

The needs of Pacific Peoples when they are victims of crime

Prepared for the Ministry of Justice

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Foreword

It is important that the perspectives and needs of Pacific peoples are taken into account when developing policies and support services for victims of crime. To this end, the Ministry of Justice commissioned research, with support from the Health Research Council of New Zealand, to provide information about Pacific victims of crime. The information in this research report expands upon that provided by the 2001 New Zealand National Survey of Crime Victims.

The objectives of the research were to gather in-depth information about victims of crime amongst the six main Pacific ethnic groups, and to ascertain the use and appropriateness of informal and formal support services for Pacific victims. More particularly, it was designed to identify health-related needs and appropriate measures to meet those needs, to identify appropriate support mechanisms provided by criminal justice sector agencies, and to establish where additional support might be required.

The researchers used Pacific theoretical frameworks and research methodologies, which resulted in a rich array of information. The findings reported here provide valuable insights into the impact of criminal victimisation on Pacific peoples, and the ways in which policies and service provision for Pacific victims of crime might be improved.



Warren Young
Deputy Secretary
Crime Prevention and Criminal Justice Group

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Koloto & Associates Ltd

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‘Ana Hau‘alofa‘ia Koloto

Principal Researcher

Executive Summary

This report presents and discusses the findings of a qualitative study of the needs of Pacific peoples who have been victims of three types of crime: Violence, Family Violence and Property Offences. The study, which was commissioned by the Ministry of Justice with support from the Health Research Council, was designed to provide qualitative information to complement the quantitative information provided by the second New Zealand National Survey of Crime Victims 2001.

Project Aims and Objectives

The lack of research data on the needs of Pacific peoples who have been victims of crime was a key rationale for the present study. The research aimed to:

- Gather in-depth information to increase and enhance our knowledge of Pacific peoples who were victims of crime;
- Ascertain the use and appropriateness of informal and formal support services for Pacific victims of crime;
- Identify health-related needs and appropriate measures to meet those needs; and
- Identify appropriate support mechanisms provided by criminal justice sector agencies.

Design and Methodology

The study involved five main phases:

Phase 1: Developmental Phase and Application to the Human Ethics Committee

Phase 2: Pilot Study

Phase 3: Main Study

Phase 4: Data Analysis and Report Writing

Phase 5: Dissemination of Results

Phase 1 focused specifically on the appointment and training of a team of Pacific researchers from each of the six main Pacific ethnic groups in New Zealand (i.e. Cook Islands, Fiji, Niue, Samoa, Tokelau and Tonga) based in Auckland and Wellington; the development of interview questions in consultation with the Advisory Group which was set up by the Ministry of Justice for this study; and obtaining human ethics approval for this study.

The main purpose of Phase 2 (the pilot study) was to ascertain the effectiveness of the interview schedule and Pacific theoretical frameworks (i.e. Tivaevae, Fa'afaletui, Kakala models) and data collection techniques used for this study. Ten victims of Family Violence and Property Offences participated in the Pilot Study. The results of the Pilot Study led to a decision to adopt two methods of recruitment for the Main Study. First, to use the names

gained through the 2001 New Zealand National Survey of Crime Victims, who had consented to participate in this study. Second, the researchers were asked to recruit participants from their own community networks and/or through Pacific service providers.

Phase 3 (the Main Study) focused on individual interviews with a sample of 90 (54 females and 36 males) Pacific peoples ranging between the ages of 16 and 84 years. The research sample included 36 Samoans, 16 Cook Islanders, 15 Tongans, 12 Niueans, 6 Tokelauans and 5 Fijians. The interview questions addressed four key areas:

- Nature of the crime;
- Impact of the crime;
- Needs of Pacific victims and the use and appropriateness of the support services; and
- Victims' experiences in the criminal justice system.

The above key areas were used to frame the analysis of the interview data and the preparation of this Final Report during phase 4. This Final Report marks the completion of phase 4 and signals the beginning of Phase 5. The fifth phase will involve the researchers returning to each of the participants and presenting a summary of the key findings from this study.

Limitations of the Study

One of the limitations of this study is that it involved a small sample of 90 Pacific participants from Auckland and Wellington. Another limitation is that the study involved only three types of crime: Violence, Family Violence and Property Offences. Moreover, not all ethnic groups were represented in all three types of crime targeted for the study. Given the limitations of the research sample, the findings should not be used to generalise to the wider Pacific or ethnic populations. Despite the limitations of the study, the results provide significant information and important insights into the needs of Pacific peoples who have experienced crime, their experiences of the support services and the criminal justice system, the effectiveness of these support systems in meeting their needs, and the impact of the crime on them as individuals and their families.

Key Findings

Nature of the Crime

- Pacific males in the study were more likely to be victims of Violence. Eleven out of 13 cases (i.e. 85%) of Violent Offences involved male participants. These offences were more likely to occur at night, in a public place such as a pub, nightclub or a bar, involve alcohol, and more likely to remain unreported to the Police.
- Females in this study were more likely (63%) to be victims of Family Violence. The incidents reported by these participant were more likely to be part of 'on-going' domestic violence. The offenders were more likely to be their male partners and of the same ethnicity. Injured victims of Family Violence were less likely to seek medical attention.

- Property Offence cases were equally distributed between theft from the home (21 cases), and theft of or from a motor vehicle (20 cases). Like Family Violence offences, Property Offences were more likely to occur in the home (73%); and were the most likely type of crime to be reported to the Police.

Impact of the Crime

- The physical impact, as measured by the number of participants who were injured, was more likely to happen to victims of Violence and Family Violence. Of the 38 participants who suffered some form of injuries, the results revealed a tendency for female victims of Family Violence not to seek medical attention and to deal with the injuries themselves. Their desire to protect their male partners was a major determining factor in their decisions not to seek medical attention.
- Victims were also likely to be emotionally and spiritually affected by the offending. Seventy-six (i.e. 84%) of the participants indicated that they were emotionally (i.e. 34%) or emotionally and spiritually (i.e. 50%) affected by the offences.
- The social impact of the crimes was more pronounced in victims of Family Violence. In total, 60% of the participants suggested that they had been socially affected by the crime.
- Sixty-one percent of the participants were affected financially. Victims of Property Offences were more likely to be in a position to estimate this financial impact.

Needs of Victims of Violence

Based on the experiences and retrospective views of a relatively small sample of 13 participants, the results showed the following key areas of needs for victims of Violence:

- Assistance from the bystanders at the scene of the crime is required as this has an impact on the seriousness of the injuries received by the victims;
- Need to seek medical attention for injuries suffered from acts of violence; and
- A need for victims to allow security staff in the public places to deal with offenders.

Needs of Victims of Family Violence

A review of other studies focussing on Pacific Family Violence revealed that the present study had a reasonably higher sample of 34 Pacific victims of Family Violence, representing the six main Pacific ethnic groups. The findings indicate that victims of Family Violence were at different stages of dealing with the impacts of the violence inflicted by other members of their families. The following include the key areas of the needs of Pacific victims of Family Violence:

- Need for safety and housing for victims and their children;
- Need to acknowledge that Family Violence is unacceptable although it might be considered by victims as culturally appropriate within their own families;

- Appropriate programmes aimed at eliminating domestic violence must involve the Pacific male offenders;
- Financial support for themselves and their children once victims decide to leave abusive and violent relationships;
- Appropriate counselling services and support from Pacific services organisations or Pacific staff in Victim Support agencies; and
- Advice and appropriate information on victims' legal rights and the types of support systems and mechanisms offered by the criminal justice sector agencies.

Needs of Pacific Victims of Property Offences

The results showed the following as the key areas of need for victims of Property Offences:

- An immediate response from the Police to their telephone call to report the crime, together with feedback from the Police on progress and/or lack of progress with their cases; and
- Appropriate counselling for family who might feel unsafe, worried and scared about their safety in their homes.

Appropriateness of Support Services

The results suggest that diverse forms of services are required to meet the needs of Pacific victims of crime. The nature and seriousness of the crime impacted on the needs of victims, and their subsequent help-seeking behaviours. Victims of crime sought assistance when they believed that outside help was needed.

- The most effective forms of informal support, used by a total of 59% of participants, were 'family', 'family and friends' and 'friends'.
- In general, there was a lack of information on the different types of formal support services available to participants and consequently the study revealed a general lack of utilisation of formal support services.
- The most frequently-used formal support services were Victim Support, medical centres or emergency departments in hospitals, and Pacific service providers.
- The participants identified more information on support services and the legal justice system as the kind of support that they would like to have received.
- Provision of, and access to, Pacific Social Services, and more Pacific staff in this area of services who could speak their language in other formal support services was the most frequently-recommended support service, made by more than half of the participants.
- The results also revealed the need for improved services by the Police in three areas. These include the availability of the Police to attend the crime scene; the need for a

prompt response to their reporting of the crime, particularly in the cases of Family Violence; and the need for the Police to keep victims informed about the progress of their cases.

Victims' Experiences in the Criminal Justice System

- Sixty-two percent of the participants (i.e. 38 out of 61) who had the involvement of the Police found them accessible and were satisfied with the effectiveness of the Police response. About 38% were dissatisfied with the Police, citing delays in responding to their telephone calls and lack of information during the process of their cases as the key reasons for their dissatisfaction with the Police.
- The study also showed that the participants lacked experience with the court system and/or an awareness of the use of restorative justice. Although the data on restorative justice was very limited, the few cases reported by the victims have important implications for the success of meetings set up to address the needs of Pacific victims.

Needs of Pacific Victims of Crime

Taken together, the results suggest that the needs of Pacific victims of crime fall into five main categories:

- Physical and safety;
- Financial;
- Cultural and social;
- Emotional and spiritual needs; and
- Information and feedback from Police.

To effectively address the needs of Pacific victims of crime, one of the key recommendations from this study is the provision of Victim Support services by Pacific for Pacific people and the employment of more Pacific staff in the Victim Support and criminal justice agencies.

1 Introduction

In New Zealand there has been a growing recognition of the need for more informed data and research on issues that have a significant impact on the lives of Pacific peoples. In the justice area, two key issues that have a significant impact on the lives of Pacific peoples are offending and victimisation.

Data from the Ministry of Justice reported in the recently-released Pacific Progress Report shows that the rates of conviction for Pacific peoples are higher than the national rates. Pacific peoples are over-represented among convictions for violent offences, accounting for 14.6% of the convictions for violence in 2000 (Statistics New Zealand and Ministry of Pacific Islands Affairs, 2002).

One of the few sources of information on the victimisation of Pacific peoples was the first New Zealand National Survey of Crime Victims 1996, which provided some insight into the prevalence of violent offences against Pacific peoples (Young, Morris, Cameron and Haslett, 1997:34-35). Although the results on Pacific peoples were based on a small sample of Pacific participants, the study suggests that further research is warranted. The dearth of research data on the specific needs of Pacific Victims of Crime was one of the rationales for the present study. This report presents and discusses the findings of a qualitative study on the needs of Pacific peoples who are victims of crime.

This study was commissioned by the Ministry of Justice and was undertaken with the support of the Health Research Council of New Zealand and other government agencies. The study aims to provide complementary qualitative information about the needs of Pacific peoples who have been victims of crime and expand on information about Pacific victimisation gathered through the second New Zealand National Survey of Crime Victims 2001, conducted by a consortium led by AC Nielsen Limited.

1.1 Project Aims

The general objectives for the present study were to:

- Gather in-depth information to increase and enhance our knowledge of the needs of Pacific Peoples who are victims of crime;
- Ascertain the use and appropriateness of informal and formal support services for Pacific Peoples who have been victims of violence, family violence, and property offences;
- Identify related health needs of Pacific victims of crime and appropriate measures to meet those needs; and
- Identify the appropriateness of support provided by victim support organisations, or criminal justice sector agencies, such as the Police, and the courts.

Our approach to addressing the above aims was based on beliefs, general assumptions and knowledge of Pacific Peoples, research with Pacific communities and victims of crime. We believe and acknowledge that:

- A Pacific victim of crime is a member of an extended family/aiga/kainga and that his/her help-seeking behaviours reflect cultural and social practices, and their knowledge and awareness of the support services available. The impacts of crime are not limited to the individual. It also impacts on his/her family aiga/kainga and these impacts may vary depending on the nature and types of crimes involved (e.g. violence, family violence and property offences);
- Pacific Communities consist of diverse ethnic groups with distinct cultures and languages.
- There also exist different sub-cultures within each of these ethnic groups; for example, there are the New Zealand born and raised, and Pacific born and raised Pacific Peoples. The six main Pacific groups include the Samoan, Cook Islands, Tongan, Niuean, Fijian, and Tokelauan. In Aotearoa New Zealand, research under the umbrella term 'Pacific Peoples' needs to have appropriate representation from each of these distinct cultural groups. Consequently, this would require a team of Pacific researchers from each group working collaboratively to achieve common goals;
- Research processes must be ethical as well as culturally-competent and valid for Pacific Peoples, thereby ensuring that results and outcomes of research activities empower and advance the lives of Pacific participants.

1.2 Project Objectives and Key Research Questions

The research objectives set out in the 'Project Brief' (Ministry of Justice, 2001) were grouped under three main headings and associated key research questions are as follows:

Needs of Pacific Victims of Crime

- To identify the needs of Pacific victims immediately following the offence and after a longer period;
- To identify the needs of Pacific victims for support and other services, how these needs were met, how support was found, what support services were used and whether the support met the Pacific victims' needs.

What are the short-term needs of Pacific victims following violence, family violence, or property offences?

What are the long-term needs of Pacific victims following violence, family violence or property offences?

What support services and other services were needed by Pacific victims?

How did they identify these support services and other services?

What services were provided by these support services and other organisations?

How did the support services meet the needs of Pacific victims?

Victims' Experiences, Perceptions, Effectiveness and Appropriateness of Victim Support Services/Organisations

- To ascertain, where applicable, Pacific victims' experiences of reporting the offence, the prosecution, conviction and sentencing processes, and their perceptions of these processes;
- To determine the extent to which Pacific victims received information about these processes, and their level of satisfaction with that information;
- To find out whether any informal processes took place within the community to deal with the offending, to address the victims' needs, and to restore wellbeing. If so, to ascertain Pacific victims' perceptions of these processes and their impact;
- To identify what types of formal and informal services would be appropriate for Pacific victims in a range of circumstances.

What were Pacific victims' experiences and perceptions of reporting the offence?

What were Pacific victims' experiences and perceptions of the conviction and sentencing processes?

What informal processes took place within the community to deal with the offending, address victims' and families' needs and to restore wellbeing?

What informal support services would be appropriate for Pacific victims and their families?

What formal support services would be appropriate for Pacific victims and their families?

Impacts of Crime on Pacific Victims

- To ascertain the spiritual, emotional and physical impacts of the offending on victims and their family/aiga.

What are the spiritual, emotional, physical, social and economic impacts of the offending on Pacific victims?

What are the spiritual, emotional, physical, social and economic impacts of the offending on Pacific victims' families/aiga/kainga?

It is anticipated that the results of this study will be used by the Ministries of Justice, Pacific Islands Affairs and Social Development, the Department of Child, Youth and Family Services, the Department for Courts and the New Zealand Police, in addition to health sector agencies and community-based providers.

1.3 The Research Team

The research team consisted of 12 researchers and one principal researcher. Three researchers (one male and two females) were based in Wellington and nine female researchers were based in Auckland. The team consisted of four Samoans, two Cook Islanders, two Tongans, two Niueans, one Tokelauan and one Fijian. The researchers were bilingual in English and their mother tongue. The six main Pacific ethnic groups in New Zealand were represented within the research team.

1.4 Overview of the Structure of this Report

The remainder of this report presents and discusses the methodology used, results obtained and the recommendations drawn from the key findings of the study.

Chapter 2 discusses the design and methodology used in the study. Chapters 3-7 present the findings of the study. In particular, Chapter 3 focuses on the nature of the crime involved, Chapter 4 examines the impact of the crime on the participants, Chapter 5 presents the results on the use of informal and formal support services and examines how these were effective in meeting the needs of the participants. Chapter 6 centres on the participants' experiences of the criminal justice system, and Chapter 7 presents three case studies. Chapter 8 summarises the main findings, draws conclusions and outlines some implications and recommendations based on the main results.

2 Design and Methodology

2.1 Introduction

The present study is an example of a Pacific governance research project. Based on the Maori Advancement and Maori Development research models proposed by Cunningham (2000), the Pacific Health Research Committee of the Health Research Council had proposed a focus on Pacific Governance research. In particular, Pacific Governance research refers to Pacific research projects led by Pacific researchers using Pacific theoretical frameworks to inform the methodology of the research.

Pacific Theoretical Frameworks

Appropriate theoretical frameworks were utilised to inform the research design, methodologies, data analysis and dissemination of results. A combination of different theoretical frameworks proposed by Pacific researchers such as Tamasese, Peteru and Waldegrave's (1997) concept of Fa'afaletui, Teremoana Maua-Hodge's Tivaevae Model (2000), Jean Mitaera's concept of the 'Researcher as the First Paradigm', Konai Helu Thaman's metaphor of 'Kakala' (1992) and Koloto (2001) Pacific Cultural Competency framework. In addition, appropriate data collection and analysis tools were woven together to develop an appropriate theoretical framework and design for this study.

As Tamasese and her colleagues suggest, theories are the constructions of unique world views, and hence theoretical frameworks must be "faithful to the context of its participants' contributions, and must have as its premise, a method which facilitates and delivers a construct, which accurately reflects the cultural values and meanings of its research community" (Tamasese et al, 1997:10).

Researcher as the First Paradigm

As a Pacific researcher, I support Jean Mitaera's view that the researcher is "the first paradigm". Jean Mitaera (1997) suggests that the researcher needs to ask the questions:

- What are my visions?
- What are my principles?
- What are my values?
- What are my strategies?

The researcher takes herself or himself to the research process and her or his principles and values influence how the research is carried out. The following are our basic guiding principles for the study:

- Respect
- Collaboration
- Honesty
- Empowerment.

The researchers must show respect in all interactions and work collaboratively with the participants, other researchers, community organisations and other project staff. All data collected would be reported honestly thereby ensuring the ‘voices’ of the participants are represented in the final reports. The methodology adopted should ensure that the researchers are empowered to work with their own communities and as a consequence the participants would be empowered to provide information, which would empower the Ministry of Justice and other agencies to develop policies and initiatives which adequately meet the needs of Pacific victims of crime.

Metaphor of ‘Kakala’ and ‘Tivaevae’ Models

Konai Helu Thaman’s metaphor of ‘Kakala’ whereby the processes involved in research are likened to the processes involved in the making of ‘Kakala’. These include:

Toli – The gathering of Kakala.

This would involve the researchers gathering and selecting the data, reviewing the interview data and preparation for analysis.

Tui – The making or weaving of the Kakala.

The actual process of putting together the data collected, discussions of the results and presenting them in the form of a final report.

Lawa – The giving away of the Kakala.

This final process involves the presentation of the report to the Ministry of Justice, key stakeholders and the participants in the research.

Teremoana Maua-Hodges’ Tivaevae Model provides a useful framework for the work of the team of diverse researchers. Working together as a team would ensure that all patterns and parts of the Tivaevae will be sewn together in the appropriate way.

Phases of the Study

The present study involved five distinct phases:

Phase 1: Developmental Phase and Application to the Human Ethics Committee

Phase 2: Pilot Study

Phase 3: Main Study

Phase 4: Data Analysis & Report Writing

Phase 5: Dissemination of Results

The remainder of this chapter discusses in greater detail each of the above phases.

2.2 Developmental Phase and Application to Human Ethics Committee

Phase 1 focused specifically on the development of the interview questions and the preparation of the application to the human ethics committee. Given that the New Zealand National Survey of Crime Victims 2001 obtained its ethical approval from Victoria University Human Ethics Committee, a decision was made to also seek ethics approval for this study from this committee.

The developmental phase also included several training meetings for the research team. One meeting of all the researchers took place in Auckland, and fortnightly meetings occurred in the local areas in Auckland and Wellington. As indicated in Chapter 1, one of the approaches to this study was to ensure representation of at least the six main Pacific ethnic groups in New Zealand in the research sample as well as the research team. The commitment to this principle required the appointment of a team of researchers who were committed to work together as a team to achieve the objectives of the study. Two of the initial team had a PhD, five had Masters Degrees and the remaining six had an undergraduate degree or a diploma, in addition to being well-grounded in their knowledge of their communities. The combination of the very experienced and the less experienced researchers resulted in the team sharing and learning from each others' skills, knowledge and areas of expertise. The training of community people in the research techniques was also seen as one of the positive outcomes of the study. Although this was not an objective set by the Ministry of Justice, the need to recruit Tokelauan and Niuean participants (two minority groups within the Pacific Community) required the training of researchers from these communities. Building capacities of the Pacific communities is a key government priority, hence there is a need to make a concerted effort to train and develop the pool of Pacific researchers available in New Zealand.

The research team developed the interview questions in consultation with the Advisory Group, which was set up by the Ministry of Justice. The policy context within which this study was being conducted was sought from the Ministry of Justice and other government agencies, and together with the project objectives, these were used to guide the development of the research questions for the Pilot Study. The draft interview questions were sent to the Advisory Group for their comments. Appendix A contains the Profile Sheet and the Interview Schedule for the Pilot Study. The Pilot Study also provided an opportunity to test out the theoretical frameworks for the research and processes for co-ordinating the work of the research team.

2.3 Pilot Study

The main purpose of the Pilot Study was to ascertain the effectiveness and appropriateness of the interview schedule and data collection techniques used for the study.

The Ministry of Justice provided a list of 22 prospective participants from the 2001 New Zealand National Survey of Crime Victims study, for follow-up interviews during the pilot. The researchers were asked to recruit one participant for individual interviews for the Pilot Study, selecting from either the list of participants from the 2001 New Zealand National

Survey of Crime Victims or their own community networks. This list did not contain any Fijian names in Auckland or Tokelauan names in Wellington and as a result the Fijian researcher and the Tokelauan researcher were asked to use their own community networks to recruit participants for the Pilot Study. Eleven researchers completed an interview for the Pilot Study. Six participants were recruited from the researchers' own community networks, while five participants were recruited from the list provided by the 2001 New Zealand National Survey of Crime Victims.

The Pilot Study consisted of a sample of 11 participants. This sample included four Samoans, three Cook Islanders, two Tongans, one Niuean, and one Indo-Fijian. Eleven researchers (one male and ten females) including the principal researcher each interviewed one participant. The only male participant turned out to be a perpetrator rather than a 'victim' and therefore was eliminated from the data analysis. The sample for the Pilot Study included one participant from Wellington and nine from the Auckland region. Of the ten participants included in the analysis, five involved Family Violence while the other five were categorised as Property Offences. Table 2.1 presents details of the number of participants who experienced each of the three types of crime.

Table 2.1: Type of Offence Included in the Pilot Study

Type of offence	Number of Participants
Violence	1*
Family Violence	5
Property	5
Total	11

* Involved an offender rather than a 'victim'.

All ten interviews took place at a time and place chosen by the participants. Seven out of ten interviews took place in the participants' homes, one interview took place at the researcher's workplace, and the remaining two interviews were conducted at the researcher's home. In general, the researchers began each interview with an explanation of the purposes of the Study. A copy of the Information Sheet was explained and presented to the participant. The researcher then asked whether the participant would agree to have the interview audio-taped. With the consent of the participant, the researcher and the participant then proceeded with the interview. The interviews, which were tape-recorded, were later transcribed and analysed. Two participants declined to have their interviews tape-recorded.

Main Results of the Pilot Study

The results of the Pilot Study revealed the following:

- The impact of the crime on participants depended to a large extent on the nature of the crime. Many of the Family Violence offences had major spiritual and emotional impacts on the participants as the violence was continuous and occurred over a long period of time. On the other hand, the Property Offences did not have such a major impact on the social lives of the participants.

- Friends and family were the main sources of help and support immediately after the incidents; however, these people did not adequately meet their support needs.
- In general, the data indicated a lack of use of the Formal Support Services listed in the interview schedule. The data showed the following services as the main formal support services accessed by the participants in the Pilot Study.

Table 2.2: Number of Participants who Utilised Particular Support Services

Formal Support Services	No. of Participants
Victim Support	4
Citizens Advice Bureau	1
Hospitals and Medical Centres	4
Work and Income New Zealand	2
Women's Refuge	1

Note – Two participants used more than one service.

- Six participants reported the incident to the Police, while the remaining four chose not to. While three participants felt that it was not necessary to report the incident to the Police, the fourth participant decided not to report it because the offenders were known to the families. Of the six who reported the crime to the Police, four were not satisfied with the Police handling of their case. Lack of information from the Police was viewed as the most ineffective aspect of the Police work. Two cases went to court, and only one of these resulted in the victim attending court.

Problems and Difficulties

The Pilot Study suggested that important issues needed to be considered for the Main Study. These included the following:

- The participants from the 2001 New Zealand National Survey of Crime Victims would not necessarily agree to participate in the 'Main Study'. Some did not even remember agreeing to be contacted for this qualitative study. By and large the researchers had difficulty locating the majority of the participants from the 2001 New Zealand National Survey of Crime Victims. For example, some had moved, had their telephone disconnected, or declined to participate.
- Only two out of ten participants had cases that went to court, therefore, questions on the victim's experiences of the justice system were not relevant to the majority of the cases. This implies that there was a need to target specifically victims who had experience of the New Zealand court system.

2.4 Main Study

Research Sample

The sample consisted of 90 (54 females and 36 males) Pacific peoples ranging between the ages of 16 and 84 years. The sample size of 100 for this study was predetermined by the commissioning agency, the Ministry of Justice. The research team interviewed 10 participants for the Pilot Study leaving a sample of 90 participants for the Main Study. Because of the higher concentration of Pacific peoples in Auckland and Wellington, a decision was made to focus on these two regions. Sixty-eight participants (44 females and 24 males) were recruited from the Auckland region while the remaining 22 (ten females and 12 males) were from the Wellington region. The genders of the participants were to some extent influenced by the gender of the researchers. For example, the Tokelauan researcher and one of the two Niuean researchers recruited all female participants. This was to ensure the safety of both the researchers and participants. The Samoan researcher in Wellington focused specifically on male participants. The number of participants for each of the six ethnic groups was a reflection of the proportion of the population of that ethnic group in the wider Pacific population. Table 2.3 provides details of the distribution of the participants by ethnicity, region and gender.

Table 2.3: Distribution of Participants by Ethnicity, Region and Gender

Ethnic Group	Auckland		Wellington		Total
	Male	Female	Male	Female	
Samoa	5	21	10	0	36
Cook Islands	7	3	2	4	16
Tonga	7	8	0	0	15
Niue	4	8	0	0	12
Tokelau	0	0	0	6	6
Fiji	1	4	0	0	5
Total	24	44	12	10	90

The participants were more likely to live in a household of extended family. More than half of the participants (i.e. 56%) lived in households which had five or more people. Table 2.4 shows the distribution of the participants by ethnicity and the number of people in their households.

Table 2.4: Distribution of the Participants by Ethnicity and Number of People in Households

Ethnicity	Number of people in the household									Total
	1	2	3	4	5	6	7	8+	Non response	
Samoa	1	3	8	3	9	1	5	5	1	36
Cook Islands	1	2	2	0	4	2	1	4	0	16
Tonga	0	1	3	2	4	1	1	3	0	15
Niue	0	1	2	3	2	1	1	1	1	12
Tokelau	0	0	0	1	1	3	0	1	0	6
Fiji	0	1	2	2	0	0	0	0	0	5
Total	2	8	17	11	20	8	8	14	2	90

The majority of the participants were born in the Pacific, representing 64% (i.e. 58 out of 90) of the total sample, while the New Zealand-born made up 36% (i.e. 32 out of 90) of the sample. The majority of the participants (i.e. 38 out of 90) had lived in New Zealand between 10 and 20 years. A further 30 participants had resided in New Zealand between 21 and 30 years. Table 2.5 shows the distribution of the number of participants who were born in their respective Pacific nations and those who were born in New Zealand.

Table 2.5: Distribution of the number of Pacific and New Zealand born by Ethnicity

Ethnicity	Number of Pacific Born	Number of New Zealand Born
Samoa	25	11
Cook Islands	8	8
Tonga	11	4
Niue	6	6
Tokelau	3	3
Fiji	5	0
Total	58	32

This sample is not a reflection of the nature of the Pacific population. The 2001 census showed that of the 232,000 Pacific peoples in New Zealand, 58% were born in New Zealand and 42% were born in the Pacific nations (Statistics New Zealand and Ministry of Pacific Islands Affairs, 2002).

Recruitment Procedures

The initial design was to recruit participants from those Pacific victims who had participated in the 2001 New Zealand National Survey of Crime Victims and agreed to a further interview. The expected 1000 Pacific participants from this survey were then asked to participate in the qualitative follow-up study. A list of the participants who consented to take part in the follow-up study was given to the Ministry of Justice, and this was forwarded to the research team. This list included addresses and telephone contact details. After discussion with the

Ministry of Justice and the Advisory Group, a decision was made to use the names gained through the 2001 New Zealand National Survey of Crime Victims, and for the researchers to recruit participants through their own community networks or through Pacific service providers.

For the Pilot Study, five participants were recruited through the 2001 New Zealand National Survey of Crime Victims and another five were recruited by the researchers. Out of the 167 Pacific participants from the 2001 New Zealand National Survey of Crime Victims, only five participants took part in the Pilot Study and another 13 participated in the Main Study.

Only the Cook Islands researchers found this an effective method of recruitment. One possible reason for this was the approach used by the researchers. The Cook Islands researcher in Auckland first visited the families rather than making initial telephone contact. This was seen by the researcher as more appropriate for their community. Given that the researcher was a mature person in her fifties, her age together with her personal approach to families could have accounted for her relatively higher success rate at recruiting participants from the 2001 New Zealand National Survey of Crime Victims study. Other researchers telephoned the participants and organised an appointment before they visited. Very often the researchers had to make three to five telephone calls before they had a response from the prospective participant. The purposes of the study were discussed with the participants over the telephone and a time was then agreed for the face-to-face interview. Although some researchers managed to set a time for the interview over the telephone, this was not a guarantee that the participants would be available for the interview. This was very time consuming and resources were wasted following up participants who eventually declined to participate. Hence, the most effective method of recruitment for this study was the use of the researchers' own networks through family, church and some Pacific Social Service Providers. Seventy-seven participants for the Main Study were recruited through the researchers' networks.

Table 2.6: Distribution of Methods of Recruitment by Ethnicity

Ethnicity	2001 New Zealand National Survey of Crime Victims	Researchers' Networks
Samoa	0	36
Cook Islands	9	7
Tonga	0	15
Niue	2	10
Tokelau	0	6
Fiji	2	3
Total	13	77

As evident in the above table, none of the Samoan, Tongan and Tokelauan participants were recruited from the 2001 New Zealand National Survey of Crime Victims. Two Tokelauan names were obtained from the 2001 New Zealand National Survey of Crime Victims but both declined to be interviewed. An extract from the personal reflections from the Tokelauan researcher may illustrate the strategies she used and the outcomes of her contacts with the prospective participants.

Initial contact was made by phone and Participant 1 (P1) declined immediately, whereas Participant 2 (P2) requested a face-to-face meeting... I knew P2 on a personal level and agreed to do so. The meeting scheduled between myself and P2 was carried out accordingly, however, she declined to participate... Two reasons were given for declining to participate in the study. First, they had no recollection of being involved in the AC Nielsen Study, and secondly, they did not declare themselves as victims or involvement in any form of crime.

In hindsight, the researcher suggested that a telephone call was not a method to be used for recruiting Tokelauan participants for any research project. It was culturally inappropriate for researchers to conduct a study on personal and social issues pertaining to family without formally meeting them 'face-to-face'. The kaiga (family) is at the core of the Tokelauan values. To conduct oneself in a Tokelauan family or within the community, there is a strong emphasis on the core value of fakaloaga (respect). *Respect in this sense does not necessarily apply to politely talking over the phone.* One of the major causes for concern was the reaction from the participants about their details being made available from a study that they had no memory of being involved with. This was not unique to the Tokelauan researcher. The Samoan and Tongan researchers also had similar experiences. The research team had no control over the ways in which this present study was introduced to 2001 New Zealand National Survey of Crime Victims participants. Information Sheets about this follow-up study were provided in five Pacific languages to the Pacific participants in the 2001 New Zealand National Survey of Crime Victims. Despite the efforts put into the following up of the New Zealand National Survey of Crime Victims participants, this proved to be an ineffective and inappropriate method of recruitment for the Samoan, Tongan and Tokelauan researchers.

The main criteria for inclusion in this study was that participants had experienced Violence, Family Violence or a Property Offence. It should also be mentioned that two of the Cook Islands participants, one each from Wellington and Auckland, did not fit into any of the three types of crime targeted for this study. Both of these participants were recruited from the 2001 New Zealand National Survey of Crime Victims and therefore the researchers had to interview these participants. These participants were categorised under 'Other'. More details on the nature of this crime are presented in section 3.5.

Advantages and Disadvantages of the Recruitment Methods

Both methods of recruitment had advantages and disadvantages. One of the main advantages of using names from the 2001 New Zealand National Survey of Crime Victims was that the sample had been randomly selected from the wider Pacific population. Its major disadvantage was that it did not guarantee that the target number (i.e. 100) and/or 3 types of crime would be achieved. Given that there was a nine-month delay in following up these participants, this may also have contributed to the relatively low number of participants who took part in the follow-up study. Another disadvantage of this method was that it did not guarantee selection of participants from all Pacific ethnic groups. As indicated in section 1.1, one of the principles for sampling used by the research team was to ensure representation from at least the six main Pacific ethnic and distinct cultural groups.

A major advantage of the recruitment method using the researcher's own networks was that it ensured that the target sample size for each Pacific ethnic group was recruited for the study. Culturally-appropriate theoretical frameworks and methodologies could be implemented. Another advantage of this method was that it allowed for a cluster of different sub-groups of

people within the Pacific community to be interviewed. For instance, it included a group of participants who had used Pacific Social Services, a group of young adults who were university students, and a group of victims of family violence. One might argue about the validity of this method of recruitment from a statistical viewpoint. However, what might be statistically significant might be practically infeasible and culturally unsound.

Making Contacts with Participants

Three main procedures were used by the researchers to contact participants. The majority of the researchers made a telephone call to prospective participants provided in the list from the 2001 New Zealand National Survey of Crime Victims. This was followed up by a visit and if they agreed to take part in the study then a time was set for an interview. The majority of the prospective participants declined over the telephone, while some agreed to a 'face-to-face' meeting, and then either declined or agreed to participate.

The researchers also used their own family, church and community networks to identify participants for this study. In addition, Pacific Social Services were approached to assist with the recruitment of participants. Where appropriate, some of the community workers from the appropriate ethnic groups agreed to accompany the researcher to their meetings with the participants and facilitate the interviews. For the Tokelauan researcher, this was vital to her success as a New Zealand-born researcher and a person who was younger than most of the participants. Respect for the community workers was critical to the success of the work of some of the researchers and for working with some of the victims of Family Violence identified by Service Providers. Eight participants also volunteered to participate in the study and expressed a desire to help provide information aimed at developing appropriate services for Pacific victims of crime.

The Interviews

Individual interviews were conducted with each of the participants at a time and place acceptable to them. Some interviews took place at the researchers' homes and others at the participants' home. Each participant was given a copy of the 'Participant Information Sheet' (Appendix B) and the purpose and significance of their contribution to this research was explained. Appendix B also provides copies of the translations of the 'Participant Information Sheet' in five Pacific languages. A Cook Islands translation was not required for interviews with Cook Islands participants as they were fluent English speakers, hence a copy of a Cook Islands version was not prepared by the researchers. Participants were given time to ask questions and have these questions answered. Questions asked by the participants included, but were not limited to, the following:

- *How will the information be used?*
- *Will the information be treated confidentially?*
- *How can we find out about the outcomes of the study?*
- *Who are the researchers?*

A Consent Form (Appendix C) was also given to the participants. The researchers explained the content of the Consent Form and then the participants were invited to sign this form.

Only a few participants decided not to sign the Consent Forms, suggesting that their verbal consent and participation in the interviews should be taken as their informed consent. Appendix C also contains translation of the Consent Form in five Pacific languages. The interview questions (Appendix D) were also made available to the participants.

With the consent of the participants, the interviews were audio-taped, later transcribed and transcripts of the interviews were submitted to the Principal Researcher for analysis. Twenty-two out of the 90 participants declined to have their interviews tape-recorded. Of the 68 participants who agreed to be audio-taped, one requested the tape to be returned to her after transcription. Those participants who did not agree for the interview to be audio-taped were either not confident with the use of the tape recorder or believed that confidentiality could only be maintained if their responses were written down. The interviews lasted between an hour to two hours depending on the nature of the crime and whether extra time was needed for the researchers to write down the participants' responses to the questions. Care was taken to ensure the safety of the participant and researcher during the research process. A copy of the guidelines and protocols to follow when there are safety concerns during the interview is contained in Appendix E.

Forty-one interviews were conducted in English, 29 interviews were carried out in a Pacific language only, while the remaining 20 interviews used both English and a Pacific language.

Table 2.7: Language used for the Interviews

Ethnic Group	English	Both English and a Pacific Language	Pacific Language	Total
Samoa	15	4	17	36
Cook Islands	8	6	2	16
Tonga	4	3	8	15
Niue	7	4	1	12
Tokelau	2	3	1	6
Fiji	5	0	0	5
Total	41	20	29	90

Although the majority of the participants were born in the Pacific, their length of time in New Zealand impacted on the language used for the interview. Only 32% (i.e. 29 out of 90) used their mother tongue for the interviews. A further 20 participants used a mixture of English and their mother tongue.

The transcripts of the interviews were submitted by the researchers in the English language for analysis. Ideally, the data should have been analysed in the relevant Pacific language, however, given that the Principal Researcher was fluent in only one Pacific language, the researchers translated the interview transcripts before submission for analysis.

2.5 Data Analysis and Presentation

The data analysis was conducted using the transcripts which were read and re-read by the Principal Researcher, and two members from the data analysis team from Koloto & Associates Ltd. Common themes which emerged from the data were identified and used to frame the presentation and discussion of the findings. Extracts from the interviews with the participants are used where appropriate to illustrate the themes identified from the analysis of the data. Quotes from the interview transcripts are used to illustrate points of discussion throughout the report. Appropriate quantitative descriptive statistics were generated from the data to illustrate key features and trends in the results. All names of the participants and place names have been changed to ensure confidentiality of information.

2.6 Problems and Difficulties

Several problems and difficulties were encountered by the research team during the course of this study. These included the following:

- Delays in identifying the processes for the application to the Human Ethics Committee resulted in some delays in the commencement of the study.
- Researchers found it very time-consuming to follow up the potential participants from the list obtained from the 2001 New Zealand National Survey of Crime Victims.
- Although the recruitment using the researchers' own network was more effective, this too did not guarantee that the participants would turn up for the interviews as prearranged. The researchers had to make several visits to a few participants before they could finally conduct the interviews.
- Two of the original research team were not able to work on the Main Study, hence the workload was shared by the remaining researchers from the appropriate ethnic groups. One additional Samoan researcher was also appointed during the data collection phase to ensure that the target number of 36 Samoan participants was achieved.
- Three researchers required debriefing after their interviews with the participants. These three interviews all involved victims of Family Violence. For one of the researchers, the realisation that Family Violence was a reality in her own community was a major cause for concern. All three researchers made telephone calls to the Principal Researcher after the interviews for a debriefing session. Two were experienced researchers who had previous experiences working with victims of Family Violence, whilst the other researcher had little knowledge that people within her own community were experiencing serious incidents of Family Violence.
- Health-related problems experienced by the Principal Researcher and her family further delayed the writing and completion of the Final Report.

In spite of the above difficulties, the research team were able to use their combined skills and expertise as researchers and community people to fulfil the objectives of this study. Valuable learning experiences occurred for members of the research team. For instance, the research team brought together a team of researchers from the six main Pacific ethnic groups in New Zealand. This presented the researchers with opportunities to learn and enhance their understanding of the issues pertaining to other Pacific ethnic groups, research processes and protocols. Issues for Cook Islands, Fijian, Niuean, Samoan, Tongan and Tokelauan communities were discussed and knowledge of researchers from each ethnic group provided an important resource for those from other ethnic groups. For example, with the smaller groups such as the Tokelauan and Niuean, special care was needed to ensure the identities of the participants were safeguarded and could not be easily identified. The use of researchers who are well-grounded in their community facilitated access to participants. More experienced researchers were in a position to share their skills and research expertise, thereby enhancing the learning of other researchers.

Overall, the research project provided opportunities for 13 Pacific researchers to enhance their knowledge and experiences in conducting research focusing on Pacific victims of violence, family violence and property offences. It provided an opportunity to work with other Pacific researchers while focusing on their ethnic groups. The outcomes of this study have important implications for research methodologies and theoretical frameworks used for research with Pacific peoples. More details on the implications of this study for future research are presented in chapter 8.

2.7 Limitations of the Study

One of the most important limitations of this study was that it involved a small sample of 90 Pacific participants from Auckland and Wellington. In addition, it involved small samples of participants from the six main Pacific ethnic groups in New Zealand. Given the size of the sample, the findings should not be used to generalise to the wider Pacific or ethnic groups' populations.

Another limitation of the findings was that the study involved three types of crime: Violence, Family Violence and Property Offences. The study had a very small sample of violent offences (i.e. 13 participants). Moreover, not all ethnic groups were represented in all three types of crime targeted for the study. Again, the results of the study should be treated cautiously. Only a small number of these cases reached court, hence, the results of this study provide only limited findings pertaining to Pacific victims' experiences of the court system.

The study is qualitative in emphasis and the results rely heavily on the skills of the researchers to gather information from the participants. Despite the limitations of the study, the results provide significant information and important insights into the needs of Pacific peoples who have experienced crime, their experiences of the support services and the criminal justice system, the effectiveness of these support systems in meeting their needs, and the impact of the crime on themselves as individuals and their families.

The next four chapters present the findings of this significant piece of research.

3 Nature of the Crime

3.1 Introduction

This chapter describes the nature of the crime experienced by the participants in this study. As described in Chapter 2, this study focused on three main types of crime: Violence, Family Violence and Property Offences. Two of the cases identified from the 2001 New Zealand National Survey of Crime Victims did not fit these criteria and were therefore categorised under ‘Other’ type of crime. Table 3.1 provides details of the distribution of the types of crime involved by ethnicity in the two regions covered in this study.

Table 3.1: Distribution of Participants by Ethnicity, Crime Type and Region

Ethnic group	Violence		Family Violence		Property		Other		Total
	Auck-land	Welling-ton	Auck-land	Welling-ton	Auck-land	Welling-ton	Auck-land	Welling-ton	
Samoa	1	5	12	0	13	5	0	0	36
Cook Islands	1	0	2	2	7	2	1	1	16
Tonga	5	0	3	0	7	0	0	0	15
Niue	1	0	6	0	5	0	0	0	12
Tokelau	0	0	0	6	0	0	0	0	6
Fiji	0	0	3	0	2	0	0	0	5
sub-total	8	5	26	8	34	7	1	1	
Total	13		34		41		2		90

As shown in Table 3.1, the sample included 13 Violence, 34 Family Violence, 41 Property Offences and 2 “Others”. Given that the majority of the participants were from the Auckland region, it was to be expected that the majority of each type of crime was reported by participants from this region. It is important to note that the Tokelauan researcher recruited participants who experienced Family Violence only and therefore they were not represented in the Violence and Property Offences. Similarly, the Fijian participants reported Family Violence and Property Offences and hence were not represented in the Violent Offence category. Furthermore, both of the offences which were categorised under “Other” involved Cook Islands participants.

The data was also analysed in terms of ethnicity and gender. Table 3.2 presents the distribution of the types of crime by ethnicity and gender.

Table 3.2: Distribution of Participants by Ethnicity, Crime Type and Gender

Ethnic group	Violence		Family Violence		Property		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Samoa	6	0	0	12	9	9	0	0	36
Cook Islands	1	0	0	4	7	2	1	1	16
Tonga	3	2	0	3	4	3	0	0	15
Niue	1	0	0	6	3	2	0	0	12
Tokelau	0	0	0	6	0	0	0	0	6
Fiji	0	0	0	3	1	1	0	0	5
sub-total	11	2	0	34	24	17	1	1	
Total	13		34		41		2		90

The remainder of this chapter presents some quantitative data and descriptive statistics that were generated from the results to provide an overall picture of the nature of each of the four crime types involved. In addition, extracts from the interview transcripts are used to illustrate points of discussion. Throughout the report all real names have been changed to ensure that participants remain anonymous.

3.2 Violent Offences

This category included participants who experienced acts of violence committed by people outside their own families. As shown in Table 3.2, 13 participants (11 male and 2 female) reported violent offences. Eight of these 13 cases took place in the Auckland region while the remaining five were reported by participants in the Wellington region. Although the study included a very small sample of Violent Offences, the results revealed some important features on the types of violent offences experienced by Pacific peoples. In addition, the data provides some information on the offenders. Table 3.3 presents details of the types of Violent Offences reported by the participants.

Table 3.3: Distribution of the Types of Violent Offences

Type of Violent Offence	Frequency	% Violence Victims
Male assaulted by other males at a pub/nightclub/party	6	46.2%
Female assaulted by a male	1	7.7%
Male intentionally hit by a car	1	7.7%
Male assaulted by a group of males	1	7.7%
Boy attacked by a group of boys from another school	1	7.7%
Boy attacked by the neighbour's son	1	7.7%
Male assaulted by girlfriend's male caregiver	1	7.7%
Female assaulted by two other females	1	7.7%
Total	13	100.0%

Eleven offences took place in a public place, whereas the remaining two occurred in a private property. Eleven offences took place at night while two took place during the day time. Nine

offences were committed by people who were not known to the victims, while four offences were committed by offenders known to the victims. Violence committed by an offender outside the family was more likely to occur to male participants. Eleven of the cases involved male participants, while only two female participants reported acts of violence against them. Furthermore, nine out of 13 cases involved the consumption of alcohol. The remainder of this section provides details of some of the actual interviews with the participants to give a fuller picture of the nature of some of the Violent Offences reported by these participants.

Male assaulted by other males

As shown in the above table, six out of the 13 Violent Offence involved male participants who were assaulted by a group of males at a pub, nightclub or a party. All six cases involved alcohol where both victims and offenders were under some influence of alcohol. Two of these cases may help to illustrate these offences:

I was drinking down at a nightclub..., my brother-in-law got into a fight, I went over to go and stop it, and ended up getting stopped by the bouncers, and getting hit by a couple of them. I don't know who joined in, but they all joined in, chucking chairs and bottles for about a couple of minutes until my friends stopped them. [Participant 32]

In another case, the participant explained the incident in this manner:

That happened in one of the bars in town on a Saturday night... There were five of us, my wife and my mates plus him. It was a Saturday night, we were all drinking at one of the bars in town with a couple of guys and one of the guys who was drinking there kept on moving and crashing into people as well as pushing into us. He was obviously drunk. I turned around after bumping into us twice and asked him what his problem was and then he had a go at me... He was swearing at me and calling me names and said [that] I was the problem. So I pulled his t-shirt over his head and held him at arm's length... He whacked me with his bottle... A couple of whacks actually. He grabbed another bottle from the bar. My mates struggled to try and hold him off but he kept on throwing his fist around. [Participant 8]

Further examination of the data did not identify any reasonable causal explanation for these acts of violence other than the offenders were under the influence of alcohol. All six cases in this category involved alcohol which explained some of the reasons for offenders' and victims' behaviours in the pub, nightclub or bar.

Female assaulted by a male

As with the cases reported above, this case took place at a party. The participant was a female university student who had attended a party with her friend's boyfriend and about 20 other people. When asked to explain the incident, the participant said:

It happened last year and my mate's boyfriend strangled me because he was angry with what I said to him... He came straight up to me and said "you disrespected me" and then strangled me... It was done in about five or ten minutes but no one noticed because they were all drinking... [Participant 88]

Again alcohol was involved in this case. The participant in this case appeared to have initiated the exchange which led to the act of violence. It is interesting to note that the offender was of the same ethnicity.

Boy attacked by a group of boys from another school

Unlike the cases reported above, this offence did not involve alcohol and took place in broad daylight. This case involved a sixteen year old male. When asked to describe the nature of the incident he responded:

It was my trip to the shop to buy lunch when boys from the nearby college were teasing me...When I came back from the shop a palagi boy came to me and teased me. I got angry and threw the pie at his face and then the other boys came running and beat me up. [Participant 20]

Boy attacked by the neighbour's son

The incident happened ... when a boy aged 18 years old from next door neighbour attacked the family with a knife trying to hurt our 10 year old boy. It was the first time an incident was happening to us. My son was yelling. I didn't know that the accused was carrying a knife. I was the first one to save my son from injuries by trying to get rid of the knife from the offender before members of our family arrived. [Participant 22]

It was not clear from the interview what motivated the offender to attack his neighbour. As the participant went on to explain: *I had a suspicion that the offender was involved with drugs by his appearance and behaviour which affected his brain and did not know the reason for entering our home.*

Male assaulted by girlfriend's male caregiver

One of the most serious violent offences reported by the participants involved a twenty-one year old male who was trying to visit his girlfriend. One of the male caregivers came out of his house and assaulted the participant on their front lawn. This extract from the interview with Participant 89 shows the seriousness of this act of violence.

Sione: I was trying to go and see my girlfriend and then someone from inside the house came over and attacked me.

Researcher: How many people were involved in the attack?

Sione: Just me and the guy and some other people inside the house were watching...There were three in the house watching and two outside watching.

Researcher: Oh, Okay, when did this happen, the time?

Sione: Around 11.30 that night.

Researcher: How long did the attack last for?

Sione: About 25 minutes.

Researcher: *Umm 25 minutes, what happened in those 25 minutes?*

Sione: *I was like walking away and I was trying to hide away from him and then when I was walking up the hill he came up from behind and smacked me from the back of my head and I dropped to the ground... And he just beat me up and then he had a rest...*

Researcher: *What did he beat you up with?*

Sione: *One of those metal torches...And then he kicked me in the head and after that he started beating me up with the torch again trying to hit me in the head and I was trying to block with my arms and then after that the people that were watching told him that was enough and then he kicked me one more time in the head and walked away.*

Researcher: *Okay, so for about 25 minutes did you ever hit him back?*

Sione: *Nah, I couldn't.*

Researcher: *So where about did he hit you?*

Sione: *Elbows, arms, head, knees, on my legs and on my back.*

Researcher: *What happened after that?*

Sione: *The neighbours' lights started coming on and people were looking outside the window and they went back to the house. I just lay there for a while and then I got up and went back to my car and drove off. [Participant 89]*

According to the participant, no one came to his assistance during the attack and alcohol was not involved. The lack of assistance from the girlfriend's family may mean that this attack on the victim was considered an appropriate form of violence. This attack may have been used by the girl's family to discourage and eventually stop the participant from seeing his girlfriend.

Female assaulted by two other females

Both assaults on female victims were committed by persons known to the participants. In one incident, a 19 year old student was assaulted by two other female students. In explaining the nature of the incident, the participant had this to say:

Siniva: *I went with her to meet her boyfriend and then after that we went to And then one of the two girls that attacked me, walked past and called me outside so I walked out. She was going on and on, laughing about why we said this and that. I just started arguing with her. And then I walked back to ... and she started swearing, do I have to say what she said?...Then she went and I thought it was finished and then I came back and finished off my game and I came and sat on the couch watching everyone, next minute someone pulled my hair!...I fell off the couch and I was on the ground and they were beating me up.*

Researcher: *How many were there?*

Siniva: Two of them, two horry girls ...I was on the ground and then she kicked me with her boots, and I held on to her hands so that she could not do anything with her hands so she had to use her boots to kick me...She kicked me on my face that's how I got my mark.

Researcher: On your eye?

Siniva: Yeah, that's how I got it. And the other girl was just punching me from the back and then everyone jumped in and stopped them and then when I finally got up then I got to her face and then that's when everyone jumped in and said ...stop it, this ain't the place, let's go somewhere else". [Participant 86]

As with other incidents of violence reported earlier, the presence of others who intervened reduced the injuries received by the victims and stopped the actual acts of violence.

3.3 Family Violence Offences

Thirty-four cases of Family Violence were reported by the participants. All six Pacific ethnic groups were represented in the Family Violence offences. Table 3.4 presents the distribution of the nature of the 'Family Violence' cases by ethnicity and region.

Table 3.4 Distribution of Family Violence offences by Ethnicity and Region

Ethnic Group	Family Violence		Total
	Auckland	Wellington	
Samoa	12	0	12
Cook Islands	2	2	4
Tonga	3	0	3
Niue	6	0	6
Tokelau	0	6	6
Fiji	3	0	3
Total	26	8	34

The most common incidents involved a husband or a male partner as the perpetrators. Thirty out of thirty-four (i.e. 88%) Family Violence cases belong to this category. One out of the 30 cases involved the husband abusing the victim's son from a previous marriage. Of the 29 involving the husband/partner/boyfriend, three were "one-off" cases, while 26 cases were long-term, on-going abuse of the female participants. It is important to note that the "one-off" cases involved a single incident. Moreover, it should be noted that all three female participants were able to deal with the situation by leaving the relationship. Table 3.5, below, contains details of the distribution of the types of offence involving family violence.

Table 3.5: Distribution of the Types of Family Violence Offences

Type of Family Violence	Frequency	% of Family Violence Victims
Husband or male partner assaulted female partner	29	85%
Husband assaulted partner's son	1	3%
Mother and brother assaulted daughter/sister	2	6%
Sister assaulted by brother and his group of gang members	1	3%
Verbal abuse by a minor's relatives	1	3%
Total	34	100%

Male partner assaulted female partner

The majority of the Family Violence cases (i.e. 85%) were domestic violence, where the husband or male partner assaulted his wife or female partner. It should be noted that while the interview focused on one incident, most participants reported that they experienced on-going domestic violence. The violence had lasted between six months to about eight years.

Participants' ages ranged from 16 to 46 years. Table 3.6 presents details of the ages of the victims of Family Violence.

Table 3.6: Distribution of Ages of the Victims of Family Violence

Age Group	Number of Participants	% of Family Violence Victims
15 – 24 years	6	18%
25 – 39 years	24	70%
40 – 50 years	4	12%
Total	34	100%

The data shows that the majority (i.e. 70%) of the victims of Family Violence were between the ages of 25 and 39 years. Another 18% were between the ages of 15 and 24 years, while the remaining 12% were aged between 40 and 50 years. The results of this study are consistent with the results of the 1996 New Zealand National Survey of Victims of Crime, which showed that the prevalence rate of this type of crime was highest in the 15-24 and 25-39 age groups.

Of interest to the researchers were the reasons or causes of the violence. These included, but were not limited to, the following:

- *The male partner being jealous of the female partner;*
- *The wife or female partner not getting up to warm up the food for the husband;*
- *Alcohol was involved and therefore the offenders lost control;*
- *Wife threatened to leave with the children.*

Extracts from some of the interviews with the participants illustrate the nature of the family violence cases.

The participant, Viola, in this case described the situation as:

I was beaten by my husband...I was beaten before and he kept talking and making threats at me...making me fear for myself and my life with what he would do to me and the places he was going to take me to kill me...he was going to throw me somewhere...Also take me somewhere he was going to put me to shame...when he is satisfied with what he will do to me then he will kill me, throw my body into a deserted area where our car had been parking...he would repeat his story all over again...taking me to a deserted area maybe to sea, kill me and leave me there. He would be contented wherever he may kill me and he will be taken to prison...We went in a car he took me somewhere to try to kill me. Yes, he asked me whether I knew about the knife inside the car...Then I remembered about the knife when we went on a fishing trip. At the time I could feel my heart beating so fast, but I was fed up trying to talk to him sweetly, having to say sorry so many times, crying my heart out, crying on him and each time I would do this he would be slapping me on my mouth. Each time I said something he would slap me in the face... [Participant 16]

In order to get herself out of the situation she went on to explain:

As the car was travelling I was thinking of my children and how I wanted to live because of them and I was crying about wanting to say goodbye to my children but he would do only what he wanted. He said "no, no." As the car was travelling I kept thinking of ways to get out for my children...I was thinking Mary...I was whispering inside saying my prayers...Yeab...Mary and her loving Son to give me strength. I was thinking like that, to give me encouragement to get out of the situation, because I wanted to live because of my children...I kept praying and I could feel this inner strength so strongly that I was overcome by it that I had to jump out of the car as it was travelling so fast...That's why people were amazed/surprised that I could jump out of the car as it was travelling at 90 [km/hr]. That was the speed of the car. ..I didn't care whether I got hurt I just jumped cos of my love...I wanted to see my children again and yes my own family...I was picked up by someone on the road. I was so lucky cos it was not very long on the road when a car came by. The driver must have seen me kneeling and that I was bleeding...The driver called out to me to hurry up and come because another car might come...I felt ashamed. I got into his car and explained what happened to me. I was not sure whether he was a palagi but I thought he was a good person.

It is evident from the above description that this act of violence was premeditated and planned by the offender. Power and control over these women appeared to feature in some of these cases of family violence. The majority of these cases involved long-term and ongoing acts of violence in the homes. However, as shown in the above example, some of the violence was acted out in public places, and not restricted to the homes. Another example:

Seini: It was domestic violence...It had been going on for a couple of months but it finally came to a blow one day in the street not far from home. I was walking home from the dairy and my ex-husband and our second youngest son were driving past and they stopped by the side of the road. He had been drinking and smoking weed by the strong smell. He wanted me to get into the car so we started arguing for a few minutes before he got out and started pushing and backing me to the car. I pushed him back but he was much too strong for me and that's when he really punched me around the shoulders and anywhere he could reach. Throughout all of this we were yelling at each other and I got to the stage where I couldn't handle it so I ran to the neighbour's house. They rang the Police and they were really helpful because they had overheard and seen what had been going on outside.

Researcher: What happened before the Police arrived?

Seini: My ex-husband kept on yelling and demanding that I come outside. My neighbours refused to open the door but it wasn't long before the Police arrived. [Participant 7]

There was some evidence to suggest that not all incidents of violence were initiated by the offender. Two cases involved the female participants' behaviours which triggered the acts of violence. While acts of violence should not be condoned, the behaviours and attitudes of some participants also contributed to the dysfunctional relationships that existed in the family.

For instance, Viola explained her case as:

There was an ongoing problem between me and my partner. He had a partner before me and the two sons. There was a deep-seated jealousy in me and every little thing that he needed to do for them would start up the argument and disagreement...The incident happened at our own house in the afternoon. It was during the discussions of our family planning which involved the two boys...Well, I was so angry and became very violent because my partner kept saying ssh! Keep your voice down and he pushed me, then I threw a small bowl at him, then he punched me on the mouth and I yelled because the blood was coming from my mouth. Then we were fighting and I chased him out of the house. I was crying and didn't know where to turn to. The only thing that came to mind was to call the Police. I don't want the partner to enter the house again...[Participant 39]

Family relationships and communication between partners were clearly a problem. Alcohol was also a feature in some of these cases of Family Violence.

Mother and brother assaulted a daughter/sister

Two cases involved a mother assaulting her daughter and being helped by her son. The first case involved a 21 year old female participant [Participant 11]. She described the nature of the incident in this manner:

Mele: It started with an argument I had with my niece one day I was babysitting her for the day and my brother jumped in telling me off.

Researcher: Can you tell me what you were arguing with your niece about?

Mele: I had accidentally jammed her fingers in the doorway and I didn't realise it until she was crying and she was telling me that I did it deliberately, even though I told her how many times I didn't see it.

Researcher: So what happened with your brother?

Mele: Well he started telling me off and I didn't like it amongst all other things he was saying. So I started telling him off too. He just kept on blaming me, yelling at me that I should have been more careful and I hadn't looked after my niece properly. I got all emotional and started crying and yelling at my brother. That's when he smacked me right in the mouth. I continued to cry even harder this time. He slapped me again in the cheek telling me to shut up and be quiet. He continued to hit me some more because I wouldn't stop crying.

Researcher: *How did the yelling and the hitting stop?*

Mele: *I ran into my room and locked the door. I didn't come out of the room until our parents came home. I was crying and sulking in the room the whole time.*

Researcher: *So what happened when your parents arrived?*

Mele: *My brother told them what happened and mum and dad had a go at me too. Especially mum. She was really hard on me and she was telling me off and yelling at me so I yelled back at her but I think that she was trying to prove her point and I didn't listen. I was too upset to listen to what she was saying and I just kept answering back and she gave me a hiding...She just used her hands to slap me. I think she slapped me twice on both sides of my face.*

Researcher: *So what did you do?*

Mele: *That's when I ran out of the house. I walked all the way to my aunty's place. I actually walked around the streets first before I went to my aunty's house. I stayed at my aunty's that night. [Participant 11].*

In the second case involving an assault by a brother, these extracts describe this incident. Debbie, who lived in a household of seven people, responded:

Debbie: *I live with my mother, sisters and brothers. I went out with my friends to the nightclub. My mother did not approve of my going out...I came home with my friends late and very early in the morning then I did not know that my mother and brother were waiting up for me. Then my mother came and asked me in her very loud voice "where were you?" I did not respond, I only stood there not knowing what to say. My mother was very angry with me. My brother was very furious, then my mother pulled my hair and started beating me up and called me names.*

Researcher: *What did your brother do, didn't he try to stop?*

Debbie: *No, he also assisted in the beating of me.*

Researcher: *Then what happened?*

Debbie: *Well, I yelled for someone to help.*

Researcher: *Who else was in the house?*

Debbie: *My other sisters, but they can't help or do anything to help because it's our mother...I was bruised and my eyes were all swollen but I could not do anything. I only put on a cold wet flannel on my face. As I was sitting there in my room, the radio was on the [Pacific] programme. An interview was being conducted with this [Pacific Service] so I wrote the number down. I rung them when none of my family were in the house.[Participant 42]*

In some Pacific cultures, there is a sacred or taboo relationship between the sister and the brother. It is uncommon for a brother to assault a sister. However, these two cases appear to suggest that it is acceptable to have a brother involved in the punishment of his sisters. In

the two cases described above, one incident involved a 21 year old female victim. The second case involved a 23 year old woman. The extent to which it is acceptable for a brother to assault his sister in Pacific families can only be determined through further investigation. In both cases it appears that both the parents condoned the involvement of the brothers in the physical punishment of his sisters. It is important to note that both brothers were older than the sisters. It is also possible that given the sons were older, they were seen as being responsible for the household while their parents were away.

Comments

The data from these family violence interviews not only reveals information about the nature of the crime and the impact on the victims, it also provides some insight into the nature of the relationships within the families experiencing violence. For instance, yelling and verbal abuse appeared to be features of the communication styles used by some families. Physical violence accompanied by verbal abuse of each other also appeared to be the norm in some families. Violent acts by a brother were also followed by violence by the mother. The interviews provide only snapshots of the incidents reported by the participants, the nature of the relationships within the families was not fully explored because this was not the focus of this study. In order to have a more holistic picture of the nature of family violence in Pacific families, a more in-depth study of the dynamics of family relationships is required.

Although the study focused on the needs of Pacific victims of crime, it is also important to consider who the perpetrators were. Only three out of 34 cases of Family Violence were committed by non-Pacific offenders. All but one case of “*male partner assaulted female partner*” were committed by Pacific males. The results support the findings of other small scale studies reported by Asiasiga and Gray (1998). The majority of the incidents reported took place during the night or early hours of the morning. In order to design strategies to meet the needs of victims of family violence, who are mainly women and children, Pacific males who are the main perpetrators need to be taken into account. In other words, programmes aimed at behavioural changes for male perpetrators should be an integral part of programmes aimed at meeting the needs of Pacific women and children who are exposed to Family Violence.

3.4 Property Offences

Forty-one cases of Property Offences were reported by the participants. Table 3.7 provides details of the distribution of the types of property offences.

Table 3.7: Distribution of the Types of Property Offences

Type of Property Offence	Frequency	% of Property Offence Victims
House was broken into and theft of personal belongings	21	51%
Theft from a car or motor vehicle	11	27%
Car theft	7	17%
Car was driven into the victim’s car	2	5%
Total	41	100%

Approximately half of the Property Offences involved theft of property from a private dwelling, while the other half involved the theft of, theft from, or damage to, motor vehicles. In total, 30 out of 41 cases (i.e. 73%) of Property Offences took place in the home, while the remaining 11 cases occurred in a public place such as a car park, outside a nightclub or the parking lot outside a church. Like the Family Violence offences, Property Offences were more likely to occur in the home. If this result is taken together with the 34 Family Violence incidents, the study shows that 64 out of 90 offences occurred in the home. Hence, about 71% of all Family Violence and Property Offences in this study took place in the victim's home.

House was broken into and theft of personal belongings

Of the 21 cases involving theft of property from inside the home, 19 cases occurred during the participants' absence from home. Only two Property Offences took place while the participants were at home. As one of these participants explained:

It happened during the day, sometimes in the morning. I was at home asleep in our bedroom, my wife had gone to work and the kids were at school. I was really drunk then, I did not hear them come in and take the things in the house. I had been out drinking that night and didn't get home till late hours that morning, so I went to bed. I'm not sure about the time they burgled the house...They took the stereo, T.V, handful of tapes and CDs and even the microwave, plus some other small items that were in the lounge.[Participant 12]

The type of belongings and property targeted by the offenders were common throughout the cases reported by the participants. These include the following:

- *Television, video player, stereo, CDs, son's Playstation;*
- *Passport, watch, food, blankets;*
- *Microwave.*

Other personal and household belongings were also stolen but the participants were not specific enough to allow the researchers to record them individually.

Theft from motor vehicle

While some of the offences were one-off incidents, there were also cases of repeated offences to the same property or the same vehicle. The participant's explanation: "*It involved breaking into my car, which was parked at the railway station and took the car stereo and some belongings inside the car. [Participant 36].*" This participant also explained that this was the third time this had happened to him. His motivation for taking part in this study was the hope that the information provided would reduce the number of property offences committed.

3.5 Other

As mentioned earlier, although this study focuses on three types of crime: Violence, Family Violence and Property Offences, two cases did not fall into these categories. Although the researchers were aware that these participants did not meet the criteria for inclusion in the study, the participants considered themselves as ‘victims of crime’ and therefore the researcher felt it was important to interview them. These two cases were identical, involving the Police entering their property at around 2am to take a male away for questioning, and leaving the family very worried. The description given by one of the participants will be used here to illustrate these cases.

Lesieli: The crime was aggravated robbery and my brother was a victim...at the wrong place at the wrong time...wrongly accused...

Researcher: Why did you say “at the wrong place and at the wrong time”?

Lesieli: Because at the time of the crime, the time of the robbery, they were in the same vicinity...Apparently the Police said that they questioned all the shops and a shop owner said that...a male suspect, Polynesian, of brown coloured skin, solid build, pretty tall...they all fitted the description...

Researcher: What did the Police do when they came to your home?

Lesieli: They came to our home at 2 o'clock in the morning, beating down the door. I thought the door would fall off the hinges...they asked where my brother was. I said he was at home. They came in the house and they were following us around. They stormed into his bedroom, turned on his light. They said they had to take him for questioning. They didn't say what for. They took him. There were four of them. Two escorted him to the Police Station, two checked out our car and from then on we didn't know what was going on. They said they were taking him for questioning. [Participant 55]

3.6 Summary

The following were the main findings reported in this chapter:

Victims of Violence

- Pacific males in the study were more likely to be victims of this type of crime. Eleven out of 13 cases (i.e. 85%) of Violent Offences involved male participants. These were more likely to occur at night, in a public place such as the pub, nightclub or a bar, and were also more likely to involve alcohol.

Victims of Family Violence

- Females in this study were more likely to be victims of Family Violence. Twenty-nine out of 34 cases (i.e. 85%) of Family Violence involved female victims of domestic violence. The incident reported by the participant was more likely to be part of ‘on-going’ domestic violence. Moreover, the offenders were more likely to be their male partners and of the same ethnicity.

Victims of Property Offences

- Property Offence cases were equally distributed between theft from the home (21 cases), and theft of or from a motor vehicle (20 cases). Like the Family Violence Offences, Property Offences were more likely to occur in the home (73%). Furthermore, theft from the home was more likely to occur while the occupants were away from home.

4 Impact of the Crime

4.1 Introduction

One of the major aims of the study was to investigate the impact of the crime on the victims. In particular, the study explored the following aspects of the impact of the crime:

- *Physical;*
- *Emotional and spiritual;*
- *Social;*
- *Financial.*

4.2 Physical Impact

The questions relating to the physical impact of the crime focused on the injuries received as a result of the offence and the extent to which the victim needed to seek medical attention from a medical centre or the emergency department in local hospitals. The results showed that 52 out of 90 (i.e. 58%) participants did not receive any physical injury as a result of the offence, whereas the remaining 38 (i.e. 42%) participants were injured. This result is not surprising given that the research sample of 90 participants included 41 victims of Property Offences. The data showed that only one of the victims of Property Offences was injured. This person was one of only two participants who were at home during the course of the incident. Participant 31 received cuts to his mouth from an attack by a burglar who broke in to find the victim sleeping in the house. It should be noted that although this case involved both Property and Violent Offences, the victim categorised this incident as a Property Offence. Forty of the Property Offence victims were not injured during the incidents mainly because the offences took place while they were away from their homes or vehicles.

Table 4.1 presents the distribution of the number of victims by offence type who were or were not injured as a result of the offences.

Table 4.1: Distribution of the Number of Participants who were or were not Injured

Type of Offence	Number (% of total offence type) who were injured	Number (%) who were not injured	Total number of Participants in the Offence Category
Violence	10 (85%)	3 (15%)	13
Family Violence	27 (79%)	7 (21%)	34
Property	1 (2%)	40 (98%)	41
Other	0 (0%)	2 (100%)	2
Total	38 (42%)	52 (58%)	90

Not all victims who received injuries sought medical assistance from a medical centre or the emergency department at the hospital. Table 4.2 presents details of the distribution of victims who sought medical attention by crime type.

Table 4.2: Distribution of Injured Victims who Sought Medical Assistance by Offence Type

Offence Type	Victims who sought Medical Assistance	Victims who did not seek Medical Assistance	Total
Family Violence	8	19	27
Violence	7	3	10
Property	1	0	1
Total	16	22	38

Of the 38 participants who were injured, 27 were victims of Family Violence, 10 were victims of Violent Offences, and only one person was a victim of a Property Offence. The physical impact of the offence was most likely to be experienced by victims of Violence and Family Violence. The injuries suffered by the participants varied from bruising to serious wounding or broken bones.

Although the above statistics provide us with a clear picture of the number of participants who were physically affected as a result of the offences, they do not provide an insight into the nature and extent of the physical impact of the crime on the participants.

In total, 16 victims sought medical attention as a result of their injuries. Eight out of the 27 victims of Family Violence sought medical assistance from the hospital or medical centre, while 19 victims chose not to. Moreover, seven out of 10 victims of Violence sought medical assistance while the remaining three victims did not. Only one of the Property Offence victims sought medical attention. The lack of use of healthcare services by the victims of Family Violence is a major cause for concern, but is perhaps not surprising given the realities of these women's lives. The following were the key reasons for their decisions not to seek medical assistance.

Protection of their male partners

Some of the family violence victims did not seek medical attention because they did not want their husbands to "look bad". One woman went as far as lying to her children that she had fallen off the steps, in order to avoid them finding out that she had been beaten by their father. Some thought that if they ignored the abuse their partners would not do it again.

Injuries were not serious enough

A few participants did not consider their injuries serious enough to warrant a visit to the doctor. They were able to deal with these injuries at home, using a family member to massage the affected area. Often the injuries were serious, but the victims decided to let the wound heal by itself. These injuries included bruises to the eyes, legs, arms and shoulders, a broken elbow, small cut on the shoulder, and bleeding face and chest.

The length of time it took participants to recover from their injuries varied from two days to a number of months. One victim required surgery as a result of the injuries and stitches to the eyes. Another suffered a miscarriage as a result of the ongoing violence she endured from her partner. Only three participants reported having long-term physical effects from the injuries.

4.3 Emotional and Spiritual Impact

The results of this study showed that the majority of the participants were affected “emotionally” or both “emotionally and spiritually”. Feelings of anger, shock, nervousness, paranoia, embarrassment, unhappiness, shame, suspicion, and fear were common in the responses given by respondents. Table 4.3 provides the distribution of the emotional and spiritual impact of crime by crime type.

Table 4.3: Distribution of Participants who were Affected Emotionally, or both Emotionally and Spiritually

Type of Offence	Number of victims who were emotionally affected		Number of victims who were both emotionally and spiritually affected		Number of victims who were not affected or did not respond		Total
Violence	3	(23%)	8	(62%)	2	(15%)	13
Family Violence	13	(38%)	19	(56%)	2	(6%)	34
Property	15	(37%)	16	(39%)	10	(24%)	41
Other	0	(0%)	2	(100%)	0	(0%)	2
Total	31	(34.5%)	45	(50%)	14	(15.5%)	2

A total of 94% of the victims of Family Violence were either affected emotionally or both emotionally and spiritually. This is followed by 85% of the victims of Violent Offences, while 76% of the Property Offence victims were affected in this way.

The emotional and spiritual impact of the crime on these Family Violence victims was evident from their responses.

Oh! I was very low and definitely needed support. I wanted to strangle this man, so I was very hurt...Although I was deeply affected in terms of my own personal feelings I did not want to go to my friends...Well although we came back together after 4 weeks but deep down there is still this feeling of doubt. I wanted to tell myself that it's ok! I can safely be with this monkey...I would like this kind of talk to continue. I tell you I have never talked openly like this before. If there are people who can talk us out of this violent mood then I'm sure it would be a good world. [Participant 52]

The physical harm will go away, they fade away...Emotionally, it stays for years. The incident scarred me and scared me for about a year or so. For half a year I was on the booze. I played on my family's kindness, I kept dumping my kids...I was drunk, I was using booze as an escape, trying to heal my hurt cause I still loved him...I knew I couldn't take him back cause I didn't want to go through the same over and over

again...I started going to church, and started taking the kids to Sunday school...That helped a lot. [Participant 26]

The above responses reveal the feelings of hurt and doubt that the victim went through. The interview with the researcher appeared to provide an opportunity to talk openly about their experiences and helped the victim to offload some of their hurt feelings. The following response shows the impact of the crime on another victim's self-esteem and the perceptions of her marriage and relationship to her partner.

I was very emotionally affected. Your self-esteem goes down and you have a lot of unanswered questions in your mind, 'why did it happen?', 'why did he do it?'...You think that the person you married is never gonna bit you, then all of a sudden he does...[Participant 28]

The majority of the participants who indicated that they were both emotionally and spiritually affected refer to God and their relationship with God as a source of help to cope with the incident. As an example, Pela, a 22 year old New Zealand-born woman living with her mother, described the emotional and spiritual impact of having their video and TV stolen while they were away from home. Pela said:

I can say that during that night and probably for about 2 weeks after, at first it was like anger, then more like fear. The fact that someone could get in so easily, what was to stop them from coming back again. I went through a stage of just fear and then acceptance of the fact that I wasn't going to be getting the property back and that we probably weren't going to find the culprits...I was spiritually challenged...you sort of asked God, 'how could this happen?', but then again for me, an answer helped me get through it was the fact that well, at the end of the day they're material things. If I had placed too much emphasis on the fact that ...I thank God that they took television set and video, and the fact that no-one was hurt in the process. My spiritual beliefs actually helped me through the event...It's taken really an emotional cost, and I don't know how you can put a value to that, in fact that it's in your mind how someone could just come into your house and take the things you have worked hard for. [Participant 30]

Pela's responses also indicated that she and her mother also felt victimised by the reaction from their landlord. As she continued to explain,

For me, the fact that mum and I actually live in a Housing Corp. home, and when we informed them that somebody had broken into our house, I think I was more put off by the way they had treated us. It was just like 'Okay we're sending someone out'; there was no concern, no empathy at all. They didn't really care, and that's what came across to mum and I, and it was just probably added salt to the wound.

Often the initial reaction to a property offence was emotional, and also involved anger and fear.

4.4 Social Impact

The results seem to indicate that the social impact of the Property Offences on participants were not as severe as that for victims of Violence and Family Violence. Fifty-four participants responded that the offence had impacted on their social lives. Another 23 answered that the crime did not have any social impact, while 13 participants did not provide

a response. Of the 54 who were socially affected by the offences, 8 were victims of Violence, 28 of Family Violence and 18 of Property Offences. Thus, the results show that victims of Family Violence were more likely to be socially affected by the offences. This appears to be associated with the extent to which victims were emotionally and spiritually affected by the offending.

Given that the majority of the Family Violence cases involved on-going abuse over a long period of time, the women would go through a cycle of leaving and then returning to the home. Very often the reason for returning home was attributed to their children. As an example, a 35 year old mother of one responded:

I felt that [my partner] and I could sort it out. I wanted our son to have contact with his father. It took some time. I wanted to be able to sort things out for our son. It was very hard. A lot of time was wasted. I was tired and scared. My life was not the same. Everything was turned upside down...I felt alone, I felt scared. I felt maybe I was to blame. Most of all I felt for our son. It was very hard. [Participant 58]

Avoidance of family and friends was also evident: Participant 81 said:

I felt ashamed. I didn't go anywhere for a month until the bruises were gone...Hide in my house from relatives and away from people. [Participant 81]

It is evident that participants' social lives were affected, particularly those who were victims of Family Violence and Violence. Feeling ashamed, embarrassed, lost and unsure of the reasons for the violent acts on them would often lead to participants avoiding family gatherings or social functions. Another reason for avoiding family gatherings was given by Mele (see Chapter 3): *I didn't want to go to family functions where I know my family would be talking about me.*

4.5 Financial Impact

Fifty-five participants reported some degree of financial impact from the crime, 28 said that they had not suffered any financial loss from the incident, and seven participants did not respond. The participants were asked to provide an estimate of the cost of the crime. Only 28 participants could provide a figure as their estimate; the remaining participants tended to respond in the following ways: *hard to say, can't estimate, do not know, can't afford to fix it, two weeks rent, or cost of the medication.*

Table 4.4 provides details of the distribution of estimates of costs of the crime.

The data shows that the victims of Property Offences were more likely to be in a position to provide an estimate of the costs, rather than the victims of Violence and Family Violence. Perhaps this result is to be expected, given that Property Offence participants were more aware of the cost of their property and belongings (e.g. a car or television, microwave) stolen or damaged. The present study failed to provide reliable information on the financial impact of the Violence and Family Violence crimes. Counting the financial cost of the offence was not a major focus for a few of the participants. As one victim of Family Violence suggested, *"Yes he broke a few tables. When you are in that kind of situation you really don't care."* [Participant 28].

Table 4.4: Distribution of the Estimates of Costs by Type of Offence

Estimate of Cost	Number of Violence Victims	Number of Family Violence Victims	Number of Property Offence Victims
Under \$500	2	1	8
\$501 - \$1000	2	0	3
\$1001 - \$2000	0	1	5
\$2001 - \$5000	0	1	4
Over \$5000	0	0	1
Total	4	3	21

4.6 Impact on Family Members

The impact of the offending on other members of the victim's family was varied. Initial reactions were emotional, and included feeling shocked, unsafe, or angry. Data on the impact of the victims' family was gathered from the victims themselves rather than other members of their family. Targeting family members and seeking their views on the impact of the crimes would have provided important information on the impact of crime on other family members. However, this was not a focus of the present study.

Impact of Violent Offences

Very often the response of family members and friends to the violence was one of revenge, especially when victims were male. There was a tendency to feel like murdering or beating up the offenders. The nature and seriousness of the injuries also contributed to the impact of the offence on the victims' family members. In one case where the victim [Participant 38] was assaulted by a group of friends at a party, he was encouraged by his family to report the incident to the Police because they were very *upset* about the seriousness of his injuries. It took two months for the victim to recover from his injuries.

As discussed in section 3.2, Sione was a victim of an assault by his girlfriend's caregiver. In explaining the impact of the Violent offence on his family, Sione explained:

My parents made sure that I was never by myself...They started to worry about me more, where I was going and how long was I going for and when I was coming back...It made my family more worried about me. [Participant 89]

The above response was common among those provided by other young victims of violence. A similar response on the impact on his parents was provided by another participant. *Mum and dad were very concerned...very worried but the main thing that I was safe. [Participant 56]* Parents' concerns about the safety of their children were evident in the data.

Impact of Family Violence

The data from victims of family violence shows that children appear to be the most affected. In some cases, children intervened to help their mothers because they did not accept the acts of violence. A 30 year old mother, Vaine, was a victim of family violence. She chose to deal with the violence by herself and not inform family members or the Police. She finally

received help from the Police because her son reported the matter to them. As Vaine explained this situation:

I didn't actually seek help...It was actually my oldest son who rang the Police up for help because it was more like they have caught up with the situation. So somehow they had lessons from school during that week about emergencies, like whatever is happening dial 111. But all I know is that my son was calling me to come on the phone but I wasn't aware of it, but when I came on it, they said 'this is the Police'. I got freaked out cause I didn't know they had the mind to phone the Police. During some other years I have never received any help, it's like I didn't want anyone to know that I was going through that situation. [Participant 61]

This participant had endured about eight years of family violence and abuse without seeking the support of her family or other support services. The action of her 7 year old son appeared to have been the trigger to Vaine seeking help from support services such as the Police and her lawyer to deal with the impact of family violence.

It was common for female victims to report that their children were developing a sense of hatred or dislike of their fathers as a result of the family violence. For instance, one participant, Sitela, suggested:

My children don't want anything to do with their father. They are still hurt about the way he left us and especially when my husband helped the woman beat me up. My daughter wants to tell him not to call her, his daughter for the rest of his life. [Participant 49]

The need to raise her children by herself also illustrates a different sort of impact on Sitela's family, as she explained:

I find it very difficult to bring up a family by myself as I have a special needs child and a daughter attending college. One of my daughters is working so I transport her to and from work and school. My special needs child must have doctor's checks twice a week. Before my husband moved out he used to physically abuse me when we talked about his behaviour. I got scars on my head and around my eyes. I usually called the Police, sometimes he gets locked up, but then he apologised and I forgave him and he told the children not to tell anyone...My family suffers trying to pay the bills and loans he made on my car...There are times when I really want to kill myself. Oh it's so hard, I feel so down and lonely I even cry at night, trying to hide from my children...Two weeks ago a reposessor repossessed my car, because my husband did not make the payments, so I went to see him about the car and the woman was very harsh, so I had a fight with the woman, but worst of all my husband sided with the woman, he punched me from the back, and trying to strangle my neck...[Participant 49]

As reported in Chapter 2, there was a high proportion of families who were living together as an extended family. Therefore, the crime had an impact on these people as well. One case of Family Violence may be used to illustrate this. This household had seven members - four adults and three children under the age of fifteen years. When explaining the involvement and impact of her partner's violence on the family, Lili, a 33 year old mother, born in the Pacific and who has resided in New Zealand for 16 years, shared the following:

Lili: We have had many family fights and this involves my partner and my mother in these incidents and it involves my family as well. It started with verbal abuse and exchange of very strong opinions. My partner always gets drunk and when he gets home, he has no control over his

language and I can't stand him being rude whilst my mother is there...It was between him and me, then my mother got involved.

Researcher: *How did this happen?*

Lili: *Well, our argument got heated up and we started punching each other...He threw the switch of the light at me and it hit my eye, then my mother yelled at him but he was also very rude...Yes my mother called the Police...They came but my eye was covered in blood, and one of the Police went and took him into the car...My mother was able to calm down the situation and gave me assistance with counselling, especially with the children.*

Researcher: *Did anyone else provide support apart from your mother?*

Lili: *Yes, my grandmother, she talked to me and she tried to give advice on the importance of "good family"...When my grandmother spoke to me I respected her wisdom. She had all the right words.*

Researcher: *Did it help with the situation?*

Lili: *Well. I said to my grandmother, that I also have rights as a woman. He needs to stop drinking. [Participant 52]*

Impact of Property Offences

The inconvenience of having to live without the vehicle or their personal belongings appears to account for this participant's anger. In responding to the impact of the theft of a car on family members, one participant said:

My wife and children were all affected in that we were minus a car which forced them to have to either catch a bus or to walk to where they needed to go. For example, to school, my kids chose mostly to walk rather than by bus, which meant that my wife needed to accompany them to keep them safe and make sure they arrive to and back from school safely, which was quite time consuming and tiring for her and the kids. [Participant 68]

Another respondent had this to say about the impact of a home invasion on their family:

We sat around the house...did not know what to say to each other. I spent 3 days crying on and off. I wish I could have helped my husband and mother. My mum was disgusted with the crime. My son was very upset about being invaded by those idiots. My son and girlfriend came home every day to see us. It really helped us. It was good for all of us to talk and talk about it. [Participant 59]

Various responses were given on the impact of Property Offences on family members. These included the following:

- *inconvenience to the family;*
- *feeling unsafe, worried and scared about their safety in their own home; and*
- *family members became more security conscious.*

A few responses suggested that the offences did not have any impact on their family. However, based on the above responses, one can conclude that the majority of the Property Offences had impacted on the emotional wellbeing of the families and their feeling of safety within their own home (see section 4.3). The offences also led to some behaviour changes. For example, a few families became more security conscious, by checking and double checking their property before leaving it unattended or unoccupied. Others bought new locks and a few had alarms installed in the property.

4.7 Length of Time Needed to Restore Wellbeing

Although the above discussions separated out the different aspects of the impact of the crime on participants, it is important not to lose sight that we are dealing with the “total person” in the context of their family, friends and community. Hence, many participants were affected physically, emotionally, spiritually, socially and financially. The length of time it took participants to heal physically, emotionally and restore their wellbeing, provided some measure of the impact of the crime on the total person. About half of the participants, that is, 44 participants responded to the question on the length of time it took them to restore wellbeing. Table 4.5 contains the number of participants who gave a particular response.

Table 4.5: Distribution of Length of Time Needed to Restore Wellbeing

Length of Time to Restore Wellbeing	Number of Participants
Three days	1
One week	3
Two weeks	8
Three weeks	8
One month	2
Two months	4
Six months	3
Eight months	1
Twelve months	3
Two years	3
Took ages, a long time	5
Not yet recovered/still hurt	3

While the victims of Property Offences were more likely to take a few weeks to recover from the emotional impact of the crime, Family Violence victims needed much longer to deal with impact of the abuse and assaults from their partners. In some cases the length of time to restore wellbeing started when the victim decided to deal with the abuse and not actually when the abuse began. For example, Participant 2 had been in an abusive relationship for seven years and it took her two years to restore her sense of wellbeing after she left the relationship.

4.8 Summary

The key results on the impact of the offences on these victims are as follows:

- The physical impact as measured by the number of participants who were injured was more severe for Violence and Family Violence victims. Of the 38 participants who suffered some form of injury, the results revealed a tendency for female victims of Family Violence not to seek medical attention and to deal with the injuries themselves. Their desire to protect their male partners was shown to be a major determining factor in their decisions not to seek medical attention.
- Seventy-six (i.e. 84%) of the participants indicated that they were emotionally (i.e. 34%), or both emotionally and spiritually (i.e. 50%) affected by the offences.
- The social impact of the crimes was more pronounced for Family Violence victims. In total, 60% of the participants suggested that they had been socially affected by the crime.
- Sixty-one percent of the participants were affected financially.
- While all of the offences impacted on family members, this was particularly so for families of Family Violence victims.
- Victims of Family Violence required a longer time to restore their sense of wellbeing.

5 Use of Informal and Formal Support Services

5.1 Introduction

The study explored the type, appropriateness and effectiveness of the informal and formal support services used by these victims. Informal support services were defined as family, friends and the churches. Formal support services referred to those whose function it is to meet the specific needs of the community, as listed below.

These services included the following:

- Victim Support
- Rape Crisis
- Samaritans
- Ambulance Service
- Medical Centre/Hospital Emergency Department
- Citizens Advice Bureau
- Women's Refuge
- Pacific organisation.

Other formal support services were identified by the participants, for example, counselling services.

5.2 Informal Support Services

The participants were asked what types of informal support they used as a consequence of their victimisation. Table 5.1 shows the distribution of the various types of informal support used by the participants.

Table 5.1: Distribution of the Types of Informal Support

Types of Informal Support	Number of participants who used this form of support	% of total research sample (n=90)
Family Members*	27	30%
Family and Friends	13	15%
Friends	13	15%
Flatmate/Neighbours	3	3%
Pastor/Church members	3	3%
Offender's Family	1	1%
Landlord	1	1%
No Response	4	4%
No Informal Support	25	28%
Total	90	100%

* Family members included parents, partner, son, daughter, brother, sister, cousin, or nephew.

Family and Friends

A total of 53 participants (i.e. 59%) reported having used their 'family members', 'family and friends' or 'friends' as a form of informal support. This support was viewed as very effective in meeting their needs. As illustrated in the Table 5.1, the most common forms of support for the participants were 'family members' and 'friends' or both 'family and friends'.

This finding is consistent with the results of the study on meeting the 'Needs of Māori Victims of Crime' which showed that whānau and friends were the most effective form of support for Māori victims of crime (Cram, Pihama, Karehana:1999).

In explaining the support of family after she found her car damaged during the night, Participant 67 reported:

I rang my son-in-law. The car was removed from the site by my son-in-law, to a mechanic for repairs...From that day I had to rely on my daughter for transport. She lives all the way in... and sometimes when she is not available I try to take the bus and sometimes I take a taxi.

The one case which involved a rape within a marriage, friends were the most important initial source of support.

I turned to friends who I felt safe with. I found who my true friends are. In the end I found out one true friend. My other friends betrayed me and then I became victims of my friends because I didn't trust them. They blamed me for the incident...My family were helpful at the time when I told them. At first when I was telling them I didn't put all my cards on the table because I was protecting my husband. I didn't give too much to some of my friends because some of them were sitting on the fence and I wanted to genuinely relate to someone. The ones that were sitting on the fence I drew a boundary line for myself. [Participant 15]

The above responses indicate that for Family Violence victims, the support of friends or family was vital for the victim's initial attempt to deal with the violence from their partners. Friends provided not only moral support but information on support services, for example,

the Women's Refuge. Family and friends also provided practical assistance such as temporary housing, food, transport, and living expenses.

There was also some evidence, however, to suggest that family was not always the most effective form of support that one would expect of Pacific participants. Perhaps, a breakdown of family support was evident in the data. For example, Participant 14 described the support she accessed in this way:

I ran to my neighbour's house... She is also my friend now. I didn't let my family know because I don't get on well with them anymore. She was helpful, she's the one that told me about Women's Refuge. I rang the Police from her house. She was good because she helped me. [Participant 14]

Another participant, a victim of a violent offence suggested:

I think that you should really talk to the person that is really close to you to get it all out of your system. Sometimes when you tell your family they take it out on you and get angry at you instead of the other person. I think that you should talk to a very close friend or counsellor. [Participant 84]

Another participant said:

I got a lot of support, like families give us food and they like keeping me company. They also help with transport, that is, take my daughter to school, but at the same time, my family are very angry at me. My mother, brothers and sisters always tell me to get a divorce. [Participant 49]

Pastor/church members

Three Family Violence victims, all women, identified God as their main source of strength and support, and their belief in God allowed them to deal with the impact of violent behaviours. Their pastors and other church members also played a key role in their healing and gave them the strength to cope with the situation.

A Property Offence victim found the support of church ministers was also very effective. The support of the pastor and other church members were not restricted to spiritual and emotional support, as one pastor provided the money to assist one of the victims of a Property Offence. Participant 19, Ava, was a 24 year old male whose car was damaged and broken into at night. One of the rear windows was broken and some of his belongings were stolen from the car. When Ava was asked about the support services accessed after the burglary he responded:

Ava: I reported the incident to the Police...as well as talking to my church's minister.

Researcher: What formal support did you receive immediately after the incident?

Ava: It was the minister of our church. I asked him for his help and advice on the place to get the (car) window fixed.

Researcher: How effective was this support?

Ava: It was so helpful....He gave me the money to pay for the glass for my car's window. He also advised me to be calm and to try and forget what happened.

This case clearly illustrates that for this participant the support of his church minister addressed his needs sufficiently.

No Informal Support Used

Twenty-five or 28% of the participants did not need, receive or seek any informal support. The data suggests perhaps that some participants decided to deal with the matter themselves and were not prepared to seek support from family or friends. This was evident in some of the responses from the victims of repeated Family Violence. As one participant suggested: *"I did not want my family to know because they might hate him...or cause more problems if they interfere..."* If the family members would find out they would *"come and say things to him and it might cause fights or arguments"*. [Participant 82]

Another group of participants decided that the matter was not serious enough to require any support. This was more characteristic of the participants who had experienced a Property Offence. The loss or damage to a vehicle was considered as just a material loss, and they were more grateful that it was not a loss of a life. For instance, in response to the impact of the theft of his car, one participant said: *"it was just a car"*. It became obvious that this participant's attitude towards material goods helped him deal with the impact of the crime. Likewise, Participant 90 did not seek any support from family and friends. This 25 year old male had his books, stereo and about 50 CD's stolen during a burglary. In explaining the reason for keeping the matter to himself, he said:

"No one knew, it was just myself. Because it wasn't anything major...No one died or anything". [Participant 90]

Although he did not seek informal support from his family, friends or neighbours, the victim reported the incident to the Police.

5.3 Formal Support Services

One of the most significant findings of this study was the participants' lack of utilisation of formal support services. The participants were asked whether they had used one of the following formal support services immediately after or a few days/weeks/months after the offence.

- *Victim Support*
- *Rape Crisis*
- *Samaritans*
- *Ambulance Service*
- *Medical Centre*
- *Hospital Emergency Department*
- *Citizen's Advice Bureau*

- *Women's Refuge*
- *Pacific Organisation*
- *Other Organisation*

Table 5.2 contains details of the distribution of the use of the different types of formal support services. It is important to note that some participants utilised more than one service and therefore the total would be more than 90.

Table 5.2: Distribution of the Types of Formal Support Services

Formal Support Services	Number of Participants who used the service	% of Participants who used the service (n=90)
Victim Support	18	20%
Rape Crisis	0	0%
Samaritans	0	0%
Ambulance Service	0	0%
Medical Centre/Hospital Emergency Department	16	18%
Citizen's Advice Bureau	3	3%
Women's Refuge	9	10%
Pacific Social Services	16	18%
Lawyer	12	13%
Counselling Service	5	6%
Police	61	68%

Although the Police were not included on this list of formal support services, the majority of participants who used the Police reported them to be a formal support service. It appears that for participants, any service outside of the family, friends, neighbours and church was considered to be a formal support service. The number of participants who used the Police is also reported in Table 5.2 to facilitate the discussion of the findings. More details of the participants' experience of the criminal justice system are discussed in Chapter 6.

The results showed a lack of utilisation of formal support services. This is not surprising given the study also showed that the majority of the participants did 'not know' the support services that were available to them as victims of crime. As Participant 26 responded:

I did not use the formal support services except the Police. I knew nothing about them...I did not use any service...Honestly I did not know any of these services but even if I did, I do not want my family name in the system because as soon as you come for help, they enter your name in the computer.

There was also evidence to suggest that the participants, in particular those who were victims of Family Violence, would make contact with the support services if they "*had knowledge of their existence*". Like the Police, the lawyer was viewed by a few participants as one form of formal support services.

5.4 Effectiveness of Support Services

As illustrated in Table 5.2, three main support services utilised by the participants were Victim Support, medical centres, hospital emergency departments, and Pacific Social Services for Family Violence victims.

Victim Support

Data revealed that 20% of the participants had used the Victim Support Services. Others were advised by the Police to refer to Victim Support, however they chose not to. The majority of the participants who used the Victim Support Service were referred by the Police. Friends and other family members were also an important source of information about Victim Support. In general, the results showed that the majority of the participants were satisfied with this support and found the services effective in meeting their needs. The following participants gave these responses:

The Victim Support came. The Police rang them. She gave me a teddy bear. I was home by myself. The support was good. Talking really helped me. She came once. [Participant 59]

Another victim who had used Victim Support prior to the incident reported for this study explained how she found the Victim Support service:

I was referred by the Police...I knew of Victim Support because of earlier incidents so I rang them up whenever it happened...Also there was anger management programme for my husband but I had to be there as well...It was so difficult because after the counselling my husband would re-offend again... [Participant 26]

This victim was later referred by the Police to a Pacific Service Provider whom she found more effective in addressing her family's needs.

There appears to be some inconsistency in the Police referral of victims to the Victim Support services. It needs to be considered whether the Police are required to refer all victims of violence, family violence or property offences to the Victim Support services.

This interview also explored the effectiveness of other formal support services accessed by Miriama.

Researcher: Did you receive any other formal support?

Miriama: Yes, Victim Support Unit...The Police contacted them straight after the incident...They called me to find out if I was ok, whether I needed any help, assistance, or whether I want to go to a Women's Refuge, check how I was...Emotional support over the phone and to call them whenever I needed to talk.

Researcher: So you accessed them through the phone - were they effective?

Miriama: Yes, they were very effective. They gave emotional advice, what to do, help with anger, calm me down.

Researcher: Did you go to Victim Support or did you just talk over the phone?

Miriama: I didn't go there this time, but for another series of the same incidents in 1999, I went there so that a lawyer could help me with the protection order...That's when I knew what domestic violence was really about...

Through the Victim Support service Miriama accessed a Pacific Service Provider for counselling. As she explained:

Miriama: I had counselling with the Pacific Service Provider - Victim Support referred me to them...They took care of my child when I needed time off, they have a home for kids...The counsellor also supported me and she was at my court case.

Medical Centre/Hospital Emergency Department

Only 16 of the participants who received injuries sought medical attention from medical centres or hospital emergency departments. While 15 participants were very satisfied with these healthcare services, one participant was not happy at all with an emergency department. As he told the researcher:

We went there but it was fairly busy so we left after three hours of waiting. It was quite disappointing with the long wait and no attention. [Participant 8]

It is important to point out that the doctors also played a vital role in reporting the crime to the Police. In the case of Sione, a victim of a Violent offence, reported in Chapter 3, which involved serious bodily harm, the doctor from the emergency department reported the matter to the Police. For some victims, intervention by health professionals is critical to affirming to the victim that the violent offence was serious and needed Police attention. As Sione reported:

When my parents and I were at the hospital they said that they had to ring the Police...So like, I got there, they fixed me up and that, and about 15 minutes later the cops arrived. [Participant 89]

Pacific Social Services

Four Pacific Social Services, one in Auckland and three in Wellington were accessed by some of the participants. All 16 participants were victims of Family Violence. These services included Family Start and Parents as First Teachers (PAFT), two early childhood programmes which had Pacific staff delivering programmes to children in families affected by domestic violence. To protect the identity of participants, and to ensure the confidentiality of participants' information, the other two Pacific Service Providers cannot be named in this report. One of the reasons for the effectiveness of the programmes was having Pacific peoples who had an understanding of the culture and background of the participants.

The experiences of Participant 43, 'Ofa, are reported here to demonstrate the effectiveness of a Pacific Social Service that has been set up specifically for a particular Pacific ethnic group.

'Ofa is a victim of Family Violence who has endured a series of violent attacks from her husband. The incident chosen for the interview was the sixth incident reported to the Police. This involved her husband beating up 'Ofa's son from a previous relationship. The couple had four children and 'Ofa had consistently seen her husband treat their eldest son differently. The abuse of her son had always been a source of argument between 'Ofa and her husband. This incident involved her husband beating up her son in their garage while 'Ofa was vacuuming the house. The neighbours heard the abuse and alerted 'Ofa to this incident, as well as reporting the incident to the Police.

'Ofa: *Our neighbour, a palagi, heard my son yelling and heard the beating going on...The next thing our door flew open; it was our neighbour (in tears). She said "stop that vacuum, go out, your son is covered with blood, beaten by your husband and I've called the Police"...I went outside and I was shocked to see my son.*

Prior to this incident, 'Ofa would always call Victim Support services; however, this time the Police referred her to a Pacific Social Service. In describing the effectiveness of this service, 'Ofa, explained:

'Ofa: *The...service saw the behavioural pattern of my husband's abusive ways. They said it was important to refer them to the Law Centre, so they contacted the Law Centre. A statement was made and the process was explained to me. I felt relieved that someone understood me. They took us in, counselled us at their Centre, then always asked us before the next part of the plan.*

Researcher: *Then what happened?*

'Ofa: *The woman lawyer who saw us explained what would happen and said she also asked me what I wanted.*

Researcher: *Did you understand all that was happening?*

'Ofa: *Oh yes, she explained the non-molestation order that would be issued due to the assessment, and in particular, safety of the whole family...The condition was that he would not be allowed anywhere near the house. My family was always there, but at this incident...Services was informed and they were there, giving advice as to options available to me and my family. Tell you what, I was so frightened to be in that place [Court] but through the support of...Services I felt supported.*

Given her experiences with this Pacific Social Service, it was not surprising that when 'Ofa was asked to recommend support services for Pacific victims of crime, she responded:

'Ofa: *I would strongly support the use of Pacific organisations because of the language and how they see you. I mean the Victim Support workers are trying to do their very best, but if you have trained Pacific people, they not only bring the skills but use the language to deliver the message...I would still recommend the Victim Support for victim's information and choice [of services], but as for effectiveness, I would prefer the Pacific organisation.*

'Ofa's experiences show that the needs of family violence victims are varied. Over the years, the Police had referred her to Victim Support and she had accessed their service. However,

after the involvement of the Pacific Social Service, her needs were more effectively addressed. Mechanisms to address her needs were well co-ordinated. The Pacific Social Service providers were able to use her language and had a better understanding of her needs. They identified possible solutions and acted to link 'Ofa to the Law Centre. As with Victim Support, they too provided support in court which can be a frightening experience for a victim.

5.5 Assistance and Support Required but not Received

The participants were asked what type of support and assistance that they would have liked to receive, but did not, during and after their experiences of crime. The responses from the participants indicated seven main themes. These were:

- *More Information on Formal Support Services*
- *More Pacific Support Organisations*
- *Improved Services from the Police*
- *Help from Family and Friends*
- *Financial Assistance*
- *An apology from the offender*
- *Did not know.*

More Information on Formal Support Services

In general, the results indicated a general lack of utilisation of support services. The most commonly-cited responses point to the need to have more information on formal support services, for example, Victim Support. This would allow participants to access support services earlier. A response by one of the victims of Family Violence may help illustrate the kind of information needed by the participants.

There is just one thing that I was thinking of for someone or a group to assist me and my children, especially during those times. To explain to me what options or what I should be doing upon leaving with my children. Advise or further clarify information about this type of domestic violence...I needed advice about the things that I don't know about before I went into town [i.e. to court]...Yes, like the group that I talked with. They looked for a lawyer for me...I didn't know any lawyers. He advised me on how I should be looking after myself. During that time I was under a lot of stress and he was advising me to ensure that I got a lot of rest, also for me to visit my family, not to further stress myself by thinking about it, to go to my sister's and my mother, just to go and enjoy myself instead of sitting inside the house. [Participant 16]

Information on the criminal justice system, how to access a lawyer and the processes involved in court procedures, are all important for the victim. This would help alleviate some of the uncertainty experienced by victims of crime, particularly those who had never been to court. Having some idea of what to expect in court is an important piece of information for victims of crime. There was also an identifiable need for someone to explain to them the legal terminology and their rights as a victim of crime.

Pacific Support Organisations

A second group of participants suggested the need to have more Pacific support organisations available to deal with their cases. Information in the Pacific languages, and explanation and translation of legal terminology was considered an essential first step. Moreover, three participants who had counselling maintained that:

We need our own people there...like the Victim Support...If we have our own. We need people to talk to. Get it off our chest. This is when I am at ease with people. They need a Victim Support. Just to talk to... especially our own. If I am comfortable around somebody I cry... [Participant 59]

More Pacific people working for Victim Support. There is not a lot out there. They would understand me as a Pacific Islander. They know my culture, the environment that I am in. They should set up something just for Pacific Islands women. [Participant 83]

The above response also implies that some participants were not aware of the services for Pacific women that are currently available in the community. Although some participants advocated for more Pacific Service Providers there was also some evidence that confidentiality of information provided to Pacific Providers must be kept in order that participants have confidence in the services provided by ethnic-specific services.

For example, *Sometimes it's hard for me to talk to ministers of the church. I lose faith in Tongans sometimes...It is good to have a Tongan Unit but at the same time it may be hard to open up to our people because of the whole thing about confidentiality...so at the same time our people working in this area must be trained to know about confidentiality. [Participant 83]*

Participants were not only requesting more Pacific Services, that is, services for Pacific peoples by Pacific peoples. They were also calling for more Pacific people to work in existing support services. The results are consistent with the findings of a similar study on meeting the needs of Māori victims of crime, which showed that Māori participants recommended more Māori providers to meet their needs (Cram et al; 1999).

Financial Assistance

Although the burglary or theft of a vehicle required the participants to put into place some security measures, this was not always possible due to lack of finance. A few participants went as far as suggesting that they would have liked to have financial support to purchase an alarm for their house or their car.

Help from Family and Friends

An important form of support is family members and friends. As reported in section 5.2, this was seen as the most effective form of informal support. Some participants did not have access to this type of support, indicating perhaps they did not have access to family members and friends. As one participant suggested, *"I needed family and friends who I can trust"*. It is possible that participants had access to family and friends; however, the key factor appears to

be those whom they can *trust* to share their problems with, and to have that information kept confidential and not shared with other members of the community.

An Apology from the Offenders

One participant suggested that an apology from the offender was needed. In beginning to deal with and to restore his wellbeing after an act of violence, it seems that an apology from the perpetrator would allow this person to deal with the impact of the offence.

Do not Know

A few participants were *'not sure'* or simply *'did not know'* what kind of support they needed. One of the reasons for their inability to suggest the kind of support necessary was that they found the crimes that they had experienced were not serious enough to warrant any support. This was the case for those participants who had experienced *'minor'* property offences. In addition, some participants of Family Violence were not in a position to share what they needed and therefore responded that they *"don't know"*.

5.6 Recommendations for Appropriate Support Services

Pacific Support for Pacific Victims

One of the most consistent recommendations made by 46 out of 90 participants (i.e. 51%) was the need for more Pacific people providing support services for Pacific victims. This included more Pacific Support Services providers, and Pacific staff in formal support services such as Victim Support and the Police. Building the capacity of Pacific peoples in these services appears to be a priority area. Further analysis of the data revealed that the main reasons for the above recommendations involved the language, respect of their culture or simply having people who *"understand"*.

The following quotes from participants may illustrate the voices of Pacific victims of crime.

I want people who understand me - people whom I can speak to in my language, yeah...are you getting what I am trying to get at...those that you do not have to think of what to say...it just flows. [Participant 45]

Similarly, another victim of Family Violence suggested:

I would strongly support the use of Pacific Organisations because of the language and how they see you...The Victim Support are trying to do their best but if you have trained Pacific people, they not only bring the skill but use the language to deliver the message...I would still recommend the Victim Support for the victim's information and choice, but as for effectiveness, I would prefer the Pacific organisation. [Participant 43]

Appropriate Counselling Service

Although counselling services were utilised by some victims, the ineffectiveness of some of the counselling indicated that the use of counselling services provided by Pacific peoples was considered more effective, as evident in the following response:

I would like someone who could give us some counselling in our culture...Our leaders or counsellors see right through the person. I attended a counselling course at AIT but it's mainly palagi way, not the way I wanted. I wanted to come away feeling good... I want them to give the advice and the counselling in the hope that my partner would not think that I'm doing something against him...I would really like to have anger management courses available in our own languages so we could openly discuss and share our own feelings. [Participant 52]

Counselling services for both victims and perpetrators of Family Violence are required. It is apparent that support services cannot just focus on the needs of the victims of Family Violence without addressing the key sources of the violence in the family.

5.7 Summary and Implications

The results suggest that diverse services are required to meet the needs of Pacific victims of crime. As expected, the nature and seriousness of the crime impacted on the needs of victims, and their subsequent help-seeking behaviours. Victims of crime sought assistance when they believed that outside help was needed. Even though assistance was offered, such as the Police's offer to refer them to Victim Support, some victims declined to use these services. Furthermore, the positive experiences that they had with Pacific Social Services had influenced the type of services that they recommended. Based on a small sample of 16 victims who had used Pacific Social Services, the results showed that the provision of Pacific Social services was highly recommended. It should be noted that others who did not access Pacific Social Services also supported this view.

The key findings reported in this chapter include the following:

- The most effective forms of informal support, used by a total of 53, that is, 59% of participants, were “family”, “family and friends” and “friends”. Another 25 or 28% of participants did not seek or use family or friends.
- In general, there was a lack of information on the different types of formal support services available to participants and consequently they showed a general lack of utilisation of formal support services.
- The most frequently used formal support services were Victim Support, medical centres, emergency department in hospitals, and Pacific service providers. In addition, the Police was seen as an important formal support service.
- Another important form of support required by Pacific victims was family and friends with whom they can share their concerns and issues and *trust* them to keep information confidential.
- Provision of and access to Pacific Social Services, and Pacific staff who could speak their language in other formal support services, was the most frequently-recommended support service, made by more than half of the participants.

- The participants reported that they would like to have received more information on the legal system.

One of the implications of the findings is that Pacific victims of crime would access the support that is most readily available to them, that is, family and friends.

A second important implication involves the need for Pacific victims to have access to social services offered by Pacific peoples, and the provision of an effective communication strategy on the types of other formal support services available. Such services would provide counselling in the appropriate Pacific languages, advise on legal matters, provide support in the criminal justice system, and access other support services, such as Work and Income or legal aid where necessary. The provision of services within the cultural context of Pacific peoples is deemed necessary.

6 Experiences of the Criminal Justice System

6.1 Introduction

Sixty-one participants had the Police involved in their cases. Fifty-nine reported the crime to the Police, while the two remaining cases involved complaints against the Police. Only 14 participants who took part in this study attended court. Thus, the results on participants' experiences in the court system are based on a very small sample.

6.2 Reporting to the Police

Table 6.1 reports on the distribution of the number and percentages of cases by crime type who did and did not report the crime to the Police.

Table 6.1: Distribution of Reported Cases to Police by Offence Type

Type of Offence	Number (% of total offence type) who reported crime to Police	Number (%) who did not report crime to Police	Total number of Participants in the Offence Category
Violence	4 (31%)	9 (69%)	13
Family Violence	23 (68%)	11 (32%)	34
Property	32 (78%)	9 (22%)	41
Other	2 (100%)	0 (0%)	2
Total	61 (68%)	29 (32%)	90

The results revealed that 59 (i.e. 66%) participants reported the crime to the Police, two cases involved a complaint against the Police, while the remaining 29 (i.e. 32%) participants did not report the offence to the Police. As evident in the above table, participants who had experienced Violent Offences were more likely not to have reported to the Police. Data showed that 69% (i.e. nine out of 13 cases) of Violent Offences were unreported to the Police, while the remaining 31% (i.e. four cases) were. In addition, 32% (i.e. 11 out of 34 cases) of the Family Violence offences were not reported to the Police. On the other hand, 68% (i.e. 23 out of 34 cases) of the Family Violence cases were reported to the Police. The results showed that Property Offences were more likely to be reported to the Police. In particular, 78% (i.e. 32 out of 41 cases) reported the crime to the Police while the remaining 22% (i.e. 9 out of 41 cases) remained unreported.

6.3 Reasons for non-reporting to Police

Various reasons were provided by the participants for their decisions not to report the crime to the Police. These reasons included, but are not limited to, the following:

- *Fear that offender might become more violent;*
- *Fear that the husband might look bad to her family;*
- *Offender and the victim resolved the matter and therefore there was no need to report it to the Police;*
- *Belief that the violence would not recur;*
- *Previous negative experience with the Police;*
- *Did not trust the Police; and*
- *Simply did not want the Police involved.*

There was a clear difference between the reasons given by victims of Property Offences and those given by victims of Family Violence or Violence. Of the 29 participants who did not report the incident to the Police, nine had experienced a Property Offence, 11 Family Violence, while the remaining nine were victims of violence.

Victims of Violent Offences

Although the result is based on a very small sample of 13 participants, analysis of the qualitative data points to some possible reasons for the non-reporting of the incidents to the Police. As indicated earlier, nine victims of Violence did not report the matter to the Police. One possible explanation is that the victims and offenders were more likely to be under the influence of alcohol. In addition, there was a tendency for the participants not to want the Police to be involved. The experiences of Participant 69, Tama, may help illustrate why this person chose not to report the crime to the Police.

Tama was a 19 year old male who was born in New Zealand and has resided in New Zealand all his life. He was a victim of an assault by another male at a nightclub. Tama suffered a bleeding nose and severe pain in his face.

Researcher: Why wasn't it reported to the Police?

Tama: Because the bouncers removed the person off the premises and he didn't come back to cause any more trouble.

Researcher: Did you not want to press charges?

Tama: No, I did not want to cause more trouble; I wanted to keep the peace.

Researcher: Even if you were right?

Tama: I felt that the situation was dealt with quite appropriately by the removal of the individual involved.

Researcher: Were you satisfied with the outcome, and why?

Tama: Yes, I was satisfied with the outcome for the reason being that the culprit was removed off the premises. Also that people such as bystanders quickly came to my aid, and that my cousin was not harmed in any way.

It is evident from the above response that Tama wanted to keep the peace and therefore did not think it was appropriate to get the Police involved. Although, he was injured (i.e. bleeding nose) from the assault, the perpetrator was removed from the premises and therefore he considered that the incident was “dealt with quite appropriately”. Data from this interview revealed that the perpetrator was under the influence of alcohol. This factor might also explain the reason for Tama’s decision not to take matters any further.

Victims of Family Violence

As shown on Table 6.1, Family Violence was the second most likely type of crime to remain unreported to the Police. The results suggest that some women who experienced repeated abuse and assaults from their male partner, either live in fear of them or wish to protect their partner and family from the criminal system. In addition, some victims did not want their partners to be considered in a negative light by their own family, hence protection of their husbands and family rather than looking after their own safety and wellbeing was a priority. Furthermore, a few victims believed such incidents would not occur again and therefore did not think it was necessary to report the crime to the Police.

One of the Family Violence cases included Luisa, a 28 year old New Zealand-born female, who lived with her husband and two children in her mother-in-law’s home. The interview focused on one of a series of ongoing family violence.

Luisa: He started accusing me of having an affair and I denied it. And it escalated from there; from verbal abuse to physically hitting. He beat me quite badly and he pulled out a sledgehammer and said he was going to ‘do me in’. My son was crying and ran to his grandmother. His grandmother came down and stopped my partner from going further...

Researcher: Did you call the cops?

Luisa: No, but in other incidents the cops have found out through third parties calling them.

Researcher: Why didn’t you call the cops?

Luisa: Traditional..., you keep things to yourself; that’s the way I’ve been brought up.

Researcher: What about your mother-in-law?

Luisa: She would lecture her son that abusing me verbally or physically was wrong. Sometimes she’d say it was my fault...If I obey him and did what he wanted he wouldn’t hit me.

Researcher: How did you cope with it?

Luisa: You become numb to it, you get over it.

Researcher: Did you receive any informal support from other family members and/or friends?

Luisa: Not really...You don't bring it up.

Luisa's experiences clearly illustrate an example of cultural traditions being used as the reason for not informing the Police or using support services outside the family. It is apparent that in her culture (i.e. the way she was brought up), it is considered appropriate to keep family violence within the family. Although it became obvious that the Police had been involved in other incidents, the data shows that the reporting to the Police was carried out by "third parties", that is, people outside of the family.

The interview data revealed that Luisa was physically and emotionally affected by the violent offences from her partner. As she explained:

Luisa: I had bruises to my face and body area...My self-esteem goes out the window, self-worth is small. I pray that your partner will change. Because I am still with my partner, it still hurts, and maybe in time, I may have the courage to leave him.

Despite the violence and the impact of the violent offences on herself, Luisa indicated that she would not use the support services if they were offered to her.

Researcher: If you were to be advised of support from a social service organisation, would you access it?

Luisa: No, a woman endures,...-born women's mentality is different to New Zealand-born...women. Mentality of the victim ...In the end it's the victim that can walk away. You need to know your rights, know who you are, instead of blind acceptance of cultural traditions.

Luisa's case suggests an acceptance of her situation. It appears that she has not acknowledged the need for support and to address the violence that she endured in her relationship. Given that she and her family live in her mother-in-law's home, an extended family set up, she appears to have accepted her mother-in-law's counsel and advice on the strategies to cope with her partner's acts of violence. Thus, she has learnt to accept this type of relationship and therefore the services of the Police would not be useful unless she saw a need to access them. This finding implies the need to examine her beliefs about violent abuse and the mechanisms that operate in her family life to support her and confirms the "cultural traditions" that she has come to accept. It is evident that Luisa is trying to manage the violence within this relationship.

Participant 2, Suiti, is a Pacific-born woman in her mid-40s who has lived in New Zealand for about 30 years. At the time of the interview, Siuti was hiding from her partner who had threatened to kill her with a gun. She had feared not only for her own life but also that of her daughter. She has been in this relationship for more than five years. Like Luisa, Suiti decided not to report the matter to the Police.

In the one case involving rape within a marriage, the participant simply did not know her legal rights and the assistance and help that were available to her. Moreover, her concern about her children and her wish that her children were not affected by a father that went to jail was also a reason for her decision not to report the matter to the Police.

It was not reported because it was between husband and wife. No one directed me to the law that it could've been reported. I mean how would they deal with the rape case in a marriage? Even now I'm not sure if I would because of my children...having their father behind bars would not be good for my children...[Participant 15]

The results imply that for some women who are victims of Family Violence, their priorities are not necessarily for their own safety. As mothers, one of their priorities was to avoid disruption that might follow after Police intervention. The needs of their children were a priority and hence they avoided the intervention of the Police.

Victims of Property Offences

The results revealed two main reasons for non-reporting of the Property Offences to the Police. First, there was a group of people who considered that the Police had more serious crime to attend to, and secondly, there were those who did not perceive the incidents serious enough to warrant the attention of the Police. Experiences of two victims of Property Offences may illustrate these points.

I just rather forget it. Lack of faith in the Police system, cos it's just like one little bike. But there are more serious crime out there that they could spend their time doing and they might not have to waste their time. [Participant 64]

Another participant had her car broken into through one of the rear windows, and had papers and a working bag stolen from the car. She and her husband decided not to report the matter to the Police because:

We thought it was not really serious. I mean if it was the stereos taken or you know broken into through the big door then we could have reported it to the Police but we didn't think it was a serious you know, not a serious matter really. [Participant 72]

The fact that the papers were found by the neighbours and returned to the victim also explains the participant's decision not to report the incident to the Police. As she explained:

Yes, all the stuff came back. The one who broke into the car took whatever from the car and threw everything in our neighbour's yard so the neighbours opened the bag and saw our address so he brought it down the same day. [Participant 72]

The above illustrates the diverse views of these Pacific victims of crime who decided not to involve the Police. There appears to be three distinctive groups of participant, with developed beliefs and views about reporting the crime to the Police.

- (i) Belief about their own safety;
- (ii) Beliefs and concerns about possible disruptions to the family life; and
- (iii) Belief about the seriousness of the offence.

This first group consists of people who had developed the belief that getting the Police involved would seriously affect their own safety. Such an act on their part would further aggravate the perpetrator's violent behaviour. Fear of the perpetrators was common to victims in this group.

Victims in this second group were concerned with the disruption that might follow after Police intervention. Concern about the impact on their children and their family was the main priority for this group. Belief that it was better for children not to have their father in jail was shared by members of this group. Thus, there was no acknowledgement of the negative impacts on children of their exposure to a home environment of continual violence.

In general, participants in this third group did not consider the offence serious enough to warrant the attention of the Police. This group consists of victims whose beliefs about the property led them to decide that the matter did not require the attention and the time of the Police. The loss or damage to property was often considered relative to a loss of life and therefore they believed the Police's time could be more effectively used to investigate more serious types of crime, such as murder.

6.4 Reasons for Reporting to Police

Not all 59 cases that were reported to the Police were reported by victims. Other people, including members of the victims' family, friends and neighbours also reported the crime to the Police. This suggests that if other people did not intervene, the number of cases involving the Police would be significantly less.

As reported in Table 6.1, a Property Offence was the most common of the three types of crime categories to be reported to the Police. Responses from the participants indicated the following reasons for reporting the crime to the Police:

- *Wanted their property recovered or returned;*
- *For insurance purposes; and*
- *The Police were present in the area at the time the offence occurred.*

In almost all cases of Family Violence and Violence, the main reason for reporting the incidents to the Police was related to the victims' safety and the need to have the offenders taken away. As reported earlier in section 3.2, Participant 32, (Maama), was attacked by a group of males at a nightclub. Maama was a 25 year old New Zealand-born male. In describing the type of support services he received after the attack, Maama said:

Maama: My in-laws were there and my mates from work. They were waiting with me for the ambulance to arrive...Management didn't want to call the Police because they were over their actual liquor license time and that's why they didn't want to ring.

Researcher: Do you know who called the ambulance service?

Maama: I'm not sure...It took quite a while though. I heard afterwards that they wouldn't let anyone use their phone, so it took quite a while.

Researcher: You said earlier that the Police were involved. How long after [the attack] do you think they arrived?

Maama: They arrived pretty much at the same time as the ambulance, but what I heard was that the ambulance didn't want to approach until the Police got there, because they thought it was out of hand so they didn't want to get involved, or be stuck right in the middle of it...They waited a little while so that they and the cops would arrive at the same time.

Researcher: How did the Police respond to your needs?

Maama: They asked me if I wanted to press charges and I said yeah, so the court case is still pending; it's coming up in a couple of months.

While exploring the reasons and the need to have the Police involved, it became evident that Maama suffered serious injuries as a result of the attack and therefore there was a need to have the Police involved. In describing his injuries, he said:

Maama: I had my left eye closed, a massive cut underneath it, and had to have an operation. They tried to take me to ... But they couldn't, they didn't have the support staff to actually do it, so they took me to ... Hospital to get it done...After the operation they told me it was going to be an ongoing problem with my left eye.

Maama's case showed that the victim did not report the matter to the Police. However, the Police and ambulance services were called to attend to injuries he suffered as a result of the assault.

6.5 Experiences with the Police

The participants' experiences with the Police were explored using the following questions:

How accessible were the Police?

Did the Police refer you to other support services, for example, Victim Support?

How effective were the Police in meeting your needs?

Were you satisfied with the Police?

Accessibility of the Police

A variety of responses regarding the accessibility of the Police to the participants was reported by the participants. These responses and the number of participants who provided such responses are contained in Table 6.2.

Table 6.2: Views on Police Accessibility

Views on Police Accessibility	Number of Participants
Good	19
Very good	4
Great	4
OK	6
Pretty accessible	1
Easy	1
5/6 minutes or a few minutes	1
Came straight away, came fast	2
.....
2/3 days later	2
Shit or very shitty	2
Not good	7
Not very good	4
Took ages (1-4 hours later)	3

As illustrated in the above table, 38 respondents found the Police very accessible. Nineteen out of these 38 participants indicated that the Police’s accessibility was “good”. A total of 18 participants provided responses (e.g. *not good, not very good or took ages*) which suggested that the Police were not accessible.

Effectiveness and Satisfaction with Service of the Police

Thirty-eight out of 61 participants (i.e. 62%) who involved the Police were satisfied with their services. The participants indicated that the Police played key roles in dealing with the offences, not only in investigating the incidents, but also in processing the matter through to court, and referral of the victims to other agencies. The extent and the nature of the services provided by the local Police appeared to depend on the type of the crime reported by victims. In order to illustrate the effectiveness or otherwise of the services offered by the Police, case studies from each of the three types of crime are presented here.

Experiences of Victims of Violent Offences

As reported in Table 6.1, four victims of Violent Offences reported the matter to the Police. Participant 8, the victim of an assault by another male at a bar, explained how the Police became involved with his case.

We saw the Police car driving past...One of my mates stopped the Police car and told him that I was assaulted. I hopped into the back of the Police car and he drove around the corner and asked me if I

recognised the guy, but I think he was long gone by then. The Police took our details but he could not do anything. [Participant 8]

In the above case, the Police were accessible but they could not effectively deal with the crime. In another case involving an assault by a male offender, the victim expressed satisfaction with the Police. In a similar case where the victim was assaulted by another male in a pub, the presence of the police in the vicinity of the pub resulted in quick access to the Police. As Participant 34 explained:

It was pure luck with the Police passing by as we were standing outside the pub. Oh, they were sympathetic, especially with the damage the guy did to my head because I was bleeding.

When he was asked whether he was satisfied with the Police, he responded:

Yes, I was quite satisfied because he took me on the night to try and spot the guy and he called a couple of times to inform me that they have caught the guy and they are keeping me up to date with what is going to happen. [Participant 34]

As reported in section 5.4, Sione, a victim of violence, sought medical attention from a hospital emergency department. Because of the seriousness of his injuries, the hospital staff reported the matter to the Police. Sione explained the Police's response in this manner:

Sione: My parents and I were at the hospital and they said that they had to ring the Police... I got there and they fixed me up and about 15 minutes later the cops arrived. They came straight away to me...

Researcher: How did the Police officers responded to your needs?

Sione: They were very good. They were really on my side. They told me something about counselling but yeah... They were really nice, being really nice when they talked and asked questions.

Researcher: Were you satisfied with the Police response?

Sione: Yeah.

The immediate response and the approach used by the Police during the one and a half hour interview contributed to Sione's satisfaction with their response. Although not all of the Police advice was taken up by Sione, such as the counselling service recommended, on the whole Sione found their service very effective.

Experiences of Victims of Family Violence

Twenty-three out of 34 cases (i.e. 68%) of Family Violence were reported to the Police. An example of a case of Family Violence is that of Participant 13.

Tilila, is a 30 year old New Zealand-born woman who was abused by her partner. In most cases, the abuse was verbal rather than physical. Tilila had reported this incident to the Police. Extracts from the interview with Tilila shows the services offered by the Police and their effectiveness.

Researcher: What informal support, for example from friends or other family members, did you receive after the incidents?

Tilila: I had no informal support after the incident. I just dealt with it myself.

Researcher: Which of the following formal services did you receive immediately after the incident?

Tilila: I went to Women's Refuge because that's what the cops advised me to do, and my sister-in-law told me about them because the abuse was happening a lot of the time...They were really good at the Women's Refuge because I got to have a break from my partner, very homely and I got a good feeling. It was a good place to get away and think things over. I took my kids with me over there and that was another reason for going to the Women's Refuge because wherever I go my kids come with me. I am not like one of those mothers who burden our own mothers.

Researcher: So you reported the incident to the Police?

Tilila: Yeah, I reported the incident to the Police. That was just enough for me because I had had enough. The Police were really accessible because they turned up straight away and they put me on to the Women's Refuge. They issued a protection order and it really helped me so I could have a break from my partner. They were good because they read my partner his rights, and I was very satisfied with how they explained things clearly.

Researcher: Did you attend the court as a result of the incident?

Tilila: No, there was no court case because my partner accepted the protection order and we are still together as a couple.

This interview revealed that the Police took their time to explain the services that are available to victims of Family Violence. They made the referral to the Women's Refuge and advised Tilila and her partner about Victim Support, counselling services and other programmes which provide support for victims of Family Violence. Only one of the options given by the Police was unhelpful as evident in the following response by Tilila.

Tilila: The healing took me one whole year. One whole year to get over it. You know, getting over the verbal abuse...Emotionally I felt threatened all the time, having to put up with what was coming out of his mouth. The language and what he said used to always get me down...I am a lot calmer now and my partner and I talk more...The counselling that was advised by the cops wasn't really that helpful. I reckon that they asked a lot of irrelevant questions and some of the questions made it worse. There are negative questions in counselling. I only turned up to two, but my partner went to four. Yeah, the counselling wasn't really helpful.

One of the features of this support from the Police involved assisting both the victim and the perpetrator. Tilila's partner was referred to a programme for men against violence, while Tilila was referred to the Women's Refuge, which then provided the support that Tilila and her family needed.

The Police took him [her partner]. The Police explained why it was happening. After he was taken away, the Police took me to the hospital for a check up. I got stitches...They gave me a pamphlet about Victim Support. I read the pamphlet but I didn't want to ring...I thought what am I going to say to a stranger on the phone...I thought if someone came to my home I would feel better. [Participant 60]

It appears that the information provided by the Police regarding Victim Support was not always followed up by the participants. Another victim of Family Violence, Tino had this to say about her experiences with the Police referral to the Victim Support service:

I reported it myself because I had enough; I didn't want him [her partner] to keep on hitting me. I rang 111 then they put me to an operator, then to the Police operator and I was told to dial 128. It was hard because all I thought I had to do was ring 111. The Police came in about 15 minutes. There were two cars, one male and one female...I was really happy when they arrested my partner...I didn't get told about Victim Support. After the male Police officer took my partner away, the female Police officer stayed with me and was talking to me about going to Women's Refuge. She rang up the Women's Refuge for me. I felt more comfortable with her maybe because she was a woman...Women's Refuge, they offered transport, food, clothes, and a shelter for me and my kids. They took me down to WINZ to apply for the DPB. They told me about the Protection Order and Child Custody but I turned it down...because I didn't really understand, plus I was scared.

Tino's experiences highlighted the importance of having a female Police officer attending a complaint of Family Violence. Her presence eased the situation for the victim of Family Violence. Making time to make the telephone call and referral to the Women's Refuge also helped. Tino accessed this service, which subsequently advised her on options available through the justice system. It is apparent that for Tino, this was her first experience in accessing the Police and other support services, therefore it was critical that she was provided with clear information about the legal system to ensure that she fully understood the procedure.

One of the cases of Family Violence involved a 26 year old mother of one, who was abused by her male partner. It became evident from the interview that Miriama's case involved a series of ongoing domestic violence. Hence, the incident reported for this study is one of many incidents of violence that were a part of her relationship with her husband.

Researcher: Where did the incident happen?

Miriama: At our home...I was at home with my daughter and he turned up from somewhere drunk...I refused to open the door, so he smashed our sliding door, so I ran off with my daughter to call the Police...I called the Police and they turned up straight away...but by that time he [husband] had gone...

Researcher: What made you decide to report the matter to the Police?

Miriama: Because I shouldn't have to stop him...I am not going to be a punching bag...The Police are there to help me and to stop this kind of violence; it's their job.

Miriama found it very easy to access the Police, was very satisfied with their responses, and found their services very effective in meeting her needs as a victim of ongoing family violence.

Experiences of Victims of Property Offences

Thirty-two out of the 41 (i.e. 78%) participants who had experienced a Property Offence reported the crime to the Police. Of the three types of crime involved in this study, victims of Property Offences were more likely to report the offences to the Police; however, the results showed that the majority of these cases remained unresolved, leading to dissatisfaction with the Police handling of the cases.

It seems that delays in the Police response to their call were also a major reason for the participants' lack of satisfaction with the Police. As one participant, Lamoni, who reported a burglary of his house to the Police, explained:

I called the Police and the Police said they would come and asked us to leave everything as they were. We left everything as they were and waited for the Police. We waited for about a couple of hours and called again and then another couple of hours and rang again. At the end, after six hours they said not to worry and set up the place again and leave the [broken] window... [Participant 71]

The participant then organised to have the window fixed. According to Lamoni, the Police took the fingerprints and the telephone number for the person who fixed the window so that he could be isolated from the fingerprints. He then gave the victim a number to be given to his insurance company, went around and asked the neighbours if they had seen anything, then he left. It is therefore not surprising that when he was asked whether the Police's responses met his family's needs, and whether he was satisfied with the Police, his response was "Definitely not".

Another reason for the dissatisfaction with the Police involved the lack of information on their cases. In another case involving a victim who expressed dissatisfaction with the services provided by the Police, Itama, Participant 67, was a 30 year old New Zealand-born male, who woke up one morning to find his car, which was parked outside his unit, had been damaged during the night. The car stereo, the starter, and a box of tools were stolen from the car. His first reaction was to ring the Police using the neighbour's telephone. An extract from the interview with Itama provides further details on the Police's response to the incident.

Itama: I rang the Police and they did not turn up on that day, but did so on the following day. My thoughts were 'what a waste of time'. They came the next day. I told them what happened and then they left. They came a week later and put their card on my door and then they returned again to my home just as I was returning home. I called out to them "hello, what do you want?". They said that they were wanting to speak with me again and I thought to myself, 'what a waste of time'.

Researcher: When the Police arrived, what did they do to help you?

Itama: Nothing, they just told me that they were looking, looking, looking. That's it!...In terms of responding, they left it too late. I believe if they came on the day, they could have done some fingerprinting on the car and possibly they might have had some leads to tracking down the criminals...On the evening the incident occurred, the tow truck came and removed the car to the mechanics...I believe that the Policemen's role is to help people. So, if they receive a call, they should respond immediately. I have an example of another crime where my cousin's home was

burgled and they rang the Police, who came straight away and took fingerprints. I believe that was helpful in catching the criminals.

Researcher: To date have you had any feedback from the Police to confirm whether they have caught the criminals or not?

Itama: To date, no. The Police have not come back with any report whatsoever. And I have to say that there are many people around that I know of who have been victims of crime such as burglary, who have not had any feedback from the Police also...But I think that it is really important for me that they could come back with feedback, even at this late stage. Because that is the right thing to do...I still believe, and it is my strong opinion, that they are not as successful progressing my case because they did not respond straight away. So I just want to reinforce that I am not the only person in this predicament. There are a few other people whom the Police have not followed up the cases that had been reported...I still want to go back and acknowledge that maybe the Police were busy during the time of my incident, but I am still angry that they did not respond quickly or even follow up and get back to me...

While this incident occurred in February 2000, and the interview took place more than two years later, the victim is still angry about the lack of response from the Police to his case.

This extract however reveals the effectiveness of the Police in meeting the needs of this particular victim.

Researcher: Can you explain how effective or ineffective were the services provided by the Police?

Ava: Very effective support from the Police...They showed me the place where the car should be sent to and advised on financial assistance...This was the first incident that I had involved Police. They responded to my call very quickly. They asked me if this is the first time an incident had happened to me, and I said "yes"...They did not refer me to the Victim Support services but referred me to the car dealer where I bought the car from, for repairing the window and other assistance...The Police response helped a lot in resolving the matter quickly and advising me on what to do. It also helped to ease the pain and suffering from what had happened...

Researcher: Were you satisfied with the Police response?

Ava: Yes, very satisfied.

Participants' responses point to three areas that need improving in the services of the Police. These included the availability of the Police to attend to their case, the response time from the Police, particularly in cases of Family Violence, and the lack of information on the progression of the case. Again, some responses from the participants demonstrate the nature of support from the Police needed by the participants.

Just to have some feedback from the Police on what happened, but the Police just took a statement and that was it. [Participant 80]

Participant 70, Taura, is a 34 year old male who has lived in New Zealand for about 30 years. Taura lives in a household of 15 people, ten above the age of 15 years old and five children under the age of 15 years. Taura had his car stolen from the parking lot outside his

workplace. In describing the series of events that took place after he found his car missing, he said:

Taura: I quickly came back into my workplace and rang the Police to notify them of my vehicle that was missing, and left relevant details...Well I didn't hear from the Police until four days later when they rang to report that they found the car with two men in it.

Researcher: What else did they say?

Taura: They asked me to come to the Police Station which I did...The car was in good condition, but my baby's car seat and pram and my CD deck had been removed from the vehicle.

Researcher: Did you lay any charges?

Taura: No, the Police did.

Researcher: Were you quite happy to leave that to the Police?

Taura: Yes, because they know the law and understand the legal stuff; I didn't so I was quite happy for them to take care of that.

Researcher: How effective was the help that you received from the Police?

Taura: I just wish that they had come down to see me straight away and kept me updated right through the whole process. As it is, when I reported it, I didn't hear back from them until four days later. I suppose I should be grateful that they found my car, but I would recommend that this type of support be available to people who suffer such incidents as I did. If the Police can keep in touch with them regularly, I believe that would help greatly and reduce the stress.

6.6 Experiences in the Court System

Only 14 out of 90 participants had experienced the court system. A few cases reached court but did not require the attendance of the victims. One of the reasons for the high number of cases which did not reach the court system was the lack of evidence for the Police to proceed with the cases. The majority of the Property Offences fell into this category. It was common for victims of Property Offences not to hear from the Police after their first visit to their homes or the scene of the crime. Of the 14 victims who attended court, 11 involved Family Violence, two Violence and one Property Offence.

Although, the following incident did not reach the court system, earlier incidents had resulted in the case going to court. This is how Miriama explained her earlier experiences of going to court.

Researcher: What kind of support did you receive during your time in court?

Miriama: I met with an adviser, went through the statements I want the court to see and the judge to read...She explained how the court works and she went with me to court.

Researcher: *Were you kept informed about your case?*

Miriama: *Yes, She [the adviser] and I would ring her.*

Researcher: *Was a victim impact statement prepared?*

Miriama: *Yes, it was prepared by the Police...I was satisfied with the impact statement...Part of the bail conditions for him was a non-association order. Bailiffs rang me to see whether I agreed with the conditions.*

Researcher: *What was the outcome of the court process?*

Miriama: *The first time he appeared in court when I was seven months pregnant he was sent to anger management, had diversion because it was his first time offence...Second time, he was fined \$1000...Third time 9 months supervision with the probation officer...He was told that if he is to appear again he would be serving time...He is now on thin ice...He can get two years.*

When the participant was asked whether she was satisfied with the outcomes she responded:

Miriama: *With the second one, no; first one was ok because I wanted him to do anger management. With the second one I was dissatisfied because he damaged a lot of my property and the Police took a statement and said I was to get a reparation when he goes to court but I never got a cent...the \$1000 was for the courts. I thought part of that money should come to me and not to the courts.*

When Miriama was asked to suggest ways in which the criminal justice system could become more responsive to the needs of Pacific victims of crime, she was not able to suggest any strategies, as she responded: *I haven't had problems with the Police or court.* A concern raised by Miriama involved the reparation for the damage and loss to her property. In her view, part of the \$1000 paid to the court should have been paid to her to cover the costs of damage to her property.

In another case of Family Violence that reached the court, Participant 16 (see Chapter 3 for details of the nature of the offence), Viola, described her experiences in the court system.

Viola: *There was a Pacific adviser there at the court who advised me about what help was available...This person did everything for me...The thing that I found difficult about the justice system was the language. The language was a real struggle for me because I needed to fully understand what they were actually saying to me, but it was good there was a Pacific worker who could explain all this to me.*

Researcher: *What type of support did you receive from the Pacific worker?*

Viola: *I was told that this person was not a lawyer but an adviser...This woman told me that there are lawyers that you do not need to pay for and to try to get one of these lawyers.*

It seems that for Viola, the most significant person in the court system who supported her was a Pacific victim adviser from her own ethnic group who could speak the language. Understanding the language, the court processes, and the availability of legal aid were key

areas addressed by a Pacific staff in court. This Pacific worker assisted and supported Viola throughout the court procedures. As a result of the court case, Viola's partner was sentenced to several years in prison for attempted murder.

6.7 Restorative Justice

The results showed that participants had a lack of awareness of the processes involved in restorative justice. However, a small number of participants reported on some of the informal processes that took place within their own family and community to address their needs, to restore their wellbeing, and to heal relationships with the offenders.

Viola's case described in the preceding section was one of the few cases where the family of the victim and the perpetrator attempted to resolve the matter. The offender's family initiated the meeting with the victim to discuss the matter. After the victim was approached about a meeting, the offender's mother (i.e. victim's mother-in-law) turned up to the victim's house seeking a meeting with Viola. Viola's mother was also present at the time. In describing this meeting, Viola said:

Viola: It was just the woman [mother-in-law]. She came wanting to talk to me. She came firstly to apologise to me and to say sorry and then she kept saying all these things...It was like she came to cause further problems. She kept saying all these things. My mum felt very very angry...she was not happy, she never said anything...When we told her our side of the story she got angry, so she got up and walked out of the house. She did not feel any remorse for what her son had done...It was all lies, everything.

Researcher: What did you think of the meeting?

Viola: On one side it was alright but then on the other side it wasn't good. The side that I thought was not good...I felt it was not good for her to come by herself, it would have been nice if they [mother and father-in-law] come together as parents, and talk together with my mother, and with my family...It would have been good for a discussion like that...but it was not nice because she came by herself.

Researcher: So they apologised.

Viola: Their apology was just for the sake of it...Had she been an honest person, [she should have] come with an honest apology, not just to me but also come to my mother...If she came as a mother, here was my mother also...she is a mother and I also have my mother here at the house.

It is obvious that the attempt by the offender's mother to resolve the matter with Viola was not considered an appropriate approach to take. In Viola's view, the father-in-law should have accompanied his wife to this meeting. The participation of her own mother and her family in the discussion was also important to Viola. It is possible that Viola saw this approach as a sign of disrespect for her mother, indicating that she and the offender's mother differed in their views and the approach to the whole situation. Whereas Viola saw her situation as a matter for herself and her family, her mother-in-law saw it as a matter for Viola and her husband. As Viola went on to explain:

Viola: She didn't come to talk with my family...instead she came alone...We went back and forth with our talk, not to let what has happened to me affect the relationship between the two families...Just to leave out what happened between us [Viola and her husband], that is between us only.

This case highlights some of the important issues that need to be considered when families of the victims and offenders attempt to address the problem. From the perspective of the victim, the presence of key people (i.e. father-in-law and her own mother, brother and sisters) at the meeting was vital. It was important that the matter was taken as a family matter rather than as a problem between her and her partner. The apology from the offender's side must also be seen to be genuine or *honest*. It is apparent from the above discussion that the victim did not consider the apology given by the offender's mother as an 'honest apology'. Moreover, the same information and understanding about the crime and responsibilities of the parties involved need to be shared by both families affected. It is evident that in Viola's case each family had a different understanding of the situation and it was inevitable that the meeting to resolve the matter was ineffective. One important implication of this case is the need to acknowledge that the victim's terms or conditions for meetings to restore justice must be acceptable to the victims of crime, and are not dictated by the offender's family.

In the case of Sione, a victim of violence (see section 3.2), he was assaulted by his girlfriend's caregiver. An attempt was made by the offender's family to apologise to Sione's family. An extract from the interview with Sione may illustrate the ineffectiveness and inappropriateness of the approach taken by the offender's family.

Researcher: Who initiated the meeting?

Sione: People that were staying at my girlfriend's house.

Researcher: How was this organised?

Sione: Umm...They just came out of the blue and I wasn't even at home, and they came over and they wanted to talk to my dad about what happened, trying to apologise and say sorry and all that.

Researcher: When did this happen? Can you give me a timeframe?

Sione: The incident happened in the weekend, so I guess it was the Tuesday or Wednesday of the following week...I think it was Tuesday.

Researcher: Who were the people involved, the key people, you mentioned your father?

Sione: Yeah...My girlfriend and her aunty.

Researcher: So how did it take place?

Sione: They came to my house and someone went and knocked on the door and asked if they could come in and talk to my dad, but my dad told them to go away, maybe another day or something because he didn't want to talk to them...

Although the data on restorative justice was very limited, the few cases reported by the victims who attempted to address and resolve the matter through informal processes suggested important factors to be considered if restorative justice processes are to be effective in meeting the needs and restoring the wellbeing of Pacific victims. The persons involved in such meetings needed to be acceptable to victims. Common understanding of the issues by both parties should avoid further conflicts being created. The terms and conditions of the meetings must be acceptable to the victims and focus on addressing the victim's needs and wellbeing first, rather than focusing on the needs of the family.

Both of the cases reported here involved members of the offenders' families initiating the meeting with the victim or his family. It appears that the timing of the meeting did not suit the victim's needs. The results of Sione's case suggest that in order for restorative justice processes to be effective, the victim and his or her family must be "ready" to be involved in the processes.

6.8 Recommendations for Future Services

As reported in section 5.6, more than half of the participants recommended having more Pacific peoples in the Police and the court system. The following two responses illustrate this.

To have someone who works in the Pacific Islands community...someone who can speak the language, that has an understanding of the justice system and is culturally aware too. [Participant 55]

Likewise, Participant 60 shared similar views:

It would be good to speak to a Maori or Pacific Islands Police. They would understand our background. They would tell us straight what would happen. [Participant 60]

One of the common themes evident in the data is the need to have Pacific peoples "who understand", in the Police and court system. There was a belief that Pacific Police or Victim Support workers would be in a much better position to understand what victims are going through, their needs, and the services required to address those needs.

There was also evidence to suggest that the Police's presence at the scene of the crime and immediate response to the report by the victim would help alleviate further feelings of victimisation. As Participant 71 suggested:

I would say that the most important thing is the Police should respond as quickly as possible and just by showing their presence there...it has an impact. Straight after the incident the Police should come over...but the very fact that they come has a different effect. Because you see, when a person is burgled a person becomes fearful, a person is scared, worried and the person might get distressed, a person might think all sorts of things...This happens at the very time after the incident. It doesn't happen three weeks later. Three weeks later that person might start to get normal. [Participant 71]

6.9 Summary and Implications

The following were the key findings reported in this chapter.

- Although based on a very small sample of 13 participants, the results revealed that Violent Offences were less likely to be reported to the Police.
- Property Offences were most likely to be reported to the Police and the least likely to proceed through to court. Results showed that 78% of the cases of Property Offences were reported to the Police.
- Family Violence (68%) was the second most likely type of offence to be reported to the Police and the most likely to reach the court system.
- Sixty-two percent of the participants (i.e. 38 out of 61) who had involved the Police found them accessible and were satisfied with the effectiveness of their response. About 38% were dissatisfied with the Police, citing delays in responding to their telephone calls and lack of information during the process of their cases as the key reasons for their dissatisfaction.

7 Case Studies

7.1 Introduction

Three case studies for each of the three types of crime are reported in this chapter to further illustrate the needs of Pacific victims of crime and to highlight the effectiveness of the informal and formal support services accessed by victims.

The following questions were used to guide the analysis and the preparation of the data for this chapter:

What helped the participants?

What were the obstacles?

What support would they have liked to receive but did not receive?

7.2 Needs of a Victim of Violence

In all 13 violence cases, the support of the people who were present during the incident was important to stopping the actual violent act. The severity of the injuries depended to a large extent on the availability of other people (i.e. friends and other family members, or bystanders) to intervene during the act of violence and to actually help to stop the assault. All of the 13 were one-off cases and the majority involved alcohol. Although the majority of the cases occurred in a pub, a nightclub or bar, the particular one reported below, involved a *male who was assaulted by a group of males*. This illustrates the particular need of victims of violence.

The victim, Participant 84, named, Kolini, is a twenty-five year old New Zealand-born male, who was assaulted by a group of males from the same ethnic group in one of the streets in Auckland. The offenders were under the influence of alcohol. Kolini had tried to stop a fight between his friends and the other group and as a result he was assaulted by five members of the other group. In explaining the impact of the offence and the support he received after the crime, Kolini said:

Kolini: Soon after the incident my friends went back home but I didn't. I went to...for one week because I had a black eye, so I ran away and stayed at ... so that my family would not find out about it. I was just starting to hang out with my friends at night. And my parents used to stop me from taking the boys and the vehicles at night time.

Researcher: Did you stay with relatives at ...?

Kolini: Yes, he was my cousin and he was flatting with other guys. So I went and stayed there so that my family would not find out about the assault.

Researcher: Did you access any formal support service, like Victim Support, Medical Centre, etc?

Kolini: Only the Medical Centre. Where I stayed at ..., there was one Maori guy, one Samoan, one palagi and one Tongan. They were sort of like my brothers. They gave me some money for my visit to the doctor, and the painkillers and medication from the chemist.

This case was not reported to the Police because the victim did not see the need for it. In addition, his former experiences with the Police and the court system as a witness led him to the view that:

Kolini: If Pacific Islanders are involved in a fight they [Police] would say that is normal for them. And they would not follow up the case to investigate what had happened, so I think that sometimes the Police are too lazy to cater for our needs. If they employ officers who could speak both English and a Pacific language... We have many who go to court and they get lost because of the language, their English is not good enough to allow them to express themselves to the Police and so they [Police] do not care.

It is interesting to note that in this case, the immediate family was not considered to be the appropriate form of support immediately after the incident. Kolini thought it was more appropriate to visit his cousin out of town. It is possible that had he returned home he would get little sympathy from his family. The results of this study seem to suggest that for young people like Kolini and Mele (see Chapter 3), their behaviours within their families and the households would determine the reactions from their families and the nature and extent of the support from their own family. They had been warned and told about the danger of going out at night with friends and the use of alcohol. A common reaction from parents and other family members could be that the victim deserved it. If the victim is a well-behaved person, then she or he would get some sympathy, on the other hand if she or he was not considered to be a well-behaved member of the family, she or he might not receive any support. Hence, support and help was sought from other members of the family who reside out of town.

7.3 Needs of a Victim of Family Violence

The Family Violence offences involved assaults on family members by other family members. As reported in Chapter 3, 25 of the Family Violence cases involved *male assaults on female partner*. The case reported here involved Participant 73, Nola, a person who had experienced domestic violence and has now left her husband. Nola had been in New Zealand for 20 years, she and her husband have one son and she was subjected to a series of physical, mental and emotional abuse before the Police would take action. The following extracts from the interview with Nola, focused on the support services that she received.

Researcher: Can you tell me something about the type of crime that you were involved in?

Nola: The crime was Family Violence and you know mental, financial, those kind of abuses...It happened many times, but I had to go to the Police three times before they would take my case, before they would do anything. First time I went to the Police they said you have to wait until

your husband is actually hitting you. And then I got to call them when he is actually doing the crime...You know.

Researcher: OK!

Nola: Well, that's scary.

Researcher: And what was he doing?

Nola: Like hitting you, throwing things at you...you know...I mean those kinds of abuses, and sort of actually bullying you, you know...I had to wait again and say to the Police, you know, this is what is happening....

Researcher: Was alcohol involved?

Nola: Sometimes it was alcohol. Yes, whenever he would drink he'd be more violent and he would hit you and not know how hard he was hitting you...But most of the time a lot of it was anger...The last time I went to the Police I described to the Police that at that time he bit me and I lost the baby I was carrying. The Police said, 'oh no, we have got to catch him in the act'. One day I got beaten up quite badly and I had sort of swollen back and my face was all hurt...Then I went to my friend. My friend straight away said "Look, you got beaten up quite badly", so he actually forced me to go to the doctor. We went to the doctor and after that he said "now look this time I am taking you to the Police." I told him you know... "He is not beating me up right now". But he took me to the Police station and talked to the Police and that's when the Police set me up and took my report. Then I had to go back and get an X-ray done. It was a lot of hassle when you are trying to help yourself and the Police only took the case after they saw the X-rays and they said "Don't go home...and they'll go and pick him up." So I waited for six months before something happened.

Researcher: Can you describe the timeframe...from what time to what time did you have to go through this whole process?

Nola: Well, the violence was going on for at least six, seven months to the day I went...and saw my accountant friend. He asked if I could spend some time at his place or actually to hide at his place. It was a whole day thing, that day, doctor, the X-rays, then Police, then I went to my friend's place and waited and then the Police rang and said that they have picked up my husband and they actually came and picked him up really late...Like I reported the matter in the morning, 9 or 10 o'clock and then the doctor and Police and everything and the Police actually picked him up around 7 o'clock...So all that time I was actually away at somebody else's house, you know, just sitting there waiting for the Police to do something. Then I came home really late that night.

Researcher: So what can you say about the effectiveness of the Police response...in meeting your needs?

Nola: I would say fifty:fifty. Like the day my friend took me they were very effective, but before that and whenever I called them... I must have called the Police about three times and actually turned up to the Police Station three times before something happened...You know you have to

convince them or take somebody with you who will convince them you know...but otherwise they were helpful.

Researcher: But they didn't come to your place before that.

Nola: No, they didn't even take the report before that. They said "we have to catch him in action". They said "you have to dial the phone"...And so many times I mean, you know, you can go and check my phone right now, my phone is broken because my husband would hit me and break the phone so that I can't make the call. So it's all broken now, so I have to buy a new phone.

It is evident from the above explanations that initially the needs of this particular victim of Family Violence were not appropriately met by the Police. Her friend had a significant role to play in assisting her to convince the Police that something ought to be done. This case illustrates the significance of the support of 'friends' in times of need. In describing the support services that she had access to after the meeting with the Police, Nola went on to explain:

Nola: After the Police took him, the next day a couple of ladies rang me...and they would be from the Women's Refuge, right.

Researcher: How did you know they were from the Women's Refuge?

Nola: To be very honest, these women came and then they didn't exactly tell me where they were from and I was too upset to take a card or anything...so they told me they were sent by the Police from the Women's Refuge. The reason why I think it's the Women's Refuge was that they offered to take me to the refuge...They said that they could take you and keep you there, but my son couldn't come. So I wasn't going to leave my son alone...you know.

Researcher: Did the Police refer you to Victim Support?

Nola: Yes, they must have referred me to the Victim Support group. And when they came they sat down, umm, it was just a huge waste of time because the two ladies talked to me for so many hours, about 3 or 4 hours, and I just repeated my whole life story with my husband and they left and they said "we will call you the next day or something and we will get the report and we'll help you". I have never seen them again, never heard from them. So there was no support at all.

Again, the information from Nola indicated that the Police had referred her to the Women's Refuge and the Victim Support services. It seems that both of these services were not able to cater for the needs of the victim at the time they approached her. For instance, the Women's Refuge focused on the individual victim; however, they did not take into account her whole family, that is, her son. A fifteen year old was not considered appropriate to go in with his mother to the Refuge Centre. This case highlights the need to take all aspects of the victim's needs into consideration by the support services. The safety of her son was a concern to the mother and therefore she did not access the formal support services because of this. Like the services provided by the Women's Refuge, the services of Victim Support were considered ineffective. It is possible that Nola was not able to express her needs to the Victim Support

staff. On the other hand, the Victim Support staff may have been inadequately trained in assisting Pacific victims of family violence. Talking about her life story for three hours did not appear to help Nola. It could be that she had to share her 'whole life story' to her friend, to the Police, to the medical centre for the X-ray and then to the women from the Women's Refuge, and by the time the Victim Support staff arrived, she could have been tired from repeating the same story to all these support services. It later became evident that her immediate needs were her own safety, housing and finance. As she continued with the interview:

Researcher: What happened to your husband after the Police took him?

Nola: The Police took him on Saturday so they kept him till Monday. They must have given my husband a chance to ring somebody so he rang my sister and then ...The Police rang me on Sunday night I think, and said he'll be out by Monday morning 10 o'clock, so you've got to find a place and get out of there. Because he threatened to kill me, so that was all. The Police just advised me of that and after that I couldn't find the Victim Support ladies, so I didn't know where to go and then I rang my friend again, the accountant, and said "where should I go, what do I do?" So he said I could go and stay with his family.

Researcher: How long did you stay away from home?

Nola: I stayed away for about two weeks.

Researcher: And your son as well?

Nola: My son was hiding from home to home. He was just moving from my sister's, you know, just moving from here to there. Yeah, and I stayed at my friend's place the whole time.

The impact of the crime did not affect just the individual victim, but also her child in this particular case. The support of family members in housing and looking after her son while she was away with friends helped Nola to cope with the situation. The interview with the researcher went on to explore her experiences with the criminal justice system.

Researcher: What was the outcome later on?

Nola: The outcome of the whole thing was that I was told to go into a protection order. So the Police didn't do it. They just said you have to make sure you get yourself this and this and this. You know they rang me and said he was coming out in the morning. You have to make sure that you have a protection order., you know, and that's it and that time I had no money. And that was the worst part of the whole thing, I couldn't hire a lawyer to get the protection order or anything like that. So again my friend rang somewhere and these people told me to turn up...I actually went to court with my son and did the protection order. I took about two days off work and my son actually took me and he was only 15 years old and it was pretty difficult for him and we lodged it ourselves. A lady helped me with the protection order.

Researcher: *And what happened later on?*

Nola: *Then we went to court...Then my husband started going to my families and trying to say "I want her back", crying and all emotional type of thing. And then my mother got involved because I never confided in anyone up until then. So mum thought: "You are not getting a divorce, you are getting together" so the family was all talking to him and he was crying and saying how sorry he was, and one day mum called me and he happened to be there. I didn't know. So he started saying how sorry he was and everything...A Pastor from church was there and he talked to us to forgive each other and get back together...And my husband had already hired a lawyer by that time and he had set up the case...I couldn't afford a lawyer and because I was working I could find no help from anyone to help me pay my expenses. So I didn't have a lawyer so my husband's lawyer managed to talk me out of any action. He wrote a letter that we were back together and the church is helping us and all that kind of things...So I signed it...They wrote the letter for me to sign. I signed it and then I had to take all my time off work because I still ended up in court... And the judge said "Nola, stand up", and I did, and he said "Do you expect to take all the charges back?" and I said...I didn't even hear him, so I moved my head and I'm really, really upset that instead of giving him any punishment at all, the judge said "Case dismissed"...What did he say? "Case dismissed", no details goes into the system so my husband never committed a crime. He said something like "history or details to be destroyed."*

It is apparent that in this case the family, that is, the participant's mother and the pastor representing the church and her husband's lawyer all acted to meet the needs of the perpetrator. The influence of the victim's mother and her family in re-uniting them, and inadvertently, condoning the violence is a key feature of domestic violence. Similar results were reported in a recently-released study of 45 victims of Family Violence in Auckland (Hand, Elizabeth, Martin, Rauwhero, Burton, Selby, Falanitule; 2002).

7.4 Needs of a Victim of a Property Offence

As reported in Chapter 3, 41 Property Offences were reported by participants in this study. More than half of these involved houses being broken into and theft of personal belongings. The majority of the Property Offences, that is, 78%, were reported to the Police and only one of these resulted in a court case. The case reported in this section involved Heneli, a forty-five year old male who was born in the Pacific and who migrated with his family to New Zealand three and a half years ago. Heneli lives with his wife and son in a rented property. The following are extracts from the interview with Heneli:

Heneli: *My house got burgled. We were not at home. My wife and I had gone to hospital to visit someone in the family. When we came home we found the windows broken and the back door open. ...It was in the afternoon around about seven.*

Heneli went on to explain the properties which were stolen.

Heneli: *DVD player, money, personal belongings, all the expensive stuff, you know. Burglars are choosy, they get the best, you know.*

Researcher: *Was there any damage to the house?*

Heneli: *Well, not the house itself, but clothes and stuff were trampled upon, drawers were left open. The house was a big mess. They are not kind to your stuff...loot the place apart...*

Heneli reported the matter to the Police; however, they did not respond to the call until three days later. By this stage Heneli and his family were not happy with the Police response. He described the Police's response in this manner:

Heneli: *The first thing the Police asked was "are you covered?" I said "Yes". Then he gave me a number and asked me to give it to the insurance investigator...I would say that the worse thing I have noticed day by day is the Police...They are quicker to respond to the situation where they can find the man down the road rather than help and support the person who has been a victim of burglary...Nobody really cares about these type of crimes. I have been thinking about it seriously...Sometimes we get too professional, for example, the Police advertise in their car "together for a safer community", but they are too professional...They are talking about being together in the community, but they don't have a personal touch.*

The most effective form of support received by Heneli and his family was "moral support" from friends, neighbours and other family members. As he explained:

Heneli: *My neighbours and a couple of friends came over. They gave us moral support. My wife and son were shaken up. Who wouldn't be shaken up when you have your personal space intruded by strangers. They were scared and distressed. Other family members gave us moral support, even though they will not be able to get the stuff, but still, emotionally you are reassured...*

Researcher: *Did you take any preventative measures?*

Heneli: *We had the gate locked, security made for the door...We haven't been burgled since. However, my next door neighbour had his house burgled just last week. I have been thinking seriously about all these...We are very scared to leave the house...at the back of the mind we are still thinking about the incident.*

When he was asked how the criminal justice system could be more responsive to their needs, Heneli said:

Heneli: *What I am suggesting is reassuring that we know that they care...the Police care, the Government cares that you have been a victim of crime, even if they come after 10 minutes and ask what had happened and move around and make a couple of notes, it just makes you feel good...it is a reassuring thing. I mean some of us get over things quickly, quicker than others and some need to be reassured over and over again...reassuring the weaker members of the family.*

The responses given by Heneli were not unique to his situation. The results of the study indicate that the majority of the cases of Property Offences were not dealt with very effectively by the Police. It is also possible that Heneli resided in an area that was targeted by offenders, as indicated by the theft of their neighbour's property. It was common for the cases to be reported to the Police; however, they remained unresolved, simply due to lack of

evidence. What appears useful from the contact with the Police was that for the victims who were insured, they needed to report the matter to proceed with an insurance claim. Only a few participants reported having to deal with their insurance company. This could be explained by one of two reasons. First, the victims were not insured and therefore did not need to contact an insurance company, or they were insured but the cost of claiming for the loss far outweighed the amount that could be claimed from the insurance company, making it pointless to file any insurance claim.

Whilst it is acknowledged that the majority of Property Offences could not be dealt with by the Police, an important need of victims is for information and feedback from the Police. Individual differences appeared in the needs of victims of Property Offences. Some people coped better with the offending, while others became victimised by the incidents and further victimised by the lack of information or delayed responses from the Police. In some cases their needs were mainly financial, requiring extra money to replace or repair damaged property. Others had emotional needs, that is, the need to feel safe and secure in their own home after burglaries. Some victims felt angry and needed to deal with their anger toward the offenders.

8 Summary of Results and Implications

8.1 Introduction

This final chapter summarises the main findings and outlines some implications of the results for the provision of support services aimed at meeting the needs of Pacific victims of Violence, Family Violence and Property Offences. As outlined in Chapter 1, four key general objectives were established for this study. In particular, the present study aimed to:

- Gather in-depth information to increase and enhance our knowledge of the needs of Pacific peoples who are victims of crime;
- Ascertain the use and appropriateness of informal and formal support services for Pacific peoples who have been victims of Violence, Family Violence and Property Offences;
- Identify related health needs of Pacific victims of crime and appropriate measures to meet those needs; and
- Identify appropriateness of support mechanisms from criminal justice sector agencies, such as the Police, Victim Support organisations and the courts.

The results of this study are based on the views and experiences of a sample of 90 participants. This sample consisted of 13 Violence Offences, 34 Family Violence, 41 Property, and two cases involving complaints against the Police. The research sample included participants from the six main Pacific ethnic groups in Aotearoa New Zealand: Cook Islands, Fiji, Niue, Samoa, Tokelau and Tonga. Whilst it is acknowledged that this sample of 90 Pacific peoples could not be used to generalise to the wider Pacific populations, the study revealed key findings which enhance our understanding and knowledge of the needs of a sample of Pacific peoples who have been victims of Violence, Family Violence and Property Offences.

8.2 Needs of Pacific Victims of Violence

Based on the experiences and retrospective views of a relatively small sample of 13 participants (11 males and 2 females), the results showed that the majority of perpetrators were under the influence of alcohol and that most of this violent offending took place in public places such as a pub, nightclub or a bar. The following areas of needs for victims of Violence have been identified:

- Assistance from the bystanders at the scene of the crime is required as this has an impact on the seriousness of the injuries received by the victims;
- Need to seek medical attention for injuries suffered from acts of violence;

- As identified by one of the victims, there is a need for victims to allow security staff in public places to deal with offenders; and
- Violent Offences impacted on the physical and emotional wellbeing of victims.

8.3 Needs of Pacific Victims of Family Violence

This study involved 12 Samoan, four Cook Islanders, three Tongans, six Niueans, six Tokelauans, and three Fijian victims of Family Violence. A review of other studies focussing on Pacific Family Violence (Asiasiga et al, 2002; Cribb, 1997; and Duituturaga, 1988) revealed that the present study had a reasonably high sample of Pacific victims of Family Violence, representing the six main Pacific ethnic groups.

While two cases involved a mother abusing her daughters with the assistance of her son, the majority of these cases involved women subjected to ongoing domestic violence by their male partners. Most of these cases (i.e. 30) involved Pacific males as the perpetrators.

The findings indicate that these family violence victims were at different stages of dealing with the impacts of the violence inflicted by other members of their families. While a few women were still at a stage of accepting the violence as the norm and considered it to be “culturally appropriate”, others were beginning to deal with the violence with the support of family members, Police and other victim support services such as Victim Support, Women’s Refuge, and Pacific social services. A few victims had dealt with the domestic violence by leaving the relationship or were seeking a divorce from their partners. One victim had reconciled with her partner, and their communication and relationship had improved.

The following are the key areas of need for Pacific Family Violence victims:

- Safety and housing for victims and their children;
- Acknowledgement that Family Violence is unacceptable although it might be considered by victims as culturally appropriate within their own families;
- Need for Pacific families to examine cultural practices which may condone violence and act to discourage victims from seeking help outside of the family;
- Majority of the offenders were Pacific men and therefore appropriate programmes aimed at eliminating domestic violence must involve the offenders;
- Financial support for victims and their children once victims decide to leave abusive and violent relationships;
- Appropriate counselling services and support from Pacific services organisations or Pacific staff in victim support agencies;
- Assistance with the referral to appropriate victim support agencies such as Women’s Refuge, and the need for Pacific Women’s Refuge; and
- Advice and appropriate information on victims’ legal rights and the types of support systems and mechanisms offered by the criminal justice sector agencies.

8.4 Needs of Pacific Victims of Property Offences

Forty-one victims of Property Offences took part in this study. Of the 32 that were reported to the Police, only one had sufficient evidence to reach the court system. The results showed the following as the key areas of need for victims of Property Offences:

- An immediate response from the Police to their telephone call to report the crime, together with feedback from the Police on progress with their case;
- Support of other family members to provide transport in the cases involving theft or damage to motor vehicles;
- Appropriate counselling for family who might feel unsafe, worried and scared about their own safety in their homes; and
- Become security conscious and adopt preventative measures to reduce property offending.

8.5 Use and Appropriateness of Informal Support Services

The results of the present study suggest that family and friends provided the most important and effective sources of support to victims of crime. In addition, in some cases the neighbours and church ministers provided emotional and practical support. A few looked within themselves and sought strength from their belief in God to cope with the offending, particularly in cases involving Family Violence.

The experiences of 16 participants who had used Pacific social services also illustrated the effectiveness and appropriateness of support services which are delivered in their own Pacific languages and in the context of their own cultures. There seems to be the belief that Pacific Service providers will know and easily “understand” their needs and address them accordingly.

8.6 Use and Appropriateness of Formal Support Services

The data showed that 61 out of 90 participants (i.e. 68%) had involved the Police, indicating that 32% of the victims of crime chose not to involve the Police. It should be clearly pointed out that the study did not set out to evaluate the effectiveness of the Police and other victim support agencies, but rather to identify from victims’ experiences aspects of these support services that adequately met the needs of Pacific victims of crime. The results showed that 62% of 61 participants who involved the Police were satisfied with the services offered by the Police. These services depended upon the nature of the crime, and ranged from immediate response when reporting the crime, keeping victims well informed of the progress of the case, to referral of victims to support agencies such as Women’s Refuge, Victim Support, or a Pacific Service Provider.

Thirty-eight percent expressed dissatisfaction with the Police handling of their case. The majority of these were victims of Property Offences who believed that the slow response time or lack of feedback on their cases influenced their levels of dissatisfaction. As the Police were

considered to be the first point of contact for victims of crime, it is important that victims' needs are better met to avoid feelings of anger and hostility towards the Police. The immediate response from the Police to the reporting of the crime appeared to assist victims' families restore feelings of safety and security within their own homes.

It was also evident that the extra effort made by the Police to actually make the telephone referral to Women's Refuge and Victim Support made a positive difference to whether the victim accessed the support service. Simply giving information did not guarantee that the victims would follow through and use these services. Moreover, there was no guarantee that services recommended by the Police, (e.g. counselling service) would adequately meet their needs. In addition, information on the legal matters and various protection orders were revealed as areas that needed to be clearly explained and understood by Pacific victims of crime.

It is important to emphasise that there might be some evidence to suggest that some Pacific victims of crime need to examine their rationale for not utilising certain support services. The lack of utilisation of formal support agencies (Chapter 5) implies the need for some victims to take responsibility in accessing information about and utilising these support services. For example, in some cases, although the Police provided the victim with information about Victim Support, the victim chose not to access the service. In addition, a victim of Family Violence may be identified to need medical attention; however, may choose not to seek medical attention in order to protect the offender (i.e. her partner). For some reason, the victim may also decide not to report the offence to the Police. Issues relating to Pacific victims' reasons for not using support services need to be taken into account in determining the most appropriate and effective strategies to deal with those needs.

8.7 Immediate and Long-term Needs

The needs of Pacific victims of crime may be categorised into five main groups:

- Physical and safety;
- Financial;
- Cultural and social;
- Emotional and spiritual needs; and
- Information and feedback from Police.

Whilst it is acknowledged that the needs of the total person must always be taken into account, this section will consider the above five main aspects of the needs of victims of crime.

Physical and Safety Needs

For victims of Violence and Family Violence, one of the immediate needs was their own safety. In cases where the offending resulted in injuries, access to appropriate health care services was a priority for victims. For various reasons, some victims opted to deal with these injuries in their home. For victims of Family Violence, emergency housing for themselves

and their children was an immediate need and concern. For victims of Property Offences, particularly for those where the crime took place in their homes, victims needed to restore feelings of safety and security in their own homes.

Financial

Financial assistance was a priority for some victims of Property Offences. As these offences led to some victims becoming more security conscious, financial assistance to install security alarm systems and locks were identified as an area of need.

For victims of Family Violence, the women who decided to leave their family home and the violent relationship had an added need to access financial support. The study revealed that those who were unemployed at the time of leaving the relationship appeared to have easier access to financial assistance compared to women who were working at the time. Loss of income was a feature of victims who were employed.

Cultural and Social

Whilst family and friends were identified as the most significant and effective sources of support for victims of all types of crime, there was evidence to suggest that their family may be condoning Family Violence. What is considered by some victims of Family Violence to be culturally acceptable needs to be challenged by Pacific families. Other studies on families that have also focused on the attitudes of Pacific peoples to Family Violence have argued for the need for Pacific families to recognise forms of violence as abuse (Asiasiga, Falanitule, Tu'itahi and Guttenbeil, 2002; Cribb, 1977; Duituturaga, 1988).

The results also point to the need for Pacific victims of crime to have access to "Pacific by Pacific" support services, and more Pacific staff in the criminal justice agencies, such as the Police and the courts. The need to have support staff who can understand their language and their needs was highly recommended by Pacific victims of crime. Their needs appear to be more effectively addressed by Pacific workers who are fluent in the victim's language and culture.

Emotional and Spiritual Needs

The emotional and spiritual impact of crime revealed a need for appropriate counselling services for Pacific victims of Family Violence. While the physical impact was addressed, the emotional and spiritual impact lasted over a long period of time. In some cases of Family Violence, these effects may last months or even years. Whilst the need for appropriate counselling is acknowledged, it should be pointed out that counselling services offered by Pacific social services and people who "understand" appear to be the most effective form of counselling.

8.8 Health-Related Needs

A holistic view of health and wellbeing is taken in the final analysis of the key findings. This considers the physical, mental and emotional/spiritual, social, and relational wellbeing of participants and their families.

Physical Wellbeing

The results showed that 38 (i.e. 42%) of the participants received some physical form of injuries as a consequence of violence and family violence. This result is not surprising given that 41 participants were victims of Property Offences, the majority of which were not present at the time the crime occurred. The injuries received by victims varied from bruising, cuts and serious wounding, to broken bones. Only 16 out of the 38 participants who were injured sought assistance from Medical Centres and/or emergency departments in hospitals. Moreover, the victims desire to protect their partners in part accounted for the low number of injured victims of Family Violence who sought medical advice. One of the roles of the health care professionals indicated by the findings is the referral of the victims of violence and family violence to the Police.

Mental, Emotional and Spiritual Wellbeing

An important area of concern involved the mental health and emotional/spiritual wellbeing of the victims, particularly those of victims of Family Violence. As reported in Chapter 6, the results reveal that victims of Family Violence were more likely to be affected 'emotionally' or 'emotionally and spiritually'. This was followed by victims of Violence and then Property Offences. Having access to family and friends whom they can trust and appropriate counselling services offered by Pacific Service Providers were identified as the key strategies to address these needs.

Relational Wellbeing

Various results suggest the significance of the relational wellbeing within the family, neighbourhood and community, and with staff of victim support services, as these impacted on the ways in which the victims managed and dealt with the impact of the crime. The most significant relationships are those within the family. Families played key roles in the initial and ongoing support of the victim during and after the offence. In families where relationships are well, victims tended to seek their initial support from other members of the family as well as their circle of friends. On the other hand, when the family relationships are not functioning well, there was a tendency for victims not to seek support or share their fears and worries with their own family members.

8.9 Implications for Future Research

As reported in Chapter 2, various Pacific theoretical frameworks for research were utilised to inform the design and methodologies used in this study. From the researchers' perspectives, the Tivaevae model provided a useful framework for the work of the team of Pacific researchers representing the six main ethnic groups in New Zealand. This required the use of

appropriate values such as respect, collaboration, honesty and empowerment to underpin the approaches used by the researchers in their interaction with their own communities and within the research team.

Another significant contribution of this study is in the areas of Pacific governance research and in building the capacities of Pacific researchers. The research has provided a priceless opportunity for a team of Pacific researchers from each of the six main Pacific ethnic groups to come together, to learn and enhance their skills as researchers. In addition, it provided an opportunity to use Pacific theoretical frameworks to underpin the methodologies for research, thereby further testing their effectiveness as research frameworks. As outlined in Chapter 2, three Pacific models or frameworks for research were used to underpin this study, that is, the Cook Islands Tivaevae model, the Samoan Fa'afaletui model and the Tongan metaphor of Kakala. The experiences of leading a team of Cook Islands, Fijian, Niuean, Samoan, Tokelauan and Tongan researchers, and working together with an Advisory Group during the course of this study, provided the mechanisms to test out the Pacific research frameworks and methodologies.

On reflection, both the Tivaevae and the Fa'afaletui model provided sound frameworks for working within a team of Pacific researchers and with the Advisory Group. However, while the metaphor of Kakala provided effective frameworks for the three processes involved in data collection or gathering the kakala (information), it does not fully capture the nature of the interaction between the research team and the Advisory Group and processes involved in the production of the final report, that is, the making of the Kakala (i.e. the final report). In making a Kakala, the weaver, that is, the Principal Researcher in this case, will tui or weave together the Kakala and then luva (i.e. give it away) it when it is completed. In this study, the final report needed the expertise of the members of the Advisory Group to critique and make comments on the final product. These processes are more in line with the Fa'afaletui and the Tivaevae models, where the expertise and perspectives of a group of people are required to check and critically examine the quality of the final product. It appears that while the Fa'afaletui and the Tivaevae models can capture the essence of the processes involved in a team of researchers working on research projects to inform government policies, the Kakala model is more appropriate for the processes involved in the data collection, for researcher-initiated research projects.

Another implication of this study suggests that the selection of a sample for qualitative study using the researchers' own networks should be considered a valid form of sampling for qualitative research involving Pacific peoples. Had we relied on the random selection of a sample of 90 participants, it would have been more time consuming to achieve this and consequently more resources would be required to carry out this study. In addition, this follow-up study should have been conducted soon after the data collection from the 2001 New Zealand Survey of Crime Victims. Delays of more than six months between the data collection phases may in part explain the lack of success in recruiting participants from the participants in the National Survey.

The study focused on a sample of 90 Pacific victims of Violence, Family Violence, and Property Offences. One of the stated objectives of this research was to assess the effectiveness of the criminal justice agencies in meeting the needs of Pacific victims; however, this study included a group of only 16 participants whose cases reached the court. Hence, in

order to ascertain the effectiveness of the criminal justice agencies in meeting the needs of Pacific victims of crime, it will be advisable to conduct further research. Data from this study, although very limited, points to the need to target this particular population.

8.10 Concluding Thoughts

This research project has provided in-depth information on the needs of a sample of 90 Pacific victims of Violence, Family Violence and Property Offences. The results, case studies and discussions presented in the above chapters have contributed to our knowledge and understanding of the nature of the crime involved, their impact on the lives of the Pacific victims and their families, the help-seeking behaviours of Pacific victims of crime, as well as the effectiveness and appropriateness of the support services accessed and used in meeting their needs. It is our hope that this report has presented the voices of Pacific victims of crime, while at the same time made a significant contribution to the advancement of Pacific theoretical frameworks and methodologies for research.

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NEEDS OF PACIFIC PEOPLES WHO ARE VICTIMS OF CRIME INTERVIEW SCHEDULE FOR PILOT

I. NATURE OF THE INCIDENT

1. Can you explain the nature and circumstances of the incident?
 - Type of crime involved
 - Number of people involved
 - What help did you receive during the incident?
 - Was alcohol involved?
 - Were illegal drugs involved?
 - Other follow-up questions can be asked to make sure that the researcher has a good picture of the nature of the incident involved.
2. Where did the incident happen?
3. Did you know the person or any of the people before the incident? If, YES how did you know them?
 - Relative(s). Please specify the nature of your relationship.....
 - Friend(s)
 - Neighbour(s)
 - Employee(s)
 - Other (Please Specify).....

II. IMPACTS OF THE INCIDENT ON PACIFIC VICTIMS AND THEIR FAMILIES

1. Were you injured in any way? If YES, in what ways were you physically affected by the incident?
2. Did you receive attention from a doctor or nurse? If YES, what type of treatment did you receive? How long was the treatment for? Are there any long term effects?
3. How were you spiritually and/or emotionally affected by the incident?
4. How were you emotionally affected by the incident?
5. How were you socially affected by the incident?
6. How were you financially affected by the incident?
Can you give us an estimate of the total cost of this incident?
7. How was your family affected by the incident?
8. Explain any other ways in which this incident had an impact on your life.

III. NEEDS OF VICTIMS & APPROPRIATENESS OF SUPPORT SERVICES

1. What informal support/help (e.g. from friends or family members) did you receive immediately after the incident?
Who provided this support?
How effective was this support?
2. Which of the following formal support service(s) did you access immediately after the incident? [Read out a list of the following services.]

-
- Victim Support
 - Rape Crisis
 - Samaritans
 - Ambulance service
 - Medical Centre
 - Hospital Emergency Department
 - Citizen's Advice Bureau
 - Women's Refuge
 - Pacific Organisation (Please specify)
 - Other Organisations (Please specify)

What type of support/services did you receive?

How did you find out about these services?

How did you access these services?

How effective or ineffective were the services provided?

Why were the services effective or ineffective?

3. Which of the following formal support services did you access long after the incident? [Read out a list of the following services.]

- Victim Support
- Rape Crisis
- Samaritans
- Citizen Advice Bureau
- Women's Refuge
- Pacific Islands Women's Project
- Church Group
- Pacific Organisation (Please specify)
- Other Organisations (Please specify)

What type of support/services did you receive?

How did you find out about these services?

How did you access these services?

How effective or ineffective were the services provided?

Why were the services effective or ineffective?

4. What other type of assistance or advice would you have liked to receive after the incident but did not receive?
5. Did members of your family need any support after the incident?
If Yes, what type of support services did members of your family receive?
How effective were these support services in meeting the needs of members your family?
6. What preventative measures did you have in place after the incident to reduce the likelihood of this type of incident happening again?

IV. VICTIMS EXPERIENCES IN THE CRIMINAL JUSTICE SYSTEM

1. Did you or any of your family members report the incident to the Police?

YES, If Yes, what made you decide to report it to the Police?

What were your experiences working with the Police?

Were you satisfied with the Police's response(s)? If Yes, explain why. If No, explain why not.

NO, if No, what were the reasons for your decision not to report the matter to the Police?

Police found out through some other way.

How did the Police find out about the incident?

What were your experiences working with the Police?

Were you satisfied with the Police's response? If Yes, explain why you were satisfied with the Police's response. If No, explain why you were not satisfied with the Police's response.

Have you ever reported an incident to the Police when you have been a victim of an offence?

How did the Police find out about the incident?

What were your experiences working with the Police?

Were you satisfied with the Police's response? If Yes, explain why you were satisfied with the Police's response. If No, explain why you were not satisfied with the Police's response.

2. What were your experiences of the court process?

Did you attend court as a result of this incident? If No, why not?

If YES, Were you contacted by a Court Victim Adviser?

What support did you have (e.g. family members and/or Victim Support worker, Victim Adviser) during your time in court?

Were you involved as a witness?

Were you kept informed of the progress of your case? If Yes, how were you kept informed about it?

Was a Victim Impact Statement prepared? If YES, were you satisfied with it?

Were you involved in any decision about bail? If YES, were you satisfied with the process?

What was your overall impression of the support that you received (from Victim Advisers, the prosecutor, court officials) through the court process?

What was the outcome of the court process?

Were you satisfied with the outcome(s)? Why or Why not?

3. Did informal processes take place in the community to deal with the offending, address your needs, and to restore wellbeing?

If YES, who initiated these?

How were these organised? Who were the key people involved?

How did these take place?

How effective were the processes in meeting your needs?

Were you satisfied with the outcomes? If Yes, why did you find them satisfying.

If No, please explain why you were not satisfied with the outcomes.

Do you think that this is a better way to deal with the offending than go to court?

Have you been involved in an informal process when you were a victim of an offence?

If YES, how effective was the process in meeting your needs?

Were you satisfied with the outcome?

4. *Restorative Justice* may be described as ‘a process whereby those (victims, offenders, communities) most affected by the offending collectively deal with the offending with an emphasis on healing the harm caused by the offence’.

Was *Restorative Justice* a part of the formal support services available to you after the incident? If Yes, please explain how did it happen?

Who initiated it?

How was this organised and accessed?

Who were the key people involved?

How did it take place?

How effective was Restorative Justice in meeting your needs?

Was this a more appropriate response than the case going to court? Why or Why not?

Were you satisfied with the outcome(s)? Why or Why not?

5. What informal support services would you recommend for Pacific victims and their families? Why do you think these would be more appropriate for Pacific victims and their families?
6. What formal support services would you recommend for Pacific victims and their families? Why do you think these would be more appropriate for Pacific victims and their families?
7. Is there any more information that you would like to add?

THANK YOU FOR YOUR PARTICIPATION IN THIS RESEARCH PROJECT

Appendix B: Participant Information Sheet

KOLOTO & ASSOCIATES Ltd.
PACIFIC NATIONS CONSULTANTS

17 Leaver Place, Weymouth
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PARTICIPANT INFORMATION SHEET A STUDY OF THE NEEDS OF PACIFIC PEOPLES WHO ARE VICTIMS OF CRIME

Kia Orana, Faka'alofa Lahi Atu, Ni Sa Bula Vinaka, Talofa Lava, Taloha Ni, Malo e lelei and Greetings

We are a team of Pacific researchers from Koloto & Associates Ltd who are being contracted by the Ministry of Justice to carry out a Study of the Needs of Pacific peoples who are victims of crime. The members of the research team are:

Dr 'Ana Koloto (Tongan)	Pefi Kingi (Niuean)
Naomi Aukino (Cook Island)	Kano Tukuitonga (Niuean)
Iva Singsam (Cook Island)	Christine Finau (Tongan)
Dr Sashi Sharma (Indo-Fijian)	Malia Talakai (Tongan)
Petronila Lemihio (Tokelauan)	Christina Atoa Tapu (Samoan)
Lotoifale Puletuiatua (Samoan)	Tumua Time (Samoan)
Vaaiga Maiava (Samoan)	

The major goals of this research project are to:

1. Obtain information that will contribute to our knowledge about the needs of Pacific people who are victims of crime; and ascertain the appropriateness of the existing victim support and community-based services for Pacific people.
2. Identify related health needs of Pacific victims, obtain information as to how these might be better met, and enable the identification of their needs for appropriate support from Criminal Justice sector agencies, such as the Police and victim support organisations.

A member of the research team will work with you to organise an appropriate time and place for an interview. A copy of the interview questions will be made available to you. With your consent, the interview will be audio taped and later transcribed by the researcher. A copy of the interview transcript will be made available to you to check the accuracy of the information. The information collected will be treated confidentially and will only be used for the purposes of this study.

We intend to complete all data collection by the end of March 2002. Information collected will be used to prepare a Report to the Ministry of Justice by the end of May 2002.

After completion of the report the researcher will return to you to provide feedback on the main results of this study.

This research requires ethical approval from the Victoria University of Wellington Ethics Committee.

If you have any questions or would like to receive more information about this research project, please contact Dr 'Ana Koloto, Project Director at KOLOTO & ASSOCIATES Ltd, P.O. Box 75 539, Manurewa, AUCKLAND, phone (09) 268 6402 or 268 7509.

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PARTICIPANT INFORMATION SHEET: INDO-FIJIAN VERSION

BHAAG LENE WAALO KE LIYE JAANKAARI

Kia Orana, Faka'alofo Lahi Atu, Ni Sa Bula Vinaka, Talofa Lava, Taloha Ni, Malo e lelei and Greetings

Pacific Logh Jho Jurm Ke Shikaar Ho, Unke Zaroorathe Kiya Hothi Hai

Ye jo kaam hai, eska bheedhaa, Ministry of Justice ne uuthaayaa hai, aur isme New Zealand ke Haelth Research Council aur deegar sarkari agencies ka bhi sageeyog hai.

Dr 'Ana Koloto (Tongan)
Naomi Aukino (Cook Island)
Iva Singsam (Cook Island)
Dr Sashi Sharma (Indo-Fijian)
Petronila Lemihio (Tokelauan)
Lotoifale Puleuiatua (Samoaan)
Vaaiga Maiava (Samoaan)

Pefi Kingi (Niuean)
Kano Tukuitonga (Niuean)
Christine Finau (Tongan)
Malia Talakai (Tongan)
Christina Atoa Tapu (Samoaan)
Tumua Time (Samoaan)

Ees Research ka aahem manshaa hai ki:

1. Pacific Islanders ke bare mei jaankaari aur jo Pacifici log jurm ka shikaar hai unke liye kis tarhaa ka community se sahetaa phil haal uplapdh hai aur kiya ye saheta un jurm ke shikaar Pacifici logo ke liye sahee hai ya nahi.
2. Pacifici log jo jurm ke shikaar hai, unke zaroorathe maalum karma, aur ye bhi maalum karma ki abhi jo saheeyog ya saheta Police aur Victim Support se uplapdh hai, kiya ye zarooriyaate ke liye sahee hai ya nahi.

Yeh jaankari jo paryaapt kiya jaayega unko gupt rakhaa jaayegaa aur inko sirf esee Research ke liye istmaal kiya jaayegaa.

Humaaraa manshaa ye hai, ke sabhi jaankaari ko December 2001 keakhir tuk ikathaa karliyaa jaye aur eska aakhri repost Ministry of Justice ko May 2002 ke samaapt hone se pahele de diya jaaye.

Jo Researcher hai who Report ko samaapt hone par aapke ghar par aake ko ees Research ke results ke bare mei ethalaah karenge.

Aapke ke samaye aur madat ke liye bahut shukriya aur ye madat se hi yah project samaapt hone paaye ga. Agar ees project ke bare mei aapko aur jaankaari chaahiye tho aap Dr Ana Koloto ko samparth kare jinke milne ki jaankaari upar likhaa hai.

KOLOTO & ASSOCIATES Ltd.
PACIFIC NATIONS CONSULTANTS

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PARTICIPANT INFORMATION SHEET: SAMOAN VERSION

O SE SU'ESU'EGA MO MANAOGA O TAGATA PASIFIKA UA AFAINA I SOLIGA TULAFONO.

Fa'amatalaga mole ole a auai ile su'esu'ega

Kia Orana, Faka'alofa Lahi Atu, Ni Sa Bula Vinaka, Talofa Lava, Taloha Ni, Malo e lelei and Greetings

O i matou o se vaega mai atumotu ole Pasefika mo su'esu'ega e fa'afocina ele kamupani faapitoa mo su'esu'ega Koloto & Associates Ltd ua fa'a konekarate ina ele matagalunga o faamasinoga e fa'afocina leni 'su'esu'ega mo ni mana'oga o tagata Pasefika ua afaina i soliga tulafono. O sui nei ole au su'esu'e.

Dr 'Ana Koloto (Tongan)
 Naomi Aukino (Cook Island)
 Iva Singsam (Cook Island)
 Dr Sashi Sharma (Indo-Fijian)
 Petronila Lemihio (Tokelauan)
 Lotoifale Puletuiatoa (Samoan)
 Vaaiga Maiava (Samoan)

Pefi Kingi (Niuean)
 Kano Tukuitonga (Niuean)
 Christine Finau (Tongan)
 Malia Talakai (Tongan)
 Christina Atoa Tapu (Samoan)
 Tumua Time (Samoan)

O manatu autu o leni su'esu'ega o:

1. Ia maua ni fa'amatalaga e fa'ailoa atili mai ai ni mana'oga o tagata Pasefika ua afaina i soliga tulafono, e fia iloa fo'i le talafeagai oni fuafuaga e lagolagoina, atoa ai ma galuega i totonu o nu'u po'o itumalo mo tagata Pasefika.
2. E fia fa'ailoa mai ni mana'oga fa'a le soifua maloloina mo tagata Pasifika ua afaina i soliga tulafono, ia faailoa mai fo'i pe fa'apefea ona fo'ia, ma ia avea le fa'ailoa mai o mana'oga mo ni fesoasoani e talafeagai ele fa'amasinoga maualuga mo solitulafono, e pei o leoleo ma faalapotopotoga lagolago mo solitulafano.

O se tasi mai le vaega ole au su'esu'e ole a oulua talanoa iai se taimi ua talafeagai, ma se nofoaga e fai ai sa oulua talanoaga. O le kopi o fesili mo leni talanoaga ole a tu'uina atu lea ia te oe. O le kopi fo'i olenei talanoaga tusitusia e mafia ona tuuina ia te 'oe mo le siaki ina mo le atoatoa o nei fa'amatalaga. O nei fa'amatalaga e malu puipuia (ele fa'ailoa atu ina ise tasi) ma o le a faaaogaina mo mafua'aga e pei ona fa'ailoa atu, mo le nei su'esuega.

E iai le faanaunauga ia o'o atu ile fa'aiuga o Mati 2002, ua mae'a le tu'u fa'atasia o nei fa'amaunauga. O nei fa'amatalaga olea tapena ai se lipoti mo le matagaluega o Fa'amasinoga ile faaiuga ole masina o Me 2002.

A mae'a le tu'u fa'atasia ole lipoti, ole a toe fa'ailoa atu ele sui o le vaega su'esu'e ia te oe se fa'amatalaga ma se tali mai e tusa ole su'esu'ega.

O leni su'esu'ega e mana'omia se fa'atagana fa'apitoa mai le Univesite o Victoria o Ueligitone, mai le komiti fitoi tonu i mata'upu tau su'esu'ega nei.

Afai e iai se fesili pe ete fia maua foi ni isi faamatalaga i leni lava su'esu'ega fa'apitoa, faamolemole faafeso'ota'i Dr 'Ana Koloto, Project Director ile KOLOTO & ASSOCIATES Ltd, P.O. Box 75 539, Manurewa, AUCKLAND, telefoni (09) 268 6402 po'o le 268 7509.

KOLOTO & ASSOCIATES Ltd.
PACIFIC NATIONS CONSULTANTS

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PARTICIPANT INFORMATION SHEET: TOKELAUAN VERSION

HUKEHUKEGA E UIGA KI MANAKOGA O TAGATA PAHEFIKA E AFAINA ONA KO TE HOLI TULAFONO A IETAHI TINO

Pepa Fakamatala mo Tagata e kau ki Tenei Hukehukega

Kia Orana, Faka'alofa Lahi Atu, Ni Sa Bula Vinaka, Talofa Lava, Taloha Ni, Malo e lelei and Greetings

Ko matou he kau Tagata Hukehuke o te fakalapotopotoga tenei Koloto & Associates Ltd. Ko te konekolate mo tenei hukehukega a te Mataeke o na Tulafono (Ministry of Justice). Ko te hukekega e uiga ki na Tagata Pahefika e afaina ona ko te holi tulafono a ietahi tino. Ko te kau mo tenei hukehukega:

Dr 'Ana Koloto (Tongan)
Naomi Aukino (Cook Island)
Iva Singsam (Cook Island)
Dr Sashi Sharma (Indo-Fijian)
Petronila Lemihio (Tokelauan)
Lotoifale Puletuiatua (Samoan)
Vaaiga Maiava (Samoan)

Pefi Kingi (Niuean)
Kano Tukuitonga (Niuean)
Christine Finau (Tongan)
Malia Talakai (Tongan)
Christina Atoa Tapu (Samoan)
Tumua Time (Samoan)

Ko na koutu mo tenei hukehukega ke:

1. Maua ni fakamatalaga ke fehoahoani mo Tagata Pahefika kua afaina ona ko te holi tulafono a ietahi tino ka e maihi ona hakilikili na fakalapotopotoga e fetau'i ona fehoahoani fakapitoa mo Tagata Pahefika venei.
2. Kikila fakaloloto ki te ola maloloina o te Tagata Pahefika kua afaina ona ko te holi tulafono a ietahi tino. Ko na fakamatalaga e maua e fai ke fehoahoani ma hapoti ki na galuega o te Mataeke o na Tulafono, Leoleo ma ietahi fakalapotopotoga e fakapitoa mo na Tagata kua afaina ona ko te holi tulafono a ietahi tino.

E iei te tino mai te kau hukehuke e galue ma koe i te taimi e avanoa ai koe. E iei te kopi o na fehili e fooki atu ke faitau e koe. E filia lava e koe kafai ko koe e fia puke i te faiga o te talanoaga. I te umaga o te talanoaga e foki atu e te tino hukehuke he kopi o na fakamatalaga na fai atu e koe. Ko na fakamatalaga e foki mai e koe e fakaaoga mo te galuega tenei. E he mafai e te tino hukehuke fakaaoga mo ni ietahi galuega e he agai mo tenei hukehukega.

Ko te galuega tenei e fakagata i te toe vaiaho o Mati 2002. Ko te lipoti e foki ki te Mataeke o na Tulafono i a Me 2002.

E kavatu e te tino hukehuke he kopi o te lipoti kafai kua uma.

Ko na tulafono o te hukehukega nei na kui mai i te Univehite a Vitolia i Ueligitone (Victoria University, Wellington).

Kafai e iei ni au tahi fehili fakamolemole fakahokotaki ma Dr 'Ana Koloto, Fakatonu o tenei Galuega, i KOLOTO & ASSOCIATES Ltd, PO Box 75-539, Manurewa, AUCKLAND, phone (09) 268 6402 or 268 7509.

KOLOTO & ASSOCIATES Ltd.
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 ana.koloto@xtra.co.nz

PARTICIPANT INFORMATION SHEET: TONGAN VERSION

**FEKUMI KI HE NGAahi FIEMA'U 'A E KAKAI PASIFIKI NA'E HOKO KIATE
 KINAUTOLU HA HIA**

Kia Orana, Faka'alofa Lahi Atu, Ni Sa Bula Vinaka, Talofa Lava, Taloha Ni, Malo e lelei and Greetings

Ko kinautolu ko ha kau ngaue fekumi Pasifiki mei he kautaha ko e Koloto & Associates Ltd, kuo fakapa'anga 'ehe Potungau Fakamaau'anga ke mau fakahoko 'a e fekumi ki he ngaahi fiema'u 'a e kakai Pasifiki na'e hoko kiate kinautolu ha hia. Ko e kau ngaue fekumi eni:

Dr 'Ana Koloto (Tongan)	Pefi Kingi (Niuean)
Naomi Aukino (Cook Island)	Kano Tukuitonga (Niuean)
Iva Singsam (Cook Island)	Christine Finau (Tongan)
Dr Sashi Sharma (Indo-Fijian)	Malia Talakai (Tongan)
Petronila Lemihio (Tokelauan)	Christina Atoa Tapu (Samoan)
Lotoifale Puletuatoa (Samoan)	Tumua Time (Samoan)
Vaaiga Maiava (Samoan)	

Ko e ngaahi tefito'i taumu'a 'eni 'o e fekumi ni:

1. Ke tanaki ha ngaahi fakamatala ke fakalahi 'etau 'ilo ki he ngaahi fiema'u 'a e kakai Pasifiki na'e hoko kiate kinautolu ha hia; pea ke vakai pe 'oku lava 'ehe ngaahi polokalama tokoni 'o fakakakato 'a e ngaahi fiema'u 'a e kakai Pasifiki ko 'eni na'e hoko ki ai ha hia
2. Ke ma'u ha ngaahi fakamatala fekau'aki mo e fiema'u fakafaito'o pea mo ha ngaahi founga ke fakahoko'aki 'a e ngaahi fiema'u ko eni, pea vakai'i 'enau ngaahi fiema'u mei he ngaahi potungau 'a e fakamaau'anga, hange ko e kau polisi pea mo e ngaahi kautaha tokoni ki he kakai pehe ni (Victim Support).

'E ngaue atu ha taha 'o e kau ngaue fekumi ke mo fokotu'u ha taimi mo ha feitu'u ke fakahoko ai hao faka'eke'eke. 'E 'oatu kiate koe ha tatau 'o e ngaahi fahu'i 'e ngaue'aki ki he faka'eke'eke. Kapau teke lotu kiai 'e hiki tepi 'a e faka'eke'eke pea toki fanongo kiai 'a e tokotaha ngaue fekumi 'o taife'i ha tatau 'o e faka'eke'eke. 'E 'oatu ha tatau 'o e faka'eke'eke kiate koe ke vakai'i pe 'oku totonu 'a e ngaahi fakamatala. Ko e ngaahi fakamatala kotoa pe 'e tauhi malu ia 'o ikai 'ilo kiai ha taha pea 'e ngaue'aki pe ki he ngaahi taumu'a na'e fokotu'u kiai 'a e fekumi ni.

'Oku fakaanga ke maau 'a e ngaue ki hono tanaki 'o e ngaahi fakamatala 'i he konga kimui 'o Ma'asi 2002. 'E ngaue'aki 'a e ngaahi fakamatala ke fa'u'aki ha lipooti ki he potungau fakamaau'anga 'i Me 2002.

Hili hano fakakakato 'o e lipooti 'e foki atu 'a e tokotaha fekumi 'o fakahoko atu 'a e ngaahi ola 'o e fekumi ni kiate koe.

Ko e fekumi ko 'eni na'e fiema'u ke ma'u 'a e ngofua mei he komiti efika ki he ngaahi fekumi 'a e Univesiti 'o Vikatolia 'i Uelingatoni.

Kapau 'e 'iai ha'o ngaahi fahu'i pe teke toe fiema'u ha ngaahi fakamatala fekau'aki mo e polokalama fekumi ni, kataki 'o fetu'utaki kia Dr 'Ana Koloto, Taki 'o e polokalama fekumi, KOLOTO & ASSOCIATES Ltd, P.O. Box 75 539, Manurewa, AUCKLAND, telefoni (09) 268 6402 or 268 7509.

Appendix C: Consent Form

KOLOTO & ASSOCIATES Ltd.
PACIFIC NATIONS CONSULTANTS

17 Leaver Place, Weymouth
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Tel/Fax: 09-268-6402
ana.koloto@xtra.co.nz

Project Title: The Needs of Pacific Peoples When They are Victims of Crime

Researchers:

Dr 'Ana Koloto (Tongan)
Naomi Aukino (Cook Island)
Iva Singsam (Cook Island)
Dr Sashi Sharma (Indo-Fijian)
Petronila Lemihio (Tokelauan)
Lotoifale Puletuiatoa (Samoan)
Vaaiga Maiava (Samoan)

Pefi Kingi (Niuean)
Kano Tukuitonga (Niuean)
Christine Finau (Tongan)
Malia Talakai (Tongan)
Christina Atoa Tapu (Samoan)
Tumua Time (Samoan)

- I have been given and have understood an explanation of the nature and objectives of the research project.
- I have had an opportunity to ask questions and have them answered.
- I have understood the information provided by the researcher and have been given the opportunity to seek further clarification or explanations.
- I understand that I may withdraw myself and/or any information I have provided for this project at any time before the final analysis without having to provide reasons, and that if I withdraw from the project, any data that I have provided will be returned to me or destroyed.
- I understand that the information I provide will be treated confidentially, accessible only to the researchers, and reported only in an aggregated form. I also understand that the information will **only** be used for the purposes of this research. All information will be destroyed five years after the end of the project.

- I agree to take part in this research
 I agree/do not agree for the interview to be audio-taped

Signed:.....

Name:(please print)

Date:

KOLOTO & ASSOCIATES Ltd.
PACIFIC NATIONS CONSULTANTS

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PARTICIPANT CONSENT FORM: INDO-FIJIAN VERSION

BHAAGH WAALO KA HAAJREE WAALA FORM

**ES PROJECT KAA NAAM: Pacific Logh Jho Jurm Ke Shikar HO, Unke Zaroorathe
Kiya Hothi Hai**

Dr 'Ana Koloto (Tongan)
Naomi Aukino (Cook Island)
Iva Singsam (Cook Island)
Dr Sashi Sharma (Indo-Fijian)
Petronila Lemihio (Tokelauan)
Lotoifale Puletuiatoa (Samoan)
Vaaiga Maiava (Samoan)

Pefi Kingi (Niuean)
Kano Tukuitonga (Niuean)
Christine Finau (Tongan)
Malia Talakai (Tongan)
Christina Atoa Tapu (Samoan)
Tumua Time (Samoan)

Mujhe es Research mei shaamil hone ka maukaa diya gaya hai. Mujhe es Research ke vishaye mei aur es ke taalukhaat saari baate samjhaayaa gaya hai aur mujhe es Research ke bare mei saari baat samajh mei aa gayee hai.

Mujhe sawaal karne ka mauka bhi diya gayaa thaa aur un sawaalo ka jawaab bhi milah tha. Mujhe maalum hai ki mei kisi bhi prakaar ke jaankaari ko dene se linkaae kar saktaa(thi) hu aur jo kuch jaankaari de diya hai uskho loutaarne ki maang kar sakta(thi) hu, lekin ye kaam mei sirf data upladh hone se pafele kar saktaa(thi) hu aur agar mei ne apne aap kho ya kise jaankaari ko dene se inkaar kiya, tho eske liye mujhe koi kaaran dena nahi padegaa.

- Mei es Research mei bhaag lene ke liye tayaar hu.
- Mei apne interview ko audio tape karne ke liye tayaar hu/you nahi hu

Dasakhat

Naam

Taarikh

KOLOTO & ASSOCIATES Ltd.

17 Leaver Place, Weymouth
P.O.Box 75-539, Manurewa
Phone/Fax: 09-268-6402
Mob: 025-734416
ana.koloto@xtra.co.nz

PARTICIPANT CONSENT FORM: SAMOAN VERSION

AIGA MALILIE I LENEI SU'ESU'EGA

Autu o Lenei Mataupu: O Tulaga/Fesoasoani Mana'omia mo Tagata Pasefika ua Afaina i Amioga Solitulafono

Ole - 'au Su'esu'e:

Dr 'Ana Koloto (Tongan)
Naomi Aukino (Cook Island)
Iva Singsam (Cook Island)
Dr Sashi Sharma (Indo-Fijian)
Petronila Lemihio (Tokelauan)
Lotoifale Puletuiatoa (Samoan)
Vaaiga Maiava (Samoan)

Pefi Kingi (Niuean)
Kano Tukuitonga (Niuean)
Christine Finau (Tongan)
Malia Talakai (Tongan)
Christina Atoa Tapu (Samoan)
Tumua Time (Samoan)

Ua tu'uina mai ia te a'u le malamalamaga manino atoa ma fa'amatalaga e tusa ai ma lenei su'esu'ega (Atina'e/Project) ae maise le avanoa e fesiligia ai ni fesili e ao ina ia taliaina.

Ua ou malamalama fo'i e mafai lava ona ou alu ese mai ,po'o le taofia o ni tali po'o fa'amatalaga a'o faia lenei su'esu'ega aunoa ma le tu'uina atu o se mafuaaga.

- Ua ou loto malie ou te auai i lenei su'esu'ega
 Ua ou malie/le malie i le pu'eina o lenei talanoaga i le 'au pu'e leo

Saini.....

Suafa..... (fa'amolemole tusi manino)

Aso.....

Faafetai lava

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PARTICIPANT CONSENT FORM: TOKELAUAN VERSION
TE PEPA MALILIE KI IEI

Hukehukega e Uiga ki Manakoga o Tagata Pahefika e Afaina ona ko te Holi Tulafono a Ietahi Tino

Tagata Hukehuke:

Dr 'Ana Koloto (Tongan)
Naomi Aukino (Cook Island)
Iva Singsam (Cook Island)
Dr Sashi Sharma (Indo-Fijian)
Petronila Lemihio (Tokelauan)
Lotoifale Puletuiatoa (Samoan)
Vaaiga Maiava (Samoan)

Pefi Kingi (Niuean)
Kano Tukuitonga (Niuean)
Christine Finau (Tongan)
Malia Talakai (Tongan)
Christina Atoa Tapu (Samoan)
Tumua Time (Samoan)

- Na fakamatala kia te au te uiga ma te kautu o tenei hukehukega
- Nae iei te avanoa na tuku mai ke fai ni aku fehili ke talia e te tagata hukehuke.
- Kua malamalama au i na fakamatalaga a te tagata hukehuke na fai mai ma kua iloa foki e iei te avanoa mo au ke toe fai ni aku fehili
- Ko au e malamalama e mafai e au ona hui toku mafaufau kafai ko au kua he fia kau I tenei hukehukega pe kave kehe ni ietahi fakamatalaga kua loto o tenei galuega.
- Kua iloa foki e au ko na fakamatalaga e fai lava mo te hukehukega. Tona uiga ko na fakamatalaga e foki atu e au e uiga lava mo tenei galuega. Ko na fakamatalaga e kavatu e au e tiaki kafai kua uma tenei galuega mo he 5 tauhaga.

- Ko e fiasia ona kau ki tenei hukehukega
- Ko e fiasia/pe e he fiasia ona puke toku leo I te faiga o te ta initevu.

Haini:.....

Igoa:.....

Aho:.....

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PARTICIPANT CONSENT FORM: TONGAN TRANSLATION

FOOMU FAKANGOFUA

Hingoa 'o e Polokalama: Ko e Ngaahi Fiema'u 'a e Kakai Pasifiki na'e Hoko Kiate Kinautolu ha hia.

Kau Nague Fekumi:

Dr 'Ana Koloto (Tongan)	Pefi Kingi (Niuean)
Naomi Aukino (Cook Island)	Kano Tukuitonga (Niuean)
Iva Singsam (Cook Island)	Christine Finau (Tongan)
Dr Sashi Sharma (Indo-Fijian)	Malia Talakai (Tongan)
Petronila Lemihio (Tokelauan)	Christina Atoa Tapu (Samoan)
Lotoifale Puletuiatoa (Samoan)	Tumua Time (Samoan)
Vaaiga Maiava (Samoan)	

- Na'e osi 'omai kiate au pea kuo mahino ni 'a e ngaahi fakamatala fekau'aki mo e polokalama fekumi mo hono ngaahi taumu'a.
- Na'a aku ma'u faingamalie ke 'eke ha ngaahi feh'i pea ma'u foki mo ha ngaahi tali 'o 'eku fehu'i.
- Na'aku mahino'i 'a e ngaahi fakamatala na'e 'omai 'ehe tokotaha faka'eke'eke, pea na'a ku toe ma'u ha ngaahi faingamalie ke toe fakamahino 'a e ngaahi fakamatala fekau'aki mo e fekumi'ni.
- 'Oku mahino kiate au 'e lava pe keu mavahe pe to'o 'a e ngaahi fakamatala kuou 'oatu 'i ha fa'ahinga taimi pe 'o 'atu ki he taami 'oku fakama'opo'opo ai 'a e ngaahi fakamatala, pea 'e 'ikai fiema'u ke oatu ha 'uhinga fekau'aki mo 'eku mavahe, pea kapau teu mavahe ko e ngaahi fakamatala kotoa pe na'aku 'oatu 'e fakafoki mai kiate au pe 'e faka'auha ia.
- 'Oku mahino kiate au ko e ngaahi fakamatala kotoa pe 'oku ou oatu 'e tauhi malu ia, pea koe kau ngaue fekumi pet e nau lava 'o mamata/pe ngaue'aki, pea 'e lava ngaue'aki ki ha lipooti 'o 'ikai lava ke fakahaa'i ai hoku hingoa.. 'Oku mahino foki kiate au 'e ngaue'aki 'a e ngaahi fakamatala ki he ngaahi taumu'a 'o e fekumi 'ni. Ko e ngaahi fakamatala 'e faka'auha ia hili ha ta'u 'e nima mei he lava 'o e ngaue ki he polokalama fekumi ni.

- 'Oku ou loto fiemalie ke kau ki he polokalama fekumi.
- 'Oku ou loto/ta'eloto ke hiki tepi 'a e faka'eke'eke.

Fakamo'oni Hingoa:

Hingoa: (Tohi fakamata'i tohi)

'Aho:

NEEDS OF PACIFIC PEOPLES WHO ARE VICTIMS OF CRIME INTERVIEW SCHEDULE – MAIN STUDY

I. NATURE OF THE INCIDENT

1. Can you explain the nature and circumstances of the incident?
 - Type of crime involved
 - Number of people involved
 - What help did you receive during the incident?
 - Was alcohol involved?
 - Were illegal drugs involved?
 - Other follow-up questions can be asked to make sure that the researcher has a good picture of the nature of the incident involved.
2. Where did the incident happen?
3. Did you know the person or any of the people before the incident? If, YES how did you know them?
 - Relative(s) Please specify the nature of your relationship.....
 - Friend(s)
 - Neighbour(s)
 - Employee(s)
 - Other (Please Specify).....

II. NEEDS OF VICTIMS & APPROPRIATENESS OF SUPPORT SERVICES

1. What informal support/help (e.g. from friends or family members) did you receive immediately after the incident?
Who provided this support?
How effective was this support?
2. Which of the following formal support service(s) did you access immediately after the incident? [*Read out a list of the following services.*]
 - Victim Support
 - Rape Crisis
 - Samaritans
 - Ambulance service
 - Medical Centre
 - Hospital Emergency Department
 - Citizen's Advice Bureau
 - Women's Refuge
 - Pacific Organisation (Please specify)
 - Other Organisations (Please specify)

What type of support/services did you receive?
How did you find out about these services?
How did you access these services?
How effective or ineffective were the services provided?
Why were the services effective or ineffective?

3. Which of the following formal support services did you access sometime after the incident? [*Read out a list of the following services.*]

- Victim Support
- Rape Crisis
- Samaritans
- Citizen's Advice Bureau
- Women's Refuge
- Pacific Islands Women's Project
- Church Group
- Pacific Organisation (Please specify)
- Other Organisations (Please specify)

What type of support/services did you receive?

How did you find out about these services?

How did you access these services?

How effective or ineffective were the services provided?

Why were the services effective or ineffective?

4. What other type of assistance or advice would you have liked to receive after the incident but did not receive?

5. Did any member of your family need any support after the incident?

If Yes, what type of support services did members of your family receive?

How effective were these support services in meeting the needs of members your family?

6. What preventative measures did you have in place after the incident to reduce the likelihood of this type of incident happening again?

III VICTIMS EXPERIENCES IN THE CRIMINAL JUSTICE SYSTEM

1. Did you or any of your family members report the incident to the Police?

YES, If Yes, what made you decide to report it to the Police?

How accessible were the Police?

How did the Police officer(s) respond to your needs?

Did the Police refer you to the Victim Support service?

How effective was the Police's response(s) in meeting your needs?

Were you satisfied with the Police's response(s)? If Yes, explain why. If No, explain why not.

Police found out through some other way.

How did the Police find out about the incident?

How did the Police officer(s) respond to your needs?

Did the Police refer you to the Victim Support service?

How effective was the Police's response in meeting your needs?

Were you satisfied with the Police's response? If Yes, explain why you were satisfied with the Police's response. If No, explain why you were not satisfied with the Police's response.

NO. If No, what were the reasons for your decision not to report the matter to

the Police?

Have you ever reported any incident to the Police? If Yes:

How did the Police officer(s) respond to your needs?

Did the Police refer you to the Victim Support service?

How effective was the Police's response in meeting your needs?

Were you satisfied with the Police's response? If Yes, explain why you were satisfied with the Police's response. If No, explain why you were not satisfied with the Police's response.

2. Did you attend court as a result of this incident? If No, why not?

If YES, Were you contacted by a Court Victim Adviser?

What support did you have (e.g. family members and/or Victim Support worker, Victim Adviser) during your time in court?

Were you involved as a witness?

Were you kept informed of the progress of your case? If Yes, how were you kept informed about it?

Was a Victim Impact Statement prepared? If YES, were you satisfied with it?

Were you involved in any decision about bail? If YES, were you satisfied with it?

What was the outcome of the court process?

Were you satisfied with the outcome(s)? Why or Why not?

What was your overall impression of the support that you received (from Victim Advisers, the prosecutor, court officials) through the court process?

If NO, have you ever been involved in the court as a witness? If yes, were you satisfied with the outcome(s)? Why or Why not?

3. Did informal processes take place in the community to deal with the offending, address your needs, and to restore wellbeing?

If YES, who initiated these?

How were these organised? Who were the key people involved?

How did these take place?

How effective were the processes in meeting your needs?

Were you satisfied with the outcomes? If Yes, why did you find them satisfying?

If No, please explain why you were not satisfied with the outcomes.

If NO, have you ever taken part in informal processes in your community to deal with any other offending against you?

If Yes, can you explain how this was organised? Who were the key people involved?

How did these take place?

How effective were the processes in meeting your needs?

Were you satisfied with the outcomes? If Yes, why did you find them satisfying?

If No, please explain why you were not satisfied with the outcomes.

4. *Restorative Justice* may be described as ‘a process whereby those (victims, offenders, communities) most affected by the offending collectively deal with the offending with an emphasis on healing the harm caused by the offence’.
Was *Restorative Justice* a part of the formal support services available to you after the incident? If Yes, please explain how did it happen?
Who initiated it?
How was this organised and accessed?
Who were the key people involved?
How did it take place?
How effective was Restorative Justice in meeting your needs?
Was this a more appropriate response than the case going to court? Why or Why not?
Were you satisfied with the outcome(s)? Why or Why not?
5. What informal support services would you recommend for Pacific victims and their families? Why do you think these would be more appropriate for Pacific victims and their families?
6. What formal support services would you recommend for Pacific victims and their families? Why do you think these would be more appropriate for Pacific victims and their families?
7. How do you think the criminal justice system (including the Police and courts) could be made more responsive to your needs as a victim of crime?

IV IMPACTS OF THE INCIDENT ON PACIFIC VICTIMS AND THEIR FAMILIES

1. Were you injured in any way? If YES, in what ways were you physically affected by the incident?
2. Did you receive attention from a doctor or nurse? If YES, explain what type of treatment did you receive? How long was the treatment for? Are there any long term effects?
3. How were you spiritually and/or emotionally affected by the incident?
4. How were you socially affected by the incident?
5. How were you financially affected by the incident?
Can you give us an estimate of the total cost of this incident?
6. How was your family affected by the incident?
7. Explain any other ways in which this incident had an impact on your life?
8. How long did it take you to heal or to have your wellbeing restored, from this incident? (e.g. 2 weeks, 3 months, 2 years, have not recovered from this incident yet)
Why did it take this length of time?
9. Is there any other information that you would like to add.

THANK YOU FOR YOUR PARTICIPATION IN THIS RESEARCH PROJECT

Appendix E: Safety Protocols

If, during an interview, it becomes apparent that someone's safety is seriously at risk, a series of steps should be followed to increase safety. Where there is risk of serious harm, the principle of confidentiality can be suspended.

If the participant has been seriously harmed and is still exposed to the person who harmed them:

Discuss with the participant if possible what steps could be taken to protect them. If the participant does not want to take any action the researcher should first talk to the research team. Risk of serious harm should be reported to the Police by the Project Director.

If a participant is fearful of serious harm or that their life is in danger and there are no or few protections in place, the following steps should be taken:

1. Discuss with the participant how they can increase safety. Immediate options include reporting to the Police, and/or moving to a place of safety such as with family, friends or Women's Refuge. If the participant decides to take one of these options, the interviewer should follow up the same day to ensure this has happened.
2. If the participant does not decide to take any steps to increase safety, the interviewer should, as early as possible, discuss their concerns with other members of the team.
3. The team should decide the appropriate steps to take to increase safety. The participant could be informed of the actions the team intend to take. Options include contacting the local Refuge Co-ordinator or Family Court Co-ordinator to seek advice. In very serious cases the Police should be contacted directly by the Project Director.

If an adult indicates she or he intends serious harm to another adult or child:

The researcher should try to ascertain how serious and immediate the risk is. The concern should be discussed with team, and the team decide further steps. In general, the Police should be contacted directly by the Project Director.