

**Strengthening the
Criminal Justice System
for Victims**

Survey Report

Chief Victims Advisor to Government

AUGUST 2019



Contents

Introduction

Foreword by Dr Kim McGregor, Chief Victims Advisor to Government

Background

The use of the term ‘victim’

Methodology

Data analysis

Survey respondents

Limitations

01	What we heard	06
	Summary of key themes	06
01	Key theme 1: The ideology of the criminal justice system is wrong	07
02	Key theme 2: The criminal justice system is failing to keep victims safe	13
03	Key theme 3: The criminal justice system is failing to communicate with victims	17
04	Key theme 4: The workforce of the criminal justice system can do better	19
05	Conclusion	21
	Appendix 1: Survey questions	22
	Appendix 2: Thematic map	24

Introduction

Foreword by Dr Kim McGregor, Chief Victims Advisor to Government

Tēnā koutou katoa

Thank you to the 620 people, the majority (91%) of whom are victims of crime, who responded to this survey. Given that most of your experiences in the criminal justice system were negative, it was generous of you to take the time to inform us about these.

I also want to thank everyone who made this survey possible. My bi-cultural steering group of victim advocates and academics expertly guided me, and my team, in the development of the victims' survey and then distributed the survey through their networks in the limited time-frame we had. Others who assisted with the dissemination of the survey were members of Te Uepū, the Minister of Justice, Hon Andrew Little, and the Parliamentary Under-Secretary to the Minister for Justice (Domestic and Sexual Violence Issues), Jan Logie. Using these networks, we were able to reach what has been described as usually 'hard to reach' populations.

Final thanks go to the team from the Ministry of Justice who helped produce this report.

The survey was designed to inform the 'Strengthening the Criminal Justice System Workshop' that I hosted in Wellington on 4-5th March 2019.

Findings from both the survey and the workshop will provide the Minister of Justice with information about victims' experiences so improvements can be made through the Hāpaitia te Oranga Tangata, Safe and Effective Justice reform programme.

While the survey has limitations and cannot claim to represent the views of all people who have experienced crime, this is one of the few surveys that specifically asks victims of crime about their experiences in the criminal justice system.

The results of the survey confirmed what victims have been telling us for many years. The overall responses from respondents about their experience in the justice system were largely negative.

Victims told us that the criminal justice system is not victim-centric. It does not provide justice to Māori. It fails to keep victims safe. It fails to listen to victims' views, concerns and needs. It fails to communicate with victims, and with some shining exceptions, the workforce of the criminal justice system could do better.

Through the multiple strands of the Hāpaitia te Oranga Tangata reform programme, victims' voices have repeated the same message. They are united in their criticisms of the criminal justice system.

These messages, while being deeply concerning, are helpful in highlighting to the Minister of Justice where reforms are needed to improve the justice system for victims.

It is up to all of us now to not only listen to these important voices, but to act, and improve the criminal justice system for future generations.

Tēnei te mihi nui ki a koutou

Dr Kim McGregor
Chief Victims Advisor to Government

Background

The Hāpaitia te Oranga Tangata, Safe and Effective Justice reform programme was established to create a better criminal justice system for Aotearoa New Zealand, and to deliver on the Government's objectives to improve public safety, better support victims of crime, meet our obligations to Māori, and build confidence in the criminal justice system.

A Criminal Justice Summit was held on 20-22 August 2018 in Wellington to launch the programme and start a public conversation. At the Criminal Justice Summit, Hon Andrew Little, the Minister of Justice, reaffirmed his commitment to ensuring that the needs of victims are at the heart of any reform of the criminal justice system.

To meet that commitment, Minister Little asked Dr Kim McGregor, Chief Victims Advisor to Government, to develop and host a victim-focused workshop. The 'Strengthening the Criminal Justice System for Victims Workshop' was held on 4-5 March 2019 in Wellington.

An online survey was developed to inform the workshop and the wider reform programme. The Strengthening the Criminal Justice System for Victims Survey asked respondents about their experiences in the criminal justice system, what works and doesn't work, and how the system can be improved. The survey was aimed at people who had experienced crime.

The use of the term 'victim'

We acknowledge that the term 'victim' is problematic. Some people who have experienced crime dislike being referred to as a 'victim'; some feel the term accurately conveys their experience of harm; some prefer to be referred to as 'survivors'; and some, including many Māori, wish for no label at all.

Within this report, while not wishing to offend anyone, we have used the term 'victim'. This is mainly for consistency with the legislation (for example the 'Victim's Rights Act 2002') and because most criminal justice agency personnel recognised the term. It may be that through future consultation with those who have been victimised we can find a better solution to recognise and respect the sensibilities of all people who have been harmed by crime.

Methodology

The survey was available in English ('Strengthening the Criminal Justice System for Victims Survey') and Te Reo Māori ('Te Whakakaha i te Pūnaha Ture Taihara mō ngā Pāpurenga'). An English copy of the survey is attached as Appendix 1.

To distribute the survey, we used the Ministry of Justice's online survey platform, Citizen Space. The survey was opened 4 February 2019 and closed on 1 March 2019.

The survey was distributed using a snowball method. This method was appropriate to allow the survey to reach its main audience: victims. Because not all people who experience crime report it, we cannot easily identify all victims to create a random sample. Snowball sampling mitigates this issue.¹

The survey was promoted through each of the following channels in turn:

- the Chief Victim Advisor's bi-cultural steering group distributed the survey through their extensive networks
- the Hāpaitia te Oranga Tangata, Safe and Effective Justice website;
- emails to justice sector agencies, additional non-Governmental organisations, and victim advocates
- via Te Uepū Hāpai i te Ora, the Safe and Effective Justice Advisory Group's social media channels
- the Minister of Justice and the Under-Secretary's social media channels.

The survey was anonymous, and participants were asked not to identify any individuals. Survey responses containing any identifiable information or details about cases before the court were unusable and were deleted.

1 Voicu, M-C & Babonea, A-M. 2011. Using the snowball method in marketing research on hidden populations. *Challenges of the Knowledge Society, 1*, pp. 1341-1351.

Data analysis

To analyse the survey responses, we used thematic analysis following Braun and Clarke's² process.

Survey responses were imported through Citizen Space. In coding the data, we used a data-driven or bottom-up approach. This means that we identified themes from the data rather than applying existing theory.³

Three researchers developed the coding system and themes together, reviewing each other's coding and developing a cohesive framework for creating themes.

A total of 87 codes were identified. The researchers classified these codes into themes using a semantic approach, i.e. focusing on the meaning of the text. After the codes had been reviewed and refined, the researchers began an iterative process of gathering the codes into themes. A total of 18 themes were identified. Each theme was related to others and some themes were broad, encompassing several minor themes, while others were sub-themes. The thematic map that was developed is attached as Appendix 2.

The researchers' approach to data analysis for this survey aimed to let the voices of the respondents lead understanding, with the hope that the resulting analysis reflected the core narratives and concerns respondents wanted to be heard.

2 Braun V. & Clarke V. 2006. Using thematic analysis in psychology. *Qualitative Research in Psychology* 3, pp. 77-101. doi: 10.1191/1478088706qp0630a

3 Patton M.Q. 1990. *Qualitative evaluation and research methods*. 2nd edition. Newbury Park, California, Sage.

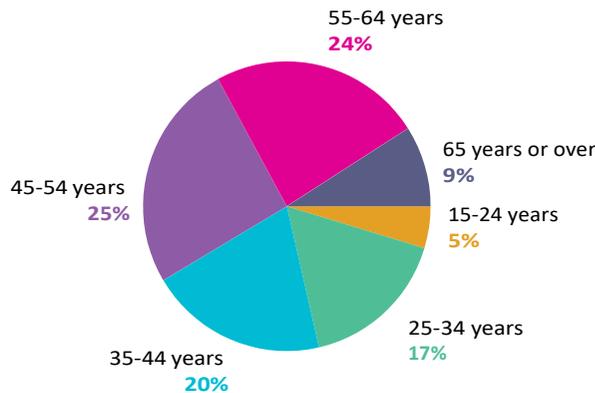
Survey respondents

The Strengthening the Criminal Justice System for Victims survey received 620 responses. Almost all respondents (91%) said they had experienced a crime. Of these, most respondents (87%) said that they had reported their crime to the criminal justice system.

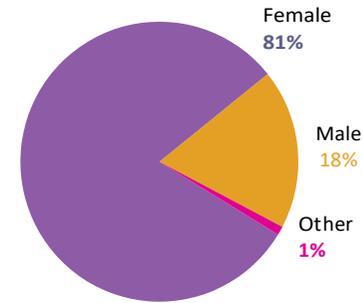
Age and gender

Survey respondents were asked which of seven categories (0-14 years, 15-24 years, 25-34 years, 35-44 years, 45-54 years, 55-64 years, 65 years or over) included their age.

No respondents were aged 0-14 years. The largest category was 45-54 years with 153 responses. The smallest was 15-24 years with 28 responses. Eighteen respondents chose not to answer the question. Percentages for each age category are shown in the graph below.

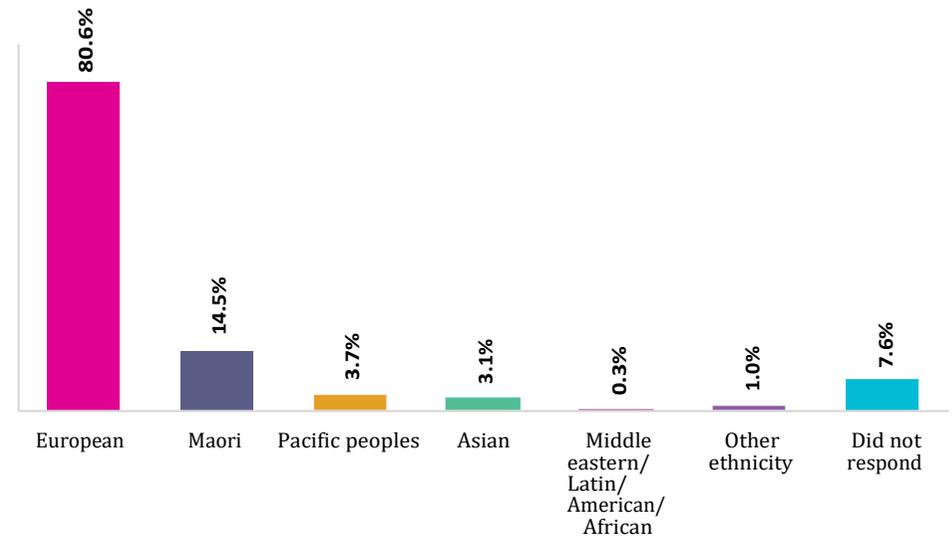


Survey respondents were asked which category (male, female, other) included their gender and 21 respondents chose not to answer the question. Of those who responded 110 chose male, 479 chose female, and 6 chose other. Responses to the 'other' category include those respondents who identify as non-binary and gender-diverse. Percentages for each gender option are illustrated in the graph below.



Ethnicity

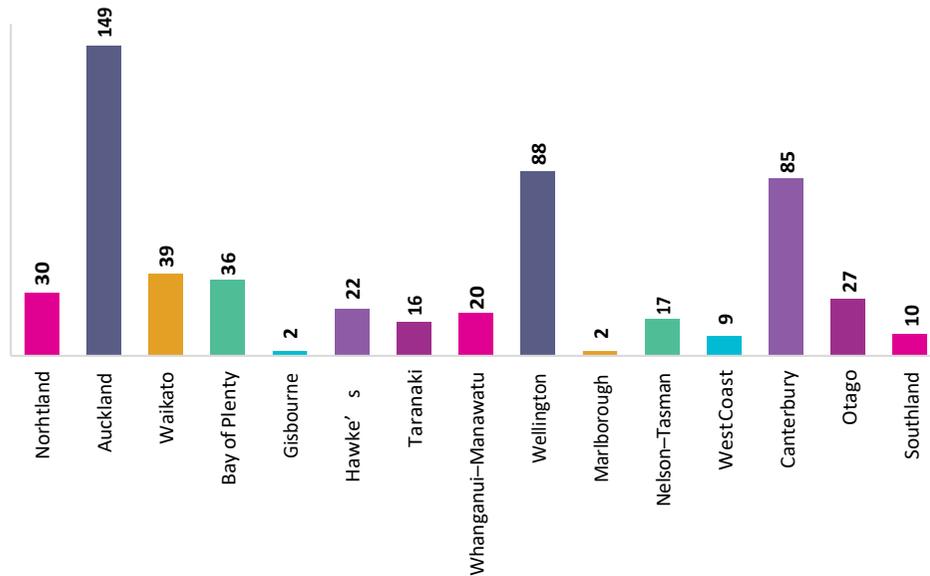
Survey respondents were asked what ethnic groups they belonged to and were able to choose as many options as they liked. Forty-seven respondents chose not to answer this question. The following graph shows the ethnicity of survey respondents. Ethnicity is grouped according to Statistics New Zealand's Level 1 ethnicity classification standard.⁴ As participants were able to select more than one option, percentages should not be added together, as to do so could count an individual more than once.



⁴ <http://archive.stats.govt.nz/methods/classifications-and-standards/classification-related-stats-standards/ethnicity.aspx>

Location

Survey respondents were asked which region or city they currently live in. Sixty-five respondents chose not to answer this question. The number of respondents who told us they lived in each region or city are illustrated below.



Limitations

While the 'Strengthening the Criminal Justice System for Victims Survey' provided valuable insights, we recognise several limitations to our methodology.

People who had experienced crime were the key target of the survey. However, 9% of respondents said they had not experienced crime. Their responses were included in the analysis, along with the views of victim advocates and people who work in the criminal justice system; these submissions add valid perspectives to the discussion.

The snowball method used to distribute the survey limited our ability to ensure that the responses were a fair representation of all people affected by crime. The demographic information collected for the survey indicated that a large majority of survey respondents identified as female (81%) and European (80.6%). The recent New Zealand Crime and Victims Survey indicates that males and females are equally likely to be victims of crime, although women experience more family violence and sexual violence. Additionally, Māori are more likely to be victims of crime than the national average.⁵ This suggests that our responses are unlikely to represent the views of all people who have experienced crime.

The online survey method also limited our sample of respondents by creating some access issues.

- As discussed later, some vulnerable victims do not have access to the internet. Time pressures associated with this survey meant that regrettably written copies of the survey were not able to be distributed.
- Time pressures also meant that we were unable to develop an easyread version for victims with cognitive impairments.
- While a Te Reo Māori version of the survey - Te Whakakaha i te Pūnaha Ture Taihara mō ngā Pārurenga - was available, we did not receive any responses to this version.

The survey asked two separate questions: "What is the most important thing that needs to change to make the criminal justice system better for victims?" and "What else would you like changed in the criminal justice system?" The intention behind asking these two questions was to get a sense of priority. However, we found that survey respondents put information into both of these fields and we did not get a sense of priority from the information gathered.

⁵ Ministry of Justice. 2019. *New Zealand Crime and Victims Survey: Key findings Cycle 1*. Retrieved from: <https://www.justice.govt.nz/assets/Documents/Publications/NZCVS-findings-report-2018-fin-for-release.pdf>

What we heard

Summary of key themes

Victims are a diverse range of people with a wide range of opinions. Therefore, it is not surprising that we received a broad range of responses to our survey: from victims of homicide offences, family violence offences, sexual violence offences, fraud and deception offences, and traffic offences. We did not ask for details relating to respondents' victimisation experiences in the survey, but it was clear from the information we received that victims had experienced a range of crimes against them.

In this report, we intend to represent the experiences that we heard from respondents who wished to provide their views in this survey. Most (91%) respondents told us that they were victims of crime. It was not possible to represent the view of every single victim.

As we analysed survey responses, four over-arching 'key themes' emerged. They were:

- 1. The ideology of the criminal justice system is wrong*
This theme covers the ideological failings of the current system, including the call for a paradigm shift from an offender-focussed system to one which is victim-focussed, the call for a shift from the adversarial system, and discussion of the values that victims envisioned for a future system. Also included in this theme is discussion about the system not working for Māori, the system not meeting the complex needs of victims, the call for a tougher approach on crime, and the call for a more rehabilitative approach.
- 2. The criminal justice system is failing to keep victims safe*
This theme covers safety in several different ways, including physical safety, psychological safety, and financial safety. It highlights the call from victims that the system should keep victims safe throughout the court process, the system should keep victims safe beyond the court, the system should focus on supporting the victim, and the system should keep whānau and communities safe.
- 3. The criminal justice system is failing to communicate with victims*
This theme comprises the system failing to keep victims informed, and the system failing to listen to victims or enable their voice to be heard.
- 4. The workforce of the criminal justice system can do better*
This theme reflects negative feedback that we received about the workforce of the criminal justice system but also highlights 'shining examples in the dark': individuals and organisations that made a positive difference to victims' journeys through the criminal justice system.

These four themes are discussed in more detail in the following section.

Key theme 1: The ideology of the criminal justice system is wrong

Many survey respondents told us that the criminal justice system was ‘broken’ because it was built on the wrong set of principles, and that the ideology of the criminal justice system was wrong. This was raised in many different contexts, but almost all the respondents agreed that something was significantly wrong with the criminal justice system.

One of the questions we asked in the survey was “What works well for victims in the criminal justice system?” We received a limited number of responses which highlighted parts of the system working well, including victim support agencies and court victim advisors. However, the response from a large percentage of survey respondents was:

What works well for victims in the criminal justice system?

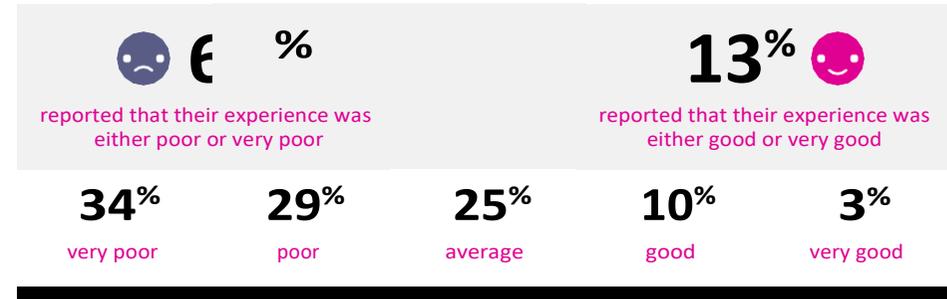
“Nothing.”

Many expressed their view that the system is severely broken, and that a radical transformation is necessary, with many calling for a complete overhaul of the system and the legislation underpinning it.

Some people felt as though the criminal justice system stopped working after the offender was caught. Others found it difficult to provide any examples of the system working at all.

Victims’ negative experiences in the criminal justice system are illustrated by the responses we received to the following question:

How would you rate your overall experience of the criminal justice system?



Note: These are rounded figures that may not sum to 100%. Only survey respondents who told us that they had experienced crime were able to answer this question. This question had a response rate of 98.58%.

A majority of survey respondents indicated that their overall experience of the criminal justice system was either poor or very poor.

This theme will be discussed in five parts:

- victims should be at the centre of the system
- the system does not work for Māori
- the system does not meet the complex needs of victims
- the system should be tougher on crime
- the system should be more rehabilitative.

Victims should be at the centre of the system

Many people described the criminal justice system as offender-centric, which is exemplified by the following statement:

“The system is totally geared towards protecting and supporting the offender.”

Respondents reported that the system is currently set up in a way which only works for the offender by: protecting the offender, offering the offender more support and investment than the victim, and ultimately providing the offender with more rights than that of the victim. As a result, victims often feel as though they are the ones on trial.

Survey respondents agreed that there needed to be a paradigm shift from an offender-focussed system to one which is victim-focussed:

“Victims need to be at the centre of the justice system.”

Many survey respondents used this language to describe what needed to change to make the criminal justice system better for victims: such as, victims should be at the centre of the system.

Elaborating on this, people called for the prioritisation of victims by focussing on supporting the victim first, *before* focussing on the offender. Respondents said that more consideration should to be given to the victim, and the impact that the offence has had on them. Victims want to be involved in the process because currently they feel forgotten. Respondents also indicated that the process could empower the victim as a partner in the justice process:

“Focus on empowering the victim and their support people so that they feel like they are being included in the positive role of bringing a criminal to justice rather than [the victim] being attacked and re-traumatised [by the system].”

In order to keep victims at the centre of the system, some survey respondents called for a switch from the adversarial system to an inquisitorial model. Some survey respondents said that the adversarial nature of the courts left victims feeling re-traumatised, often at the hands of defence counsel.

To put victims at the centre, some survey respondents called for a system built on the values of respect and fairness; a system which supports them throughout the criminal justice process, and meets all their justice needs which result from the offending.

The system does not work for Māori

In speaking on the inadequacy of the system’s current ideology, a strong voice came through that the current system does not work for Māori. This is particularly important when we consider that Māori are more likely to experience crime compared with the New Zealand average⁶.

Survey respondents spoke of a systemic racism inherent in the current justice system:

“The racial discrimination especially to Māori is unconscionable.”

Māori victims attributed racial discrimination as the reason why their stories were not being believed within the criminal justice system. Survey respondents told us that offenders were believed over Māori victims due to racial bias. Some respondents detailed the criminal justice system treating Māori victims as the ones who are offenders. One victim of sexual violence told us that:

“The justice system is a joke, I am not sure but it may have been bad because we were all Māori. Everything was attacked, my religion, my way of life, the way I was brought up and very much my ethnicity.”

Survey respondents suggested that Māori victims were not reporting their crimes to the criminal justice system because they felt that they would be held to a different standard than non-Māori victims. One survey respondent told us:

“I work with too many victims (of sexual abuse and rape) that choose not to go to court because they already know the [criminal justice system] won’t support and represent them. Māori victims already know that the [criminal justice system] doesn’t care or want to support them.”

6 New Zealand Ministry of Justice. (2019). *New Zealand Crime and Victims Survey 2018*. Retrieved from <https://www.justice.govt.nz/assets/Documents/Publications/NZCVS-findings-report-2018-fin-for-release.pdf>

Survey respondents spoke of feeling frustrated by this, including one person who told us that:

**“Most of our Māori people just dont [sic] talk about it..
[...] Speak up!”**

To combat racial discrimination and bias, survey respondents called for greater representation of Māori in the criminal justice workforce, including amongst the judiciary and senior management. Respondents also talked about increasing the cultural capability of the existing workforce to eliminate what they perceived as racism and biases.

In addition, survey respondents called for a criminal justice system that is unique to Aotearoa New Zealand built around a Te Ao Māori worldview; a system which is designed by Māori; a system which is run by Māori, for Māori. There was a call for more Māori interventions which are culturally appropriate and include whānau, hapū, and iwi in the decision-making process. In this context, one survey respondent shared the following story:

“I don’t believe the court system is beneficial or a deterrent for many Māori offenders. My first time in court – I saw nothing but power symbols of “the colonizers” – flags, wigs, pompous stuff that is completely foreign to my community. I saw a rapist on the stand - facing no one he respected – no one from his community. I thought – gee this guy isn’t going to change – if I feel an aversion to this room then how can he respect this process and find the will to change or reflect? I believe that guy needed to stand in front of his own community – his own kaumatua, aunts and uncles.”

There was also a call for more support systems in place for Māori victims specifically. Survey respondents spoke of wanting more support people who were able to offer support which is unique to a Te Ao Māori worldview. One survey respondent asked for:

“Informed, realistic and ongoing support from whanau, kaupapa Māori organisations.”

The system does not meet the complex needs of victims

Another sub-theme was that the current system does not meet the complex needs of victims, including those from different religions, gender identities, ages, disabilities, sexual orientations, and victimisations.

Survey respondents warned against the current ‘one size fits all’ approach. There were calls for specialist responses for a range of victims, including those from rainbow (LGBTQIA+) communities, disabled communities, child victims, and elder communities.

People spoke of the current system particularly failing in respect of our child victims. Survey respondents affirmed that it was re-traumatising for children to be reminded of the offending throughout the court trial. Cross-examination, having hearings late in the afternoon, having to face an offender in the courtroom, and delays were all contributing to a negative experience of the criminal justice system for young victims.

Survey respondents suggested that a timely evidential interview and defence cross-examination would minimise re-traumatisation for children.

“So, we had to put our own family through the ordeal of a criminal trial to help other potential future victims of his offending. In that situation, it would have been much easier to have all of our child’s evidence dealt with within the first few weeks of the complaint and that be played at the trial. At least that way we could have sheltered our child from the trial and dragging up horrible memories 16 months later.”

In addition, the mental wellbeing of young people was also discussed. Some people noted that counselling should be more accessible, while others talked about the necessity for the system to meet the emotional needs of children better.

Respondents were clear that the criminal justice system clearly did not meet the needs of disabled people:

“If the victim has a disability they don’t have the same access to justice.”

Survey respondents spoke of the need for accommodations to be made for those who are cognitively impaired, with some calling for an increased use of communication assistants or other support persons. This was to ensure that information was able to be understood:

“For people with a cognitive impairment and who need supported decision making the system is not accessible ie. Information is not easy to understand.”

This highlighted the need to ensure that information was communicated in plain language. Issues with cross-examination and delays were also discussed in relation to disabled people, along with the importance of talking with disabled victims face-to-face.

Survey respondents also called for a specialist response to different victimisation types, including family violence, homicide, and motor vehicle crashes. We were told that each victimisation type had complex needs that need to be addressed by the system.

People spoke of the need for a system that prioritises and responds to the needs of victims of family violence. One survey respondent told us that:

“Victims of family violence do not get the support or final justice once you get to the courts.”

In terms of supporting victims of family violence, some respondents suggested that the criminal justice workforce needed to be well trained in understanding the effects of family violence and needed to do better at supporting women through the system. Survey respondents also called for the Government to address the intergenerational nature of family violence.

Many people highlighted that the system was not working for victims of sexual violence. Survey respondents agreed that the system should show more sensitivity to the victims of sexual violence. Many thought that the current court process was traumatising and deterred victims of sexual violence from reporting their crime. Sexual violence victims often spoke of being disempowered:

“In terms of victims of sexual assault – the justice process is so disempowering it is a deterrent for victims to lay complaints. I would rather seek my own justice outside of the system than seek justice through legal channels, just being honest!”

Elaborating on feeling disempowered by sexual violence cases, victims said that cross-examination from defence lawyers, rape myths, jury biases, adversarial processes, victim blaming, and delays all contributed to the re-traumatising nature of the court process. This led to sexual violence victims feeling as though they were the ones on trial.

Survey respondents called for a specialist response to sexual violence offences. Some respondents called for specialist sexual violence courts, some called for specialist judges and prosecutors trained specifically for sexual violence cases, and some called for a specialist advocate to guide victims through the court process. It was also suggested that alternative ways of giving evidence should be readily available.

Another system change suggested by some survey respondents was that the presumption of innocence in cases of sexual violence was inappropriate and that offenders should be required to prove their innocence.

Respondents also said that the criminal justice system does not meet the needs of male victims. One male victim stated:

“My whole experience in the NZ criminal justice system has made me lose complete faith in how the system supports male victims of domestic incidents.”

While this particular respondent spoke of losing faith in the system, other respondents told us that the system does not recognise male victims. In a family violence context, male victims felt as though there are current system biases

towards female victims. Male victims called for: information to be less gendered, the same level of support available for female victims to be available for male victims, and acceptance that men can be victims too.

The system should be tougher on crime

A large number of victims called for a tougher approach to crime: one which was more than just a 'slap on the wrist'. Victims called for longer sentences, harsher punishment, and stricter monitoring.

Speaking on sentencing, one respondent called for:

“Better sentences for the criminals – longer and more severe, it is supposed to be a punishment for committing a crime not a process for us to sympathise with them.”

Some survey respondents called for 'better sentencing' or 'fairer sentencing' or 'sentences that fit the crime'. However, many explicitly called for longer sentences. This was often in relation to cases of serious offending, including cases of sexual violence, murder, and manslaughter, and was also raised in relation to motor vehicle offences. However, there was also a general call for longer sentences for all offending.

Victims wanted their views to be taken into consideration at sentencing, and some saw that punishment should be on behalf of the victim. Many felt as though it was inappropriate to reduce an offender's sentence based on their age, mental state, or background. One victim felt that:

“The court system stage is all about how much the punishment can be reduced. I felt irrelevant.”

This was reinforced by many survey respondents. Some asked for the removal of the principle which dictates that the court should impose the least restrictive outcome that is appropriate in the circumstances, set out in the Sentencing Act 2002. They also felt that it was relevant that previous offending should be considered at sentencing.

Survey respondents called for harsher punishment so that it would be a more serious deterrent. This was often raised as a possible solution for recidivist offenders and young people who offend. People suggested that longer sentences, less community-based sentences, and a tougher approach in prisons would be a more serious deterrent for offenders.

Respondents asked for stricter monitoring of community-based sentences, bail conditions, and protection orders; and called for harsher consequences for any breaches. Respondents saw this as a way to protect, not only the victim, but the wider community. This is exemplified by the following response:

“Offenders are getting off too lightly. I have heard about defendants whose bail is opposed get bailed then go and cause further harm to the victim or create new victims.”

Many other victims called for an overhaul of the bail process, with some asking that bail not be considered for violent or recidivist offenders. Survey respondents called for stricter monitoring and enforcement of bail conditions, including a re-assessment when bail conditions are broken.

Victims called for an overhaul of the parole process. Some felt as though offering parole to offenders who had been sentenced to life imprisonment was inappropriate. Others felt that offering parole in general was inappropriate.

“Life in prison means life, no chance of parole.”

Survey respondents also called for change to monetary sentences including asking for compulsory and larger amounts of reparation due to the victim. People also noted the need for stricter monitoring of monetary sentences and that systems need to be put in place to ensure offenders are paying the reparation owed to the victim.

Some survey respondents called for an overhaul of name suppression:

“Name suppression for offenders should not be given unless requested by the victim.”

Name suppression was discussed particularly in relation to sexual offending. People felt as though the criminal justice system was protecting the offender's name, their reputation, and any impact on their future employment.

The system should be more rehabilitative

Along with the call for a more punitive system was a call for a more rehabilitative system. Some respondents called for an approach which is both more punitive and more rehabilitative, for example, respondents often called for longer sentences which respond therapeutically to offenders:

“I want to see less focus on what it costs and more focus on outcomes. I want 1) Meaningful consequences for the offenders, and then 2) enforced and supported rehabilitation. For me, the crime is done. The situation can't be undone. But what I want to see is that individual 'sorted out' – one way or another, so that they become a productive member of society moving forward. If they don't serve their full sentence and they offend again or breach probation: back in they go. While they're in there, their time is spent learning the skills they lack.”

Other respondents called for an approach which was solely focused on rehabilitation:

“We need to move from a punitive system that treats people like animals to a system that rehabilitates them.”

To create a system which rehabilitates, victims envisioned a system which provided offenders with mental health care, help to address their addictions, education, and the opportunity to give back to the community in order to prepare them for successful reintegration into society.

Survey respondents felt that focusing on rehabilitation would increase the self-esteem of offenders and ultimately reduce the number of recidivist offenders. Most survey respondents indicated that they were motivated by protecting the wider community:

“I am not a vindictive person. I don't want longer, harsher sentences. I want genuine assistance for criminals who need to get out of a cycle of crime. I want a better society for my kids, and future generations.”

In order to create a better society, survey respondents noted that early intervention is key, especially in relation to young people who offend. People suggested that an early assessment of offenders would allow the opportunity to meaningfully address the causes of offending.

Survey respondents suggested that the causes of offending are often related to mental illness, and called for a greater focus on mental health care for offenders. Some survey respondents recognised that many offenders were victims too and required mental health care to address their history of trauma.

There was a call for greater access to resources for offenders, including access to programmes which could help offenders address their own mental illnesses, anger management, and alcohol and drug addictions.

One specific suggestion for offenders to address their alcohol and drug dependencies was greater use of Alcohol and Other Drug Treatment Courts throughout the country. Other therapeutic courts were also discussed in relation to a rehabilitative approach to Justice. In particular, people called for greater use of sexual violence courts and courts connected to Māori communities.

Some victims felt as though they would like to be kept informed of the offender's rehabilitation, as doing so would help them to move on with their lives.

Survey respondents noted that education was also key to changing offenders' behaviour. This included education directly related to their offending which would help them to understand the impact of their actions, for example, teaching sexual offenders about consent.

Survey respondents called for education of offenders more broadly, to ensure offenders had the skills to gain employment after serving their sentence. Victims felt this was essential for an offender’s successful re-entry to society after serving their sentence.

Some victims saw prison sentences as an opportunity for offenders to give back to their communities and participate in programmes during their sentence and following their release. One respondent told us that:

“Locking someone away does not really make them accountable for their actions. A lot of criminals have probably had huge trauma in their lives, so they need to work through that by doing good in the community, helping others and seeing what others also have to go through.”

‘Seeing what others have to go through’ was also discussed in relation to making sure the impact of offending was made known to offenders. This was seen as a key way to prepare offenders for a successful re-entry to society.

After serving their sentence, and effectively re-entering society, survey respondents thought that there was still the need for greater care for offenders. This was spoken about in terms of offering support for alcohol and drug addictions, finding a job, and mental health.

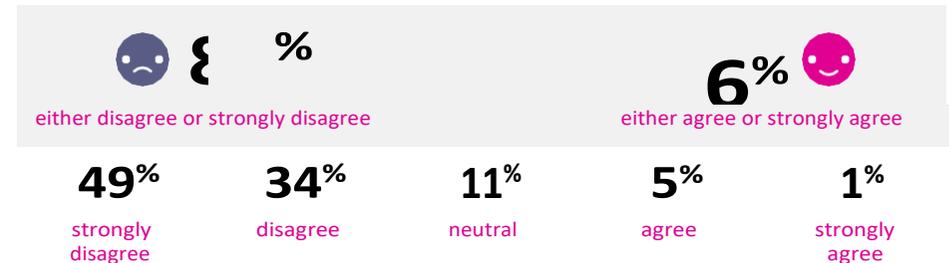
Key theme 2: The criminal justice system is failing to keep victims safe

Another key theme which came through in the survey responses was that the criminal justice system is failing to keep victims safe. Safety was discussed in a number of different ways, including physical safety, psychological safety, and financial safety. This theme will be discussed in four parts:

- the system should keep victims safe throughout the court process
- the system should keep victims safe beyond the court
- the system should focus on supporting the victim
- the system should keep whānau and communities safe.

This key theme is substantiated by the survey question which sought a response to the following statement:

The criminal justice system is safe for victims.



Note: These are rounded figures that may not sum to 100%. Response rate for this question was 99.19%.

The strong response to this question was reinforced by the stories that survey respondents told us, including one victim who told us that:

“My experiences [in the justice system] have been, and continue to be, very traumatic on every level.”

The system should keep victims safe throughout the court process

People often spoke about the traumatising nature of the criminal justice system. This was raised in different contexts but seemed to be often linked to feeling unprotected by the court process. Victims of crime told us that they are required to relive traumatic events, sometimes in an unsafe and intimidating environment, and that this led to victims feeling re-traumatised and alone. This was particularly the case for victims of sexual violence.

One of the biggest issues that we heard was how long court processes take. Delays in resolving issues or seeing an outcome from cases were described as making it difficult for a victim to heal from events. One victim felt that their life was 'on hold' while waiting for the court to progress their case, another reported that:

“The length of time it takes for hearings to be heard [needs to change], this leaves victims and witnesses in limbo, they can't move forward till the hearing is over.”

Speaking on the issue of uncertainty, victims told us that they were often left not knowing how long a court process will take. Some people felt that offenders had delayed proceedings by determining when hearings would be held. Most respondents said that work needed to be done to make the court process quicker and doing so would reduce the traumatising impact on victims.

Victims also spoke of the traumatising impact of having to face their offenders in court. For some, this made them feel unsafe and as though they had to relive their experiences with the offender in front of them. One respondent told us that:

“The trauma comes up over and over again each time the defendant is seen in court. It is so drawn out.”

Victims highlighted the need to be kept separate from offenders at the courthouse. Victims gave examples of being seated next to the offender's family or encountering the offender in the courthouse foyer. Consequently, survey respondents called for separate facilities for victims at the courthouse, including separate entrances and purpose-built areas for victims where they could be away from offenders and their whānau.

The trauma of facing an offender in court was often spoken about in the context of feeling unsafe while giving evidence. Many victims found the experience of giving evidence to be traumatising.

There was support for the continued use of screens in court to protect victims, however they did not always provide sufficient protection for some victims. Some believe that more options are needed in terms of using audio-visual link (AVL) systems and pre-recorded interviews for victims to ensure their safety. Victims showed support for AVL use in their court trials and encouraged increasing its use, particularly for giving evidence.

Some victims felt that cross-examination was traumatising and change needed to be made. For example, one victim told us:

“Being cross-examined by defence lawyers [does not work well] – the amount of victim blaming questions that they are allowed to ask; being told that I simply forgot what had happened.”

During cross-examination, victims said they felt their character was called into question through lines of questioning that were inappropriate and amounted to victim-blaming. Some victims said that cross-examination left them feeling distressed and as though they were not being heard. This was attributed to the behaviour of defence lawyers.

Survey respondents felt that offenders were protected when information was withheld from the jury, including offenders' criminal history. Victims felt as though a double standard existed because defence counsel were able to draw attention to victims' personal lives.

Some victims strongly supported moving away from a jury-based system. Some believed that a panel of judges would be best for court trials as they are less prone to bias and have an extensive understanding of the legal process.

“Sexual assault crimes need to be heard only in front of a judge. No jury! Unconscious biases do not make court a safe place for victims.”

Many victims strongly opposed the use of juries specifically for sexual violence cases, because they felt juries brought with them a range of their own biases and beliefs in certain rape myths. Many felt as though jurors were not equipped to make judgments in cases of sexual violence. Having to relay their story to a room full of strangers also added to the trauma of a trial for sexual assault victims.

Many survey respondents agreed that the current restorative justice meetings were empowering for victims. However, others also called for restorative justice options to be more widely available throughout the justice process.

The system should keep victims safe beyond the court

In addition to calling for protection for the victim throughout the court process, victims also called for protection more broadly, beyond just what happens in the courtroom.

Victims called for immediate protection from offenders as soon as they reported their crime. Victims told us that they need assurance that they would be protected from the offender while the criminal justice process was underway.

Victims often spoke of feeling unsafe despite having a protection order against the respondent. One survey respondent told us that:

“From my experience, breaches of protection orders never resulted in arrests, nothing was ever actioned in a timely manner.”

Those victims who had protection orders against their offender spoke of regular breaches, seemingly without consequence or offenders being penalised. Victims wanted to see stricter and more timely enforcement of breaches to help them feel safe.

Survey respondents spoke of concerns regarding parole and bail. Similar to breaches of protection orders, victims felt that offenders faced no consequences for breaching parole and bail conditions, which left victims feeling unsafe. Victims spoke of offenders still being a threat while on bail or parole:

“Victims are still in danger and their abusers are often out on bail or not even charged. There is not good enough protection.”

There was also a call for more thorough address checks to be made before bail is granted to ensure that the risk of contact with a victim would be minimised.

Victims and their whānau felt that they needed greater protection from the media. This included the call for greater limitations on what media could report on as coverage of their case could traumatise victims. It also included a call for greater limitations on media’s direct access to victims, as some currently felt harassed by the media.

Victims said that media perpetuated the stigmatisation of victims, and work needed to be done to change the negative perceptions of the wider community. Survey respondents suggested that educating the community on what a typical victim of crime looks like, and more broadly about the criminal justice system would begin to address this stigmatisation.

The system should focus on supporting the victim

Victims told us that the justice system requires a fundamental shift toward being more supportive towards victims. People thought that this required a cultural shift in all areas of the justice system, from how first responders interact, to how the public views victims of crime.

Survey respondents identified the need for more support services for victims in the justice system. There was a call for greater access to advocacy services, support workers, financial support, medical services, counselling and therapeutic services for victims. In many cases, victims said they felt unsupported and alone in navigating the justice system.

In order to help them navigate the system, some survey respondents suggested having a designated specialist support person for victims. It was suggested that this role would involve providing information, providing clarity about each stage of the process, connecting agencies to provide a wrap-around service, and helping victims to overcome any difficulties that may arise. One example that was provided to us was:

“There is no central victim support office, you have to access too many different departments so you can go in circles trying to find right support service that suits your needs.”

Different survey respondents had different ideas about how to solve this particular issue. Some people called for a navigator to help them, some called for a specific agency tasked with advocating for victims and some called for a lawyer who would be able to assist.

Survey respondents said there was a need for a rehabilitative focus on victims in addition to offenders. One survey respondent told us that:

“The system is very offender focused, where [the] offender gets all the attention and money spent on them for rehabilitation and yet the victim gets very little although their rehabilitative needs are great.”

Many other survey respondents also identified the rehabilitative needs of victims. This included a call for greater support for victims’ own mental health. Victims thought that access to counselling services was beneficial and worthwhile. However, victims also suggested that improvements needed to be made to improve the quality of counselling services and access to these services. This included providing more services for a longer period, addressing delays in the provision of counselling services, and getting financial support to access these services.

Financial support was also called for more broadly. Survey respondents noted that the criminal justice system can often impact victims financially. Costs identified included legal fees, travel costs, loss of income from missing days at work, and some even felt the financial burden of having to relocate their home. Some survey respondents suggested that this financial impact was preventing some victims from taking action against their offenders.

Victims also encountered financial difficulties when offenders were ordered to pay them reparation. One survey respondent asked:

“Why do successive governments refuse to set up a restitution fund paid from collection of fines by criminals, so that victims can be paid immediate restitution leaving the collection of such restitution to the courts from the offenders, instead of often hugely traumatised and financially impacted victims having to receive occasional payments as they are collected by the court, if they are collected at all.”

The idea of a ‘restitution fund’ was suggested by a number of respondents. This was because, in instances where reparation was ordered at a regular rate over a period of time, some victims felt re-traumatised each time they were paid an instalment. Other victims felt that there was no enforcement of reparation and they were consequently left out-of-pocket.

Victims said they felt there was very little support after the trial concluded. People suggested that counselling in particular should extend beyond the trial, and also should extend to include the victim’s family.

The system should keep whānau and communities safe

Survey respondents reminded us on multiple occasions that the impact of a crime affects not only the victim, but their wider whānau and community. One survey respondent told us that:

“In terms of recovery, there should be greater focus on assisting the victim’s family too. Currently there is nothing - which does prevent family from obtaining help where they can suffer just as much as the victim.”

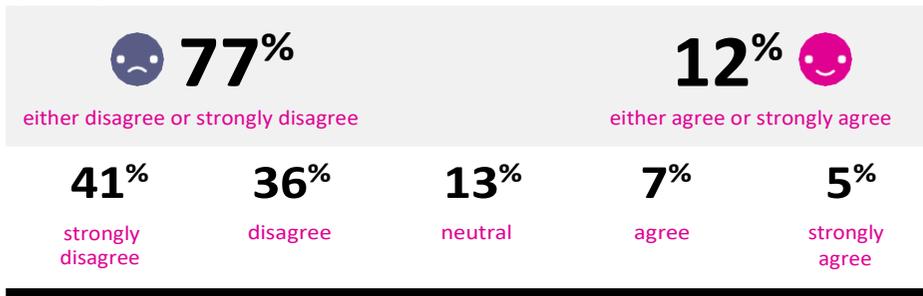
Survey respondents suggested that the criminal justice system needed to widen the scope of ‘victim’ to include whānau and the community, as they required rehabilitation and safety too.

Keeping communities safe was also raised in relation to the rehabilitation of the offender. Victims suggested that if the offender was properly prepared for reintegration into society, then this would prevent further offending against the community.

Key theme 3: The criminal justice system is failing to communicate with victims

Survey respondents told us that the criminal justice system was failing to communicate with victims. This became apparent when we asked respondents whether they agreed with the following statement:

Victims' views, concerns and needs are listened to throughout the justice process.



Note: These are rounded figures that may not sum to 100%. Response rate for this question was 99.52%.

A majority of survey respondents told us that they don't believe that victims' views, concerns and needs are being listened to. Elaborating on this, it became clear that survey respondents felt that the criminal justice system is failing to communicate with victims.

This theme will be discussed in two parts:

- the system fails to inform
- the system fails to listen or enable the voice.

The system fails to inform

Survey respondents said that the current system was failing to adequately inform victims throughout the process.

Survey respondents told us that all justice sector agencies could be more proactive and timely in contacting victims. This included being updated on how their case was progressing at every step along the way. Many people noted that the lack of communication added to the stress of the court process:

“Not knowing or understanding what is going on adds to the stress and trauma.”

Some respondents felt as though, while they may have been involved early in the process, there was a lack of follow-up which led to them feeling ill-informed. This included a lack of being informed once the case had concluded and the offender was serving their sentence. Some victims felt that the Victims Notification Register was a useful source of information and found updates useful, however it was also suggested that updates should continue after the offender had served their sentence.

Survey respondents called for more explicit information to be made available on victims' rights and roles in the criminal justice system:

“There is scant information given to victims of crime by police or courts as to their rights.”

Survey respondents called for more information on all parts of the criminal justice process which explains what is going to happen from a victim's perspective. Victims wanted to understand how a decision was made, and why certain things have happened.

Victims also wanted more information on where to go for help, where to go for support, and where to go to understand abuse.

Survey respondents also noted that some vulnerable victims did not have access to the internet and making information available offline was equally important. Survey respondents identified call centres and written information as valuable resources which would help victims through the process if they were more readily available.

In this context, people also spoke about a lack of clarity. Survey respondents told us that information needs to be provided in a manner which can be comprehended. Victims reported not being able to understand the language used by lawyers and judges in the courtroom. One survey respondent told us that:

“A better explanation of what terms mean when you’re getting updated would be good. Otherwise you’re Googling terminology after every update.”

This reinforces the call from victims for simple language to be used throughout the court process. This was particularly important for victims who are cognitively impaired. Survey respondents also suggested that greater use of communication assistants would address this issue.

Some survey respondents felt that they had received conflicting advice during their experience and called for consistent messaging from every person across the criminal justice system.

Survey respondents highlighted the importance of the language that was being used to describe them. Some people strongly preferred to identify as ‘survivor’ over a ‘victim’. One respondent asked people to:

“Stop referring to us as “victims”. We are survivors.”

Other people found descriptions of ‘alleged offending’ damaging as this minimised the harm which the offending had caused.

The system fails to listen or enable the victim’s voice

In addition to the system failing to inform, victims also felt that they were not being heard. As one survey respondent told us:

“Communication [...] needs to go both ways, victims and their whānau need to be heard.”

Survey respondents told us that victims’ needs are not being listened to and that they need to be taken seriously throughout the process. People told us that being taken seriously meant that they should not have to prove to Police that they were offended against, but the system should believe what victims had to say and give them the opportunity to present their case to court.

People also asked that victims’ views be taken into consideration at every stage of the process. Survey respondents suggested that the system needed to offer a platform which enabled their voice to be heard. One person suggested that we need to establish:

“A recognised and active advocating authority which is separate from the Crown.”

Many other people suggested that allowing victims to have legal representation in the courtroom would allow their voice to be heard. Survey respondents told us that there is no one who fights for their best interests in the same manner as the offender and this puts the victim on an unequal playing field with the offender.

People also suggested that another barrier was that victims were not considered a party to the proceedings.

Survey respondents felt that prosecutors acting on behalf of the Crown or the Police did not adequately meet the needs of victims. Some respondents wanted the prosecutor to meet with them and represent their views. Others called for a more radical paradigm shift from the ‘crown vs. the offender’ to one which included the victim as a party and allowed their voice to be heard as a matter of course.

“Change the current philosophy that the crime is against the crown, not the victim. The victim is the one that suffers not the crown.”

As suggested by this respondent, this would also recognise and validate the harm that the victim has experienced.

Survey respondents said victims should have the right to have their views heard on matters relating to bail, parole and name suppression. Some expressed that the system was working well when victims’ views were considered on these matters, but they also called to widen the scope so that victims’ views are considered at every stage of the process.

Survey respondents agreed that victim impact statements were helpful tools when used properly, but there needed to be more opportunities and rights for them to be used throughout the process, rather than just for sentencing. Victims also wanted more freedom when preparing their victim impact statements:

“You are so restricted on what you can and cannot say in Victim Impact Statements, it starts to lessen the impact of what you really want to say and takes away the feeling of control. We should be able to speak more freely and be more real (common sense rules apply).”

Some victims wanted assistance preparing their statements, while others maintained that their statements should not be influenced by others.

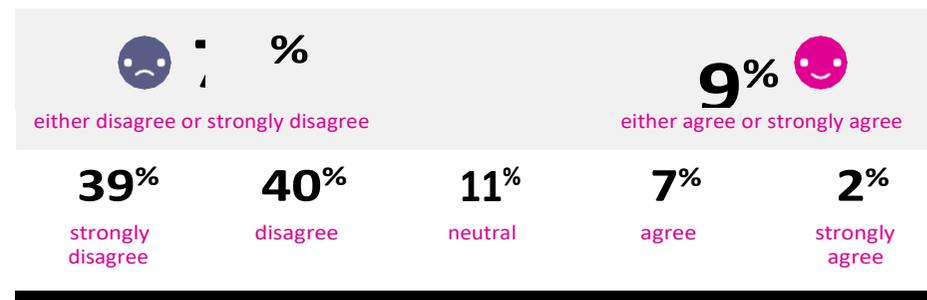
Key theme 4: The workforce of the criminal justice system can do better

Survey respondents provided us with a lot of feedback on the workforce of the criminal justice system. In this context, ‘workforce’ refers to all people working in the criminal justice system, including staff in justice sector agencies, non-governmental organisations, lawyers, judges, media, and other professionals working in the court.

In general, survey respondents indicated that the workforce could do better. However, we also received positive feedback which is highlighted in the section below on shining examples in the dark.

In terms of supporting victims, survey respondents felt that the workforce could do better. This is reinforced by the response we received when we asked whether respondents agreed with the following statement:

Victims have enough information and support (not including family and friends) throughout the justice process.



Note: These are rounded figures that may not sum to 100%. Response rate for this question was 99.52%.

A majority of survey respondents said that victims did not receive enough information and support throughout the justice process. This provides further evidence to the earlier argument that the criminal justice system is failing to communicate with victims. It also indicates that the workforce of the criminal justice system is not doing enough to support victims.

In order to provide further support, survey respondents suggested that the workforce needed to be better resourced. Examples of an over-burdened workforce were provided in respect of all parties working in the criminal justice system. Survey respondents suggested that all agencies required extra people and extra funding to perform the functions that they were tasked to do. This included allocating extra funding for services specifically for victims rather than allocating funding specifically for offenders.

Survey respondents told us that different areas of the country receiving different levels of service:

“The level of service available to victims varies around the country due to location and resourcing issues.”

A lack of resourcing was most often discussed when talking about regional areas across the country and victims living in urban areas reported greater access to services than those living in rural areas.

People thought that the workforce needed to be more connected amongst themselves. Victims told us that they often felt left with the responsibility of connecting agencies or organisations themselves and suggested that poor communication was to blame.

Survey respondents called for greater diversity amongst the criminal justice workforce. Victims, particularly victims of sexual violence, suggested that the criminal justice system required additional women in the workforce. Survey respondents also called for greater representation of Māori in the workforce to support Māori victims.

Some survey respondents felt that the workforce lacked empathy. This was often attributed to the behaviour and attitudes of particular individuals working in the workforce. One survey respondent told us that:

“All victims [should] get to deal with people competent in their roles and provide them with good advice and correct, current information – rather than hoping you “strike a good one”. That’s from the Officer in Charge of the case – to the Victim Advisor – to the Police Prosecutor. There really are some absolute shockers out there.”

Survey respondents suggested that more training would begin to address some of these issues. Training in sensitivity and trauma was a high priority for victims of sexual violence and family violence. Survey respondents also suggested that the workforce should receive training about vulnerable communities, including disabled and rainbow (LGBTQIA+) communities. People thought the workforce needed more training about inherent bias and stereotyping.

Shining examples in the dark

While we heard a lot about how the workforce of the criminal justice system could do better, we also heard examples of people doing exceptional work within the current system. These people were often discussed as being a ‘shining example in the dark’. In other words, victims overall had a negative experience in the criminal justice system, but one individual made their journey better.

Individuals working in non-governmental organisations and independent advocates were often attributed as being the ones who helped victims on their journey. Staff at Victim Support, Women’s Refuge, HELP, and Shine all received positive feedback from multiple survey respondents.

Survey respondents also provided positive feedback about individuals working in justice sector agencies, including court victim advisors and staff from the New Zealand Police.

Positive feedback about the workforce was often mentioned in the same context as resourcing issues. For example:

“There are wonderful people working in the Police and Victim Support but they are horrendously overloaded and not supported and the burn out is negatively impacting their work in a serious way.”

“The victim advisors are great but they are overworked.”

“Women’s Refuge although underfunded do an amazing job!”

Conclusion

The Strengthening the Criminal Justice System for Victims workshop and survey sought to add the voice of victims to the Hāpaitia te Oranga Tangata, Safe and Effective Justice programme. The survey offered respondents the opportunity to provide their views on the criminal justice system and, while there are limitations to our analysis which are discussed earlier in this report, a majority of respondents that the survey reached (91%) reported that they were victims of crime themselves.

For each of the questions we asked, a majority of respondents reported a negative experience of the criminal justice system.

- **63%** of respondents reported that their **overall experience of the criminal justice system** was either **poor or very poor**.
- **83%** of respondents either **disagreed or strongly disagreed that the criminal justice system is safe for victims**.
- **77%** of respondents either **disagreed or strongly disagreed that victims’ views, concerns and needs are listened to throughout the justice process**.
- **79%** of respondents either **disagreed or strongly disagreed that victims have enough information and support** (not including family and friends) throughout the justice process.

This was supported by the information that was provided to us when we asked respondents what works well and what does not work well for victims in the current criminal justice system, and what needs to change to make the criminal justice system better for victims.

In response to these questions, survey respondents told us that the ideology of the criminal justice system is wrong, the criminal justice system is failing to keep victims safe, the criminal justice system is failing to communicate with victims, and the workforce of the criminal justice system can do better.

This report, in addition to the Strengthening the Criminal Justice System for Victims workshop playback report and direct victim engagement, will inform Dr Kim McGregor, Chief Victims Advisor to Government’s recommendations as part of the Hāpaitia te Oranga Tangata, Safe and Effective Justice programme.

Appendix 1: Survey questions

Overview

The Hāpaitia te Oranga Tangata - Safe and Effective Justice programme wants to ensure that the needs of people who have experienced crime are at the heart of any reform of the criminal justice system.

This survey is an opportunity for you to tell us your views, what works and what doesn't, and how it can be improved.

Is the survey anonymous?

Participation in the survey is voluntary and anonymous. We do not ask for your name or any personal details.

Please do not name or identify other people - any answers with identifiable information or details about cases before the court cannot be used and will be deleted.

Who can participate?

We want to hear from anyone who has experienced a crime or knows someone who has, and people who work to support victims/survivors.

What will happen to my answers?

The information captured in the survey will be summarised and used to inform the Hāpaitia te Oranga Tangata - Safe and Effective Justice programme and its advice to Government on improving the system for victims/survivors.

What if I need help or want to talk to someone?

If you need support or help at any point, there are many support services that can help. Please contact the relevant provider listed on the last page of the survey or the Victim Information website.

Te Reo version

We also offer a Te Reo version of this survey: Te Whakakaha i te Pūnaha Ture Taihara mō ngā Pārurenga

Survey

Do you agree with the following statements?

1. Victims have enough information and support (not including family and friends) throughout the justice process. *Please select only one item.*
[Strongly agree · Agree · Neutral · Disagree · Strongly disagree]
 2. Victims' views, concerns and needs are listened to throughout the justice process. *Please select only one item.*
[Strongly agree · Agree · Neutral · Disagree · Strongly disagree]
 3. The criminal justice system is safe for victims. *Please select only one item.*
[Strongly agree · Agree · Neutral · Disagree · Strongly disagree]
 4. What works well for victims in the current criminal justice system?
[Text box]
 5. What doesn't work well for victims in the current criminal justice system?
[Text box]
 6. What is the most important thing that needs to change to make the criminal justice system better for victims?
[Text box]
 7. What else would you like changed in the criminal justice system?
[Text box]
 8. Have you ever experienced a crime? *Please select only one item.*
[Yes · No]
- If yes to question 8, question 9 and question 10 show up; if no to question 8, the survey will go straight to question 11.*
9. Did you report your experience to the criminal justice system? For example, Police, Courts, Parole Board, Serious Fraud Office. *Please select only one item.*
[Yes · No]
 10. How would you rate your overall experience of the criminal justice system?
[Very good · Good · Average · Poor · Very Poor]

Because we are keen to know more about the pattern of victims needs and experiences we would appreciate it if you felt able to answer some, or all, of the questions below about your age gender and ethnicity. If you don't feel comfortable answering them however you may skip these questions. We will still use the survey you send us without them. None of these questions can be traced back to you.

11. Which category below includes your age? *Please select only one item.*
[Prefer not to answer · 0-14 years · 15-24 years · 25-34 years · 35-44 years · 45-54 years · 55-64 years · 65 years or over]
12. Are you? *Please select only one item.*
[Prefer not to answer · Male · Female · Other (please specify)]
13. What region / city do you currently live in? *Please select only one item.*
[Prefer not to answer · Northland · Auckland · Waikato · Bay of Plenty · Gisborne · Hawke's Bay · Taranaki · Whanganui · Manawatu · Wellington · Marlborough · Nelson · Tasman · West Coast · Canterbury · Otago · Southland]
14. Which ethnic group do you belong to? *Please select all that apply.*
[Prefer not to answer · Māori · New Zealand European · Samoan · Cook Islands Maori · Tongan · Niuean · Chinese · Indian · Other (please specify)]

Closing

Thank you for taking part in our survey - your answers will help us to identify areas to improve the justice process for victims. We really value your input.

We recognise that thinking about issues for victims/survivors may raise difficult issues for you. If you would like to speak to a support person, please contact one of the services below who offer support, information and help. All services are free. They are listed alphabetically.

ACC Sensitive Claims Unit - Call 0800 735 566 Treatment for claims related to sexual abuse or sexual assault

Alcohol and Drug Helpline - Call 0800 787 797 Phone or online chat for people dealing with an alcohol or other drug problem

Anxiety phone line - Call 0800 ANXIETY or 0800 269 4389

Depression Helpline - Call 0800 111 757 or text 4202

Family Services 211 Helpline - For help finding (and direct transfer to) community based health and social support services in your area

Kidsline - 0800 54 37 54 (0800 kidsline) for young people up to 18 years of age (24hr service)

Lifeline - Call 0800 LIFELINE or 0800 543 354 or text 4357

Male Survivors Aotearoa New Zealand - Offers one to one, peer and support groups for survivors and their significant others

Need to Talk? 1737 - Free call or text 1737 any time for support from a trained counsellor

Oranga Tamariki - Call 0508 326 459 if you're worried about a child and want to make a referral or report of concern

OUTline NZ - Call OUTLINE or 0800 688 5463 Provides confidential telephone support for sexuality or gender identity issues

Rape Crisis Centres - Call 0800 833 300 for contact details of your local Centre, provides support for survivors of rape and sexual abuse, their families, friends and whanau

Safe to Talk - Call 0800 044 334 for a 24/7 sexual harm helpline

Samaritans - Call 0800 726 666

Shakti New Zealand - Call 0800 742 584 Shakti provides culturally competent support services for women, children and families of Asian, African and Middle Eastern origin who have experienced domestic violence

Shine - Call 0508 744 633 If you're experiencing domestic abuse or concerned about someone you know

Skylight - Call 0800 299 100 Specialises in helping children, young people and their families/whanau through tough times of change, loss, trauma and grief

Suicide Crisis Helpline - 0508 828 865 (0508 TAUTOKO)

Supporting Families in Mental Illness - Call 0800 732 825 For families and whānau supporting a loved one who has a mental illness

Victim Support - 0800 842 846 (24hr service)

Tu Wahine Trust - Call 09 838 8700 For kaupapa Māori counselling, therapy and support for survivors of sexual harm (mahitukino) and violence within whanau

Women's Refuge - 0800 REFUGE or 0800 733 843 Women's refuge provide 24 hour support, advocacy and accommodation for women and their children experiencing family violence

Youthline - Call 0800 376 633 or text 234

Appendix 2: Thematic map

