaki Langafonua Community Centre Inc	CYF approved s403 CYPFA	Group family violence course for Pacific people including family violence issues, raising awareness and techniques to manage anger Social advocacy and intervention Youth advocacy	Men and women Families with dependent children Youth		All Pacific staff (two qualified practitioners and two in training)
West Auckland						
<i>West Auckland</i>	Mother of Divine Mercy Charitable Trust (Refuge)	CYF approved	Limited-duration refuge accommodation and safe haven for women and children Assessment, information, advice and advocacy. Support services to families including women, children, and males/partners at risk of reoccurrence of domestic violence Counselling (works with 'whole of family' including perpetrator)	Women Children Perpetrators Approximately 90% services delivered to Samoan people	Delivered in Samoan and Tongan	Four full-time (Samoan) and three part-time (Tongan and Samoan) staff and volunteers

Location	Provider	Approved under DV Regulations or CYF approved	Family violence prevention/intervention services provided	Service recipients	Specific services provided to Pacific nation ethnicities	Pacific staff
<i>West Auckland</i>	Pacific Island Safety and Prevention Project Inc	CYF approved Approved under DV Regulations	Family violence awareness and prevention programmes Family violence training Family support and advocacy Victim support. Counselling Group programmes for adult victims (non-protection order) and for self-referred youth and adult perpetrators of family violence Fa'afaletui Men's Stopping Violence Programme Anger management programme Programmes and counselling for children who have witnessed family violence Youth and children's services Crisis line and accommodation	Community groups Fanau aiga, couples, individuals, men, women, children and youth Victims Perpetrators Faafafine GLBT	Samoan, Tongan and English delivery Delivery to all Pacific nation groups, and specifically Samoan and Tongan Samoan-focused programme 60% of clients are Pacific born and speak Pacific languages 40% New Zealand born and English speaking Fonotaga o le Aiga model	Samoan, Tongan, Niuean and Fijian staff
<i>Waikato</i>						
<i>Hamilton</i>	K'aute Pasifika Trust	CYF approved	Education and abuse prevention for families at risk/in crisis owing to violence. Support services to prevent abuse for families whose children may be at risk	Families	90% Pacific client base. 70% of parents mostly Pacific born	All but one staff member is Pacific

Location	Provider	Approved under DV Regulations or CYF approved	Family violence prevention/intervention services provided	Service recipients	Specific services provided to Pacific nation ethnicities	Pacific staff
<i>Tokoroa</i>	South Waikato Pacific Island Community Services Inc.		Family violence support for families who experience violence	Families	English, Samoan, Cook Island Clients predominantly Pacific born	Samoan Family Support Worker (0.5 FTE) undertaking core family violence services (80% of all staff are Pacific)
<i>Wellington region</i>						
<i>Petone</i>	Folau Alofa Charitable Trust	CYF approved Approved under DV Regulations	Group services for male respondents (Living Without Violence Programme) One-to-one and family counselling for men and women with violence problems, youth stopping violence Anger management	Men Men, women, youth	98% of services delivered to Pacific clients (2% non-Pacific linked through marriage) 40% New Zealand-born Faatalatanoa. Le Mamalu	100% Pacific staff
<i>Porirua</i>	Taeaomanino Trust	CYF approved	Services to families that restore safety and wellbeing where family violence has occurred and to help create change needed to prevent family violence reoccurring One-to-one counselling for anger management and family violence and psycho-education sessions Awareness-raising workshops for groups, churches and various Pacific ethnic communities	Individuals Families	Clients predominantly from a range of Pacific ethnicities Talatalaga. An Aiga Model of Care	Samoan and Tongan (family violence area), and Cook Island and Fijian staff

Location	Provider	Approved under DV Regulations or CYF approved	Family violence prevention/intervention services provided	Service recipients	Specific services provided to Pacific nation ethnicities	Pacific staff
<i>Christchurch</i>						
	Pacific Island Evaluation Inc	CYF approved s403 CYPFA	Family support services Fee-for-service anger management, family violence Counselling (including two counsellors approved and accredited by Relationship Services with specification for family violence and couple relationship counselling)	Family and whānau-oriented with children paramount Couples	All ethnic groups, majority Samoan	3 Samoan staff
	Pacific Trust Canterbury	CYF approved	Support for families experiencing violence Social work support to children under 17 and their families	Individuals and families	All Pacific nations Approximately 60% Pacific clients born in the Pacific and 40% New Zealand born	Staff represent six Pacific nation groups
<i>Timaru</i>						
	Fale Pasifika o Aoraki Trust Society Inc		Workshops with church ministers: prevention, education, awareness Community awareness using key figures Youth workshops Individual support for those engaged with CYF, women's refuge and other agencies		All Pacific nation groups	Different Pacific ethnicities on staff and on governance board

Health and social services agencies currently partnering with Pacific churches to address family violence in Pacific communities include:

- Malaeola Community Violence Programme – a three-year Ministry of Health contract with South Seas Health Care (Samoan and Catholic focus)
- Presbyterian Support Central's Family Works partnership with Pacific Islanders Presbyterian Church (Wellington).

Pacific organisations currently undertaking short-term family violence awareness-raising programmes:

- Samoan Seventh Day Adventists Church (five Auckland churches)
- Pacific Island Community Trust Gisborne.

Appendix 2: Mainstream providers tailoring delivery to Pacific people

Location	Provider	Approved under DV Regulations or CYF approved	Family violence prevention/intervention services provided	Service recipients	Specific services provided to Pacific nation ethnicities	Pacific staff
<i>Auckland</i>						
<i>Manukau</i>	Friendship House	Approved under DV Regulations CYF approved	Community House facilities and social services Living Without Violence Programmes (LWVPs) for men 10 general LWVPs per week One LWVP per week conducted in Tongan One approved Samoan language and cultural LWVP Able to provide LWVPs in other languages using court interpreter services Counselling and social services	Male perpetrators Tongan men (usually Tonga born) Samoan men (usually Samoa born) Individuals, families	Approximately 50% of general LWVPs have Pacific participants Tongan men Samoan men 30-50% of services other than LWVPs delivered to Pacific people	40 staff (full and part time) Samoan social worker Tongan counsellor Staff who can speak Cook Island and Hindi (Fijian)
<i>Mangere</i>	Te Whare Marama o Mangere Refuge	CYF approved	Refuge accommodation and support Counselling and advocacy Assessment and referrals to programmes Women's group programme Children's group programme	Women and children Children under 10 years	Multi-cultural women's refuge Access to Pacific translators	

Location	Provider	Approved under DV Regulations or CYF approved	Family violence prevention/intervention services provided	Service recipients	Specific services provided to Pacific nation ethnicities	Pacific staff
<i>Rotorua</i>						
	Family Focus	Approved under DV Regulations	Support and crisis counselling for women Protection order assistance Men's education programmes Pacific family violence intervention and prevention (Te Lumanaki) Male group and individual respondents programme (Murupara, Rotorua). Individual male respondents programme (Rangipo and Waikeria Prison)	Women Men Pacific people	Predominantly offers family violence information and advocacy for Pacific families (mostly Pacific born) and help to understand and access available services (part of 'Te Lumanaki' service)	Two Tokelauan and one Samoan staff members and one Cook Island contractor
<i>Hawke's Bay</i>						
<i>Napier</i>	Dove Hawke's Bay	Approved under DV Regulations	Support and education programmes for women Services for youth who have experienced violence. Group and individual children's programmes Male stopping violence programmes. Group and individual male respondent programmes Group female adult protected persons programme Pacific Island Family Violence Service	Women Youth Men Pacific people	Pacific Island Family Violence Service	Samoan facilitator and coordinator of Pacific Island Family Violence Service

Location	Provider	Approved under DV Regulations or CYF approved	Family violence prevention/intervention services provided	Service recipients	Specific services provided to Pacific nation ethnicities	Pacific staff
<i>Wellington region</i>						
<i>Porirua</i>						
<i>Porirua (and five centres in New Zealand)</i>	Cannons Creek Fanau Centre Trust		<p>Advocacy for children and young people witnessing family violence</p> <p>Parenting programmes, including the effects of abuse and family violence</p> <p>Awareness-raising activities</p>	<p>Children, young people</p> <p>Parents</p>		Governance includes eight seats (five Pacific communities – Cook Island, Samoa, Niue, Tokelau, Tuvalu)
<i>Lower Hutt, Porirua and Wellington city</i>	Catholic Social Services	<p>CYF approved</p> <p>Approved under DV Regulations</p>	<p>Counselling and social work</p> <p>Domestic violence programmes for self-referred clients</p> <p>Female adult protected person's programme</p> <p>Individual and group male respondent services</p> <p>Social workers in schools</p>	<p>Men and women</p> <p>Minimum of 10% of Pacific clients (April 2011-January 2012). Predominantly Samoan, but broad range of Pacific ethnicities</p>	<p>Mainstream programme adapted for use with Pacific people. Can be delivered in Samoan by experienced Samoan counsellor and social worker</p>	<p>Samoan social worker and counsellor</p> <p>Other people in the organisation who can speak Tongan and Fijian and support Pacific clients</p>