

# EASTERN REFUGE SOCIETY INC.

## OVERVIEW OF CURRENT SERVICES 2013

# What is Social Change?

Any agency that works with Victims of Domestic Violence have a responsibility to ensure that the best possible service is delivered.

It begins with:

- ▣ Analysis

It is imperative that as individuals and members of wider social groups or organisations, that the establishment of a zero tolerance to violence is widely and openly expressed and subsequently upheld and that perpetrators are held accountable for their violence.

# Current Staff

- ▣ **Operations and Service Management**

Rhonda - Operations

Honore- Maori & Residential Services

- ▣ **Community Manager**

Milena

- ▣ **Community Support Worker**

Fiona

- ▣ **Programme Manager**

Christine

- ▣ **Programme Facilitators**

Nicole Batts

- ▣ **Counsellors**

Kim, Farzana, Joy, Tracey

- ▣ **Financial Manager**

Annie

- ▣ **Utilities Coordinator:**

Rose

- ▣ **Child Advocate:**

Katrina

- ▣ **Counties Manukau Family Safety Team:**

Rae, Shannon, Faasou, Patricia, Imogen, Farzana

# Unpaid Staff 2013

- ▣ Eastern Refuge currently has fourteen paid staff across the service contracts, including two managers, and ten unpaid staff. The role of unpaid staff is to undertake crisis callout, 24 hour crisis line and associated tasks. These workers volunteer on average of 120 hours per month each.

This equates to 54750 hours per year!

# What is Domestic Violence.

- ▣ Domestic violence is a disparity of power in any given domestic relationship which leads to:
- ▣ Physical abuse
- ▣ Psychological abuse
- ▣ Sexual abuse
- ▣ Financial abuse
- ▣ This includes components of these within the Duluth power and control wheel.



# What is Domestic Violence?

- ▣ Domestic violence is an inequality of power within any given domestic relationship, which eventually leads to an abuse of power.
- ▣ Domestic violence is evident in all strata of society and all ethnic backgrounds.
- ▣ Domestic violence is at epidemic levels in Aotearoa.
- ▣ One woman in three within Aotearoa society has suffered some form of domestic violence in her lifetime – this does not include sexual violence and/or financial violence. (Fanslow 2004)

# How is a Family Admitted to Refuge Residential Care?

- ▣ The Victim/Support person/Police officer must phone the 24 hour crisis line **0800 REFUGE (733843)**
- ▣ The crisis line will want some details, they may wish/need to speak with the victim.
- ▣ They may ask if someone can call you back. This person **will want** to speak to the victim.
- ▣ They will then be referred to the refuge with appropriate room space.

# What Does Refuge Do?

- ▣ 24 Hour crisis line service 0800 REFUGE
- ▣ Safe Housing
- ▣ Provide Residential and Community based Social Work
- ▣ Maori and Tau iwi appropriate services
- ▣ Child Advocacy
- ▣ DVA approved programmes – for both Women and Children – (Stepping Stones)
- ▣ Residential Programmes
- ▣ Advocacy
- ▣ Counselling
- ▣ Assistance with Housing, Lawyers, Police, Govt and NG Organisations
- ▣ Residential or community based counselling where available
- ▣ Referral to external Counselling agencies
- ▣ Play group facilities



# If Going to Refuge Residential Care, try to secure the following:

- ▣ Where possible and safe to do so, take:
  - ID, Birth Certificate, Passport, for herself and any children.
  - Cashflow cards, Credit cards
  - Any documentation regarding current Protection Orders and or custody
  - Any documentation regarding tenancy or property ownership
  - Clothing and Food (Where Possible)
  - Children's special toys
  - Photographs or precious items.

NB: Pets are not permitted at Refuge Safe Houses. Victim Support has an agreement with SPCA to house family pets.

- Many refuges will NOT admit boys over the age of 14 for safety reasons.

# Community Support

- A family does not have to be in residential care in order to receive support from Refuge. More and more women are taking the option of community based support and staying within their own home environment. Effective community based interventions mean that this is often a less invasive and comforting alternative for the family/whanau, whilst respecting cultural diversity.
- Refuge has specifically trained workers who can support in this instance

# FVIARS

- ▣ Eastern Refuge works alongside the Counties Manukau Police district, CYF and our collaborative partners in working with family violence referrals.
- ▣ This is high end crisis work and targeted at the family within the community context.
- ▣ This approach is holistic in its intent and provides an extensive wraparound service, encouraging all members of the family to seek change from violence and violent behaviours.

# Men's Caucus – Hikoi te Korero

- ▣ Established in late 2008, the Men's Caucus has a new five year strategic plan in which they plan to provide, collaborate and facilitate services for perpetrators through the implementation of their own service/s.
- ▣ The caucus holds a gendered analysis to Family violence and see's it's eventual role sitting alongside Refuge (and other services for victims) in order to provide interventions for men and create systemic societal attitudinal changes and alternative approaches to violence in our homes.



# Eastern Programmes

- ▣ We provide comprehensive programmes to Women in both residential and community based care.
- ▣ Eastern refuge is planning to develop new programmes for use the in Counties Manukau community, based on the needs identified by our service users.
- ▣ Two of our programmes are dedicated to adult female victims.
- ▣ Parenting toolbox meets the needs of our 0-6 year old tamariki
- ▣ Residential programmes are targeted and tailored to need.
- ▣ We have relationships with MoJ approved providers to supply programmes to children within our environment or through referral to other agencies



# Family Safety Team

- ▣ Eastern Refuge holds a contract with PNHQ in order to provide six advocates to the Counties Manukau Family Safety Team
- ▣ FST is also made up of 3x police investigators, 1x CYF social worker and 1x Police supervisor.
- ▣ The role of FST is to provide targeted social work interventions to those families identified and referred, as being of extreme risk, non engaging and at risk of homicide.

# Our Commitment

- ▣ It is our belief that violent behaviour is a choice and that there is hope for changing attitudes and predisposed myths about violence.
- ▣ As a collective, Eastern Refuge is committed to challenging the use and acceptance of violence within Aotearoa society.