

Victim Support

A brief presentation by

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Victim Support

A Nationwide organisation established to support victims of crime and trauma

- Small teams of employed workers (Service Co-ordinators) who co-ordinate teams of paid & volunteer Support Workers
- Work closely with Police under an MOU – includes VS offices being located at Police stations and some admin costs
- 24/7 centralised contact service 0800VICTIM – receives referrals and assigns to rostered Support Workers

We support people at any time of the day or night, no matter where they live, and we manage our operation from the following regional offices:

- **Northland / Waitematā**
 Kaikohe, Kaipara, Kaitiāia, North Shore, Whangaparaoa, Whāngārei
- **Auckland**
 Auckland Central, Avondale, Glen Innes, Ormiston, Waitākere-Henderson
- **Counties Manukau**
 Manukau, Manurewa, Otahuhu, Papakura, Pukekohe
- **Waikato**
 Hamilton, Morrinsville, Te Awamutu, Thames, Waihi
- **Bay of Plenty / Eastern**
 Gisborne, Hastings, Napier, Rotorua, Ruatoria, Taupō, Tauranga, Tokoroa, Waipukurau, Wairoa, Whakatane
- **Central**
 Levin, New Plymouth, Palmerston North, Stratford, Tāihape, Taumarunui, Whanganui
- **Wellington**
 Lower Hutt, Masterton, Paraparaumu, Porirua, Upper Hutt, Wellington Central



- **Canterbury / Tasman**
 Blenheim, Christchurch Central, Greymouth, Hornby, Motueka, Nelson, Westport
- **Southern**
 Ashburton, Alexandra, Balclutha, Dunedin Central, Dunedin South, Gore, Invercargill, Ōamaru, Queenstown, Timaru

Victims ?

Many people don't see themselves as
VICTIMS....

So when we use the term victim – we
are really meaning
**PEOPLE AFFECTED BY
CRIME AND TRAUMA**

Volunteers / Support Workers

- *Come from all walks of life – give freely of their time – are initially trained over two weekends – attend monthly training / meetings - are very well supervised and supported - and help populate 24/7 on call roster.*
- *SOUTHERN – highest number of volunteers, about 80 who are trained, supported and supervised by 4 Service Co-ordinators*

So what do we do...

- **Support** victims and family at the scene or soon after...
- Make post incident contact and follow up support to victims – **phone calls and or visits** - practical and emotional
- **Providing Information** – for victims and families to read when they choose – assist them to access other agencies
- **Undertake Advocacy** for victims & support them with Police
- **Provide assistance** engaging with the Justice system - helping with **Victim Impact Statements** and support at Court if required
- **Give Financial** assistance in some instances

Referrals

**92% of referrals to Victim Support are from Police –
8% are self referrals, from other agencies or the Courts**

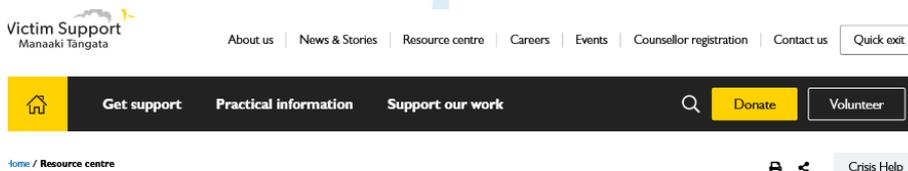
**In the year to 30June2022 we were referred 42,800 victims
and made contact with them all...**

Our Contact Service deals with over 120,000 calls a year

Victim Support Funding..

- 85% of our funding comes from national contracts with
 - **Ministry of Justice**
 - **Ministry of Health**
 - **Ministry of Social Development**
- **the other 15% needs to be raised ‘locally’**
+ Z in the Hood + Lions Club Donations + The Warehouse + donations from families + general public donations....

For great resource material you can download & use ... go to our website



Kōrero whāihua
Practical information

- Coping with grief and trauma
- Using your resilience
- Understanding the justice system
- The coronial process
- Going to court
- After sentencing
- The Parole Board
- Managing media interest
- Supporting others
- Keeping safe
- Financial assistance
- Resource centre**

Resource centre

On this page you will find all our downloadable PDF information sheets and brochures.

All resources alphabetically	▼
Homicide	▼
Suicide	▼
Family violence and harm	▼
Grief and trauma	▼
Supporting children and young people	▼
Sudden death	▼
Sexual violence	▼



When you are Grieving...
here for you

Victim Support is here to support you, your family, whānau and friends.

We hope you will find this information helpful.

Call us on 0800 842 846 to be connected with a Support Worker who can provide practical help and information, emotional support, and referral to other services at this difficult time. We're available 24/7.

What is Grief?

Grief is a normal reaction to any significant changes and losses we experience.

It's a process that helps us to gradually adjust to what's happened, so we can begin to move forward again. Grief reactions can come after we have had property taken or damaged, when someone we love has been harmed, when we've been harmed ourselves, or when we become bereaved.

Victims and witnesses of crime, trauma or disaster will often find themselves grieving for how things were before, and for what they have lost. The grief experience can be full on, intense and unpredictable for a while. It can feel as up and down as a roller coaster. Thoughts and emotions can sometimes be strong and hard to handle. Some people even wonder if they're going crazy.

Knowing the sorts of things to expect during grief can be helpful, as well as some ways to cope.

There are no right or wrong ways to grieve and no rules to follow. Everyone does it differently, because we're all different. Your grief experience will be like your fingerprint – unique to you.

“ I was starting to do okay and then got swamped by some big grief waves. It turns out my grief has its own agenda, but it is helping me get my head around what's happened. I'm thinking now it'll just take the time it needs to take.

Kara

Victim Assistance Scheme VAS

\$3.65 million a year

- **Homicide or Death Caused by Criminal Act**, (including fatal vehicle accidents where offender is charged), the financial support can be substantial
- **\$7,000** released quickly to family to use as they choose
- up to **30 counselling** sessions for victims, family members, witnesses
- up to **6 family members** are funded to attend Court Education, Hearings, Parole, FGCs and RJ meetings
- **Sexual Violence** – a \$500 grant formerly to replace clothing/bedding etc. Plus extra funding for the victim and 3 support people to attend Court hearings, Parole and RJ.
- **Serious Crime & Crime Scene grants up to \$4,000**

2021 client satisfaction survey results

(435 random surveys – of people who had 3 or more contacts)

Positive Results:

93% found the support ‘helpful’ or ‘very helpful’.

Themes:

Victims said

- *they felt listened to*
- *their circumstances were respected*
- *they came to feel more in control*
- *the Support Worker was right fit for them – “they were just like me”*
- *the information given was clear and helpful*