

Supporting clients
who experience
**family violence &
economic abuse**

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**WOMEN'S
REFUGE**

Before we begin...

- You may have personal experience of family violence
- Please keep any personal sharing about family violence confidential to this session
- Look after yourself; leave the session if you need to
- Support is available from Women's Refuge

0800 REFUGE (733 843)



What is family violence?

WHO and WHAT?

Defined by the Family Violence Act:

WHO: Violence/abuse within a 'family relationship' which includes intimate partners, family members, flatmates, any close personal relationship

WHAT: It may be:

- Physical, emotional/psychological, sexual abuse, and/or financial/economic abuse
- A pattern of coercive controlling behaviour with cumulative impact over time

It is also:

- An attack on the person's dignity
- For Māori, a violation of tapu and an assault on the entirety of the person, their whānau and whakapapa

FV & gender

Part 1:

How FV / intimate partner violence impacts on victims

Because of their partner's violence, (out of 1707) women:

ended up in debt they would not otherwise have had: **63%**

had reputations damaged: **62%**

had relationships with whānau and in the community damaged: **62%**

had to move house: **60%**

struggled to get enough food/groceries for them and their kids: **54%**

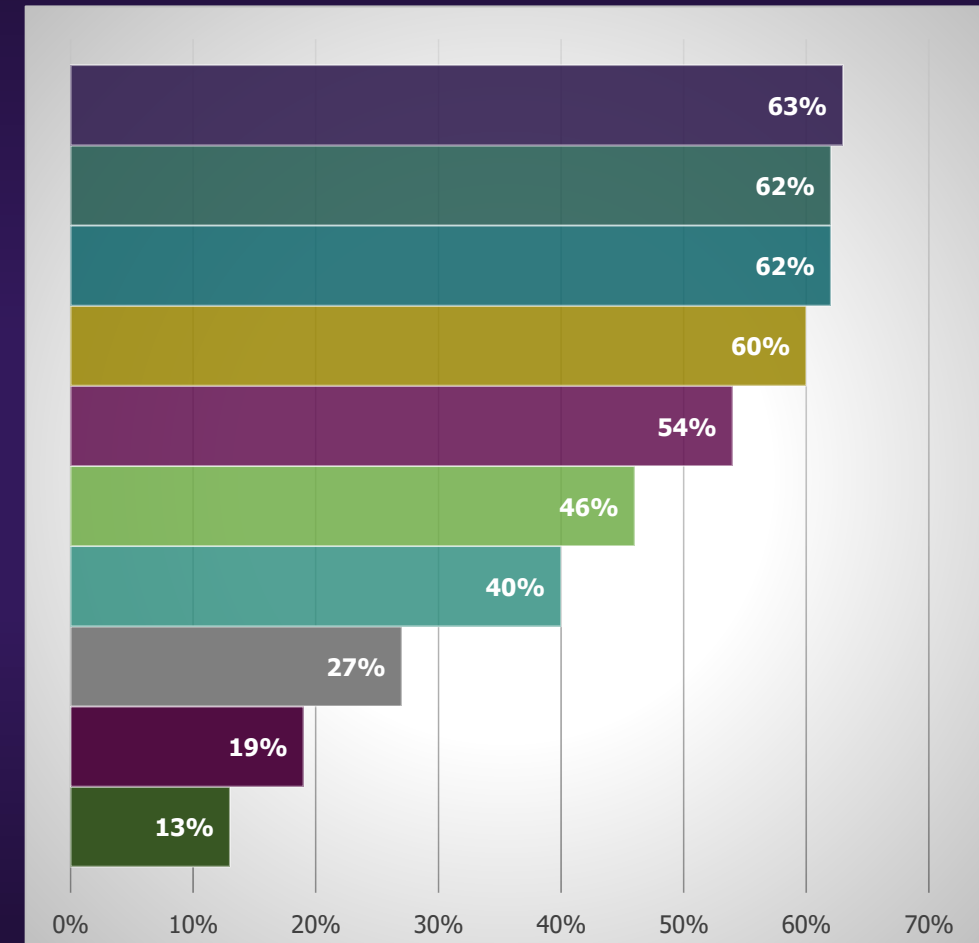
struggled with getting, keeping or moving forwards in employment: **46%**

had to pay for health treatment: **40%**

had difficulty getting benefits, entitlements, or child support: **27%**

worked hard to straighten out everyday accounts, email, IRD, MSD): **19%**

weren't able to access important documents, eg birth certificates: **13%**



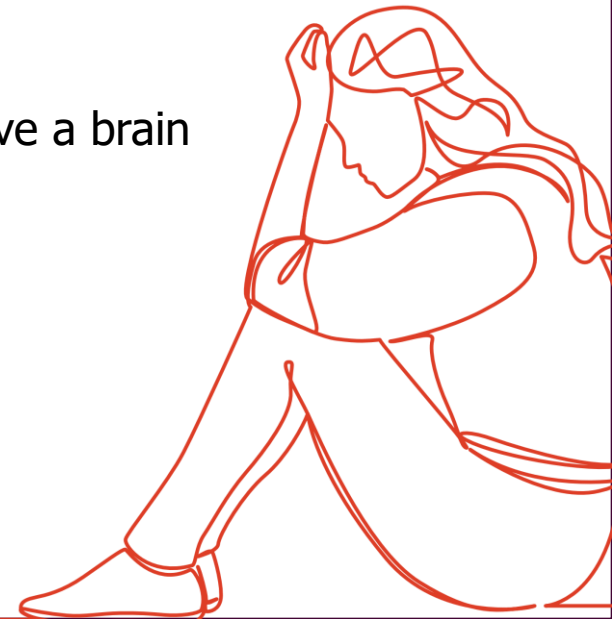
Brain injury is common for victims: caused by a blow to the head, or strangulation or suffocation

Out of 1707 IPV victims:

- 40% were strangled or suffocated
- 57% were hit or punched in head and 27% lost consciousness

In days after being punched or hit, many experienced symptoms associated with brain injury:

- 37% experienced head or neck pain, fatigue, unsteadiness, problems seeing or hearing
- **30% experienced new difficulties with memory, concentration, or emotion regulation**
- But only 10% reported a known TBI. So many victims won't even know they have a brain injury.



During the worst periods of violence, victims reported:

Finding everyday tasks much harder/overwhelming: 83%

Much less energy: 77%

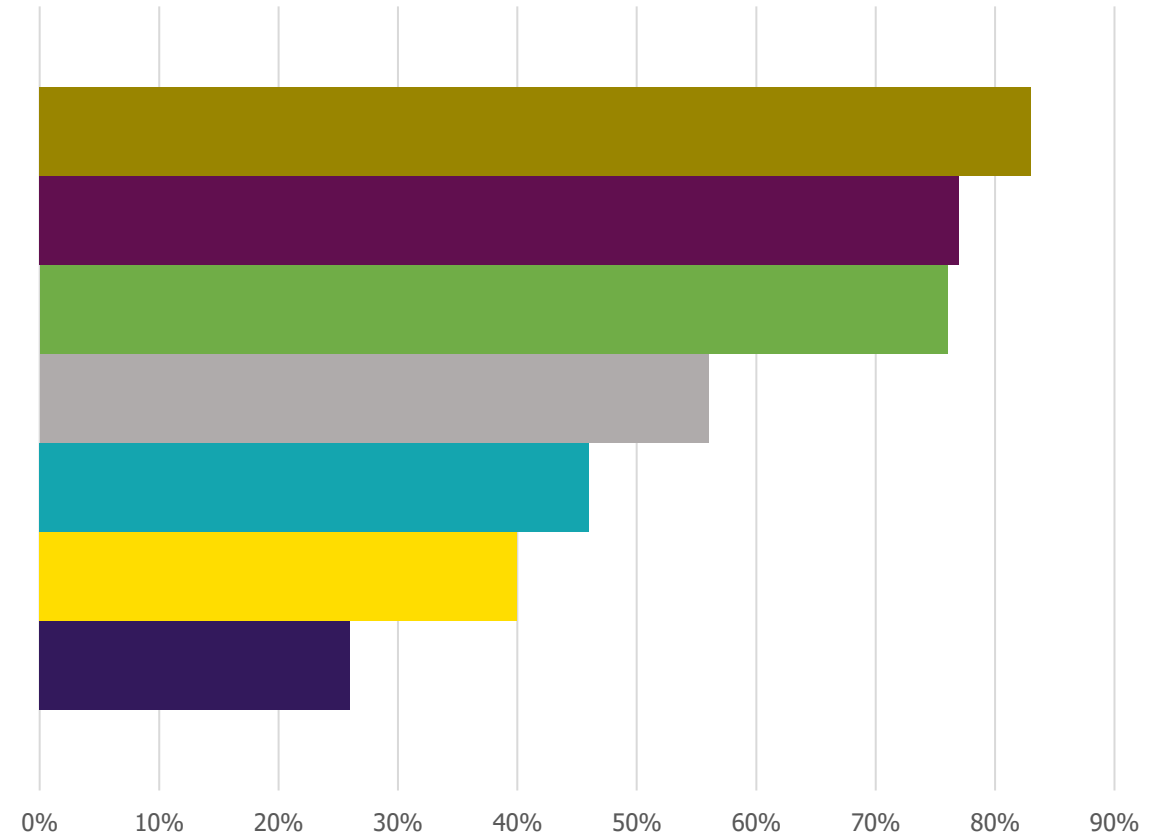
Significant difficulty with memory or concentration: 76%

Feeling unwell a lot of the time: 56%

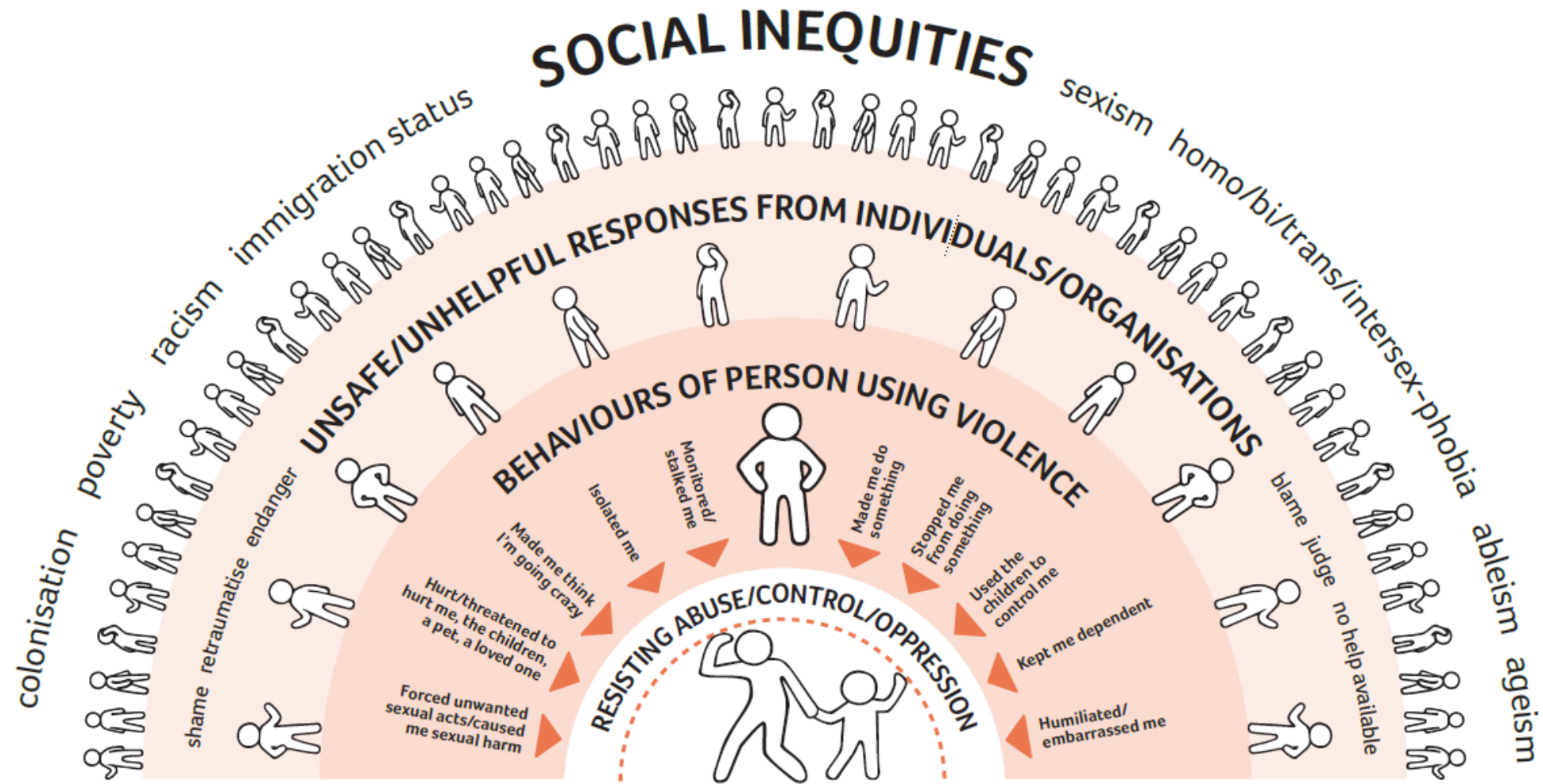
Headaches most days: 46%

Getting sick more than usual: 40%

Pain most days from perpetrator-inflicted injury: 26%



FAMILY VIOLENCE IS A FORM OF ENTRAPMENT



The concept of family violence as a form of entrapment with three layers originated from Ptacek, J.,
Battered Women in the Courtroom: The Power of Judicial Responses, Northeastern University Press, Boston, 1999.

Reflection #1

1. What are some of the many ways that family violence harms victims and impacts on their wellbeing?
2. What causes brain injury for victims and how can it impact on them?
3. What adds to victims' entrapment in addition to the abuse inflicted by their (ex-) partner?

Part 2:

What can make responses to FV / IPV helpful or unhelpful?

A victim's level of distress is closely associated with the quality of responses from institutions and social networks.



SYSTEMS

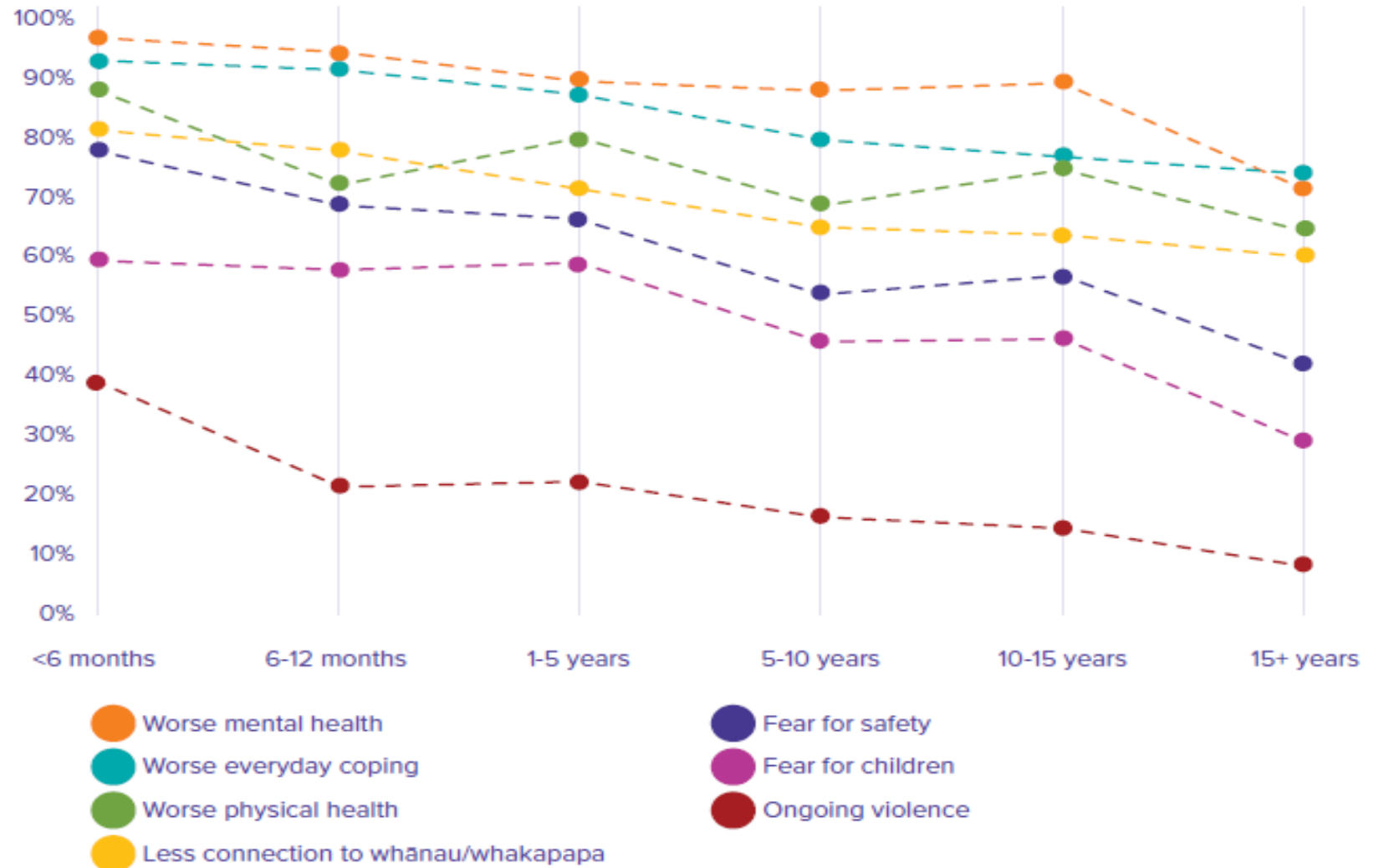


Leaving will
make things
better.
Or will it?

On average,
harm caused
by IPV
persists for
years after
separation

Risk of injury and death is highest
around the time of separation –
before, during and after.

The cost of leaving and starting
again is around \$10,000.



Responses that excuse or minimise the violence are unsafe and unhelpful

Causes or excuses for family violence?

A problem with alcohol/drugs

Anger issues

Mental health issues

A history of childhood trauma

Unemployment, struggling financially

Then why does he do it?

He has a sense of entitlement - supported by a patriarchal society with a history of condoning, excusing, and ignoring men's violence to women

Ongoing colonisation has imposed patriarchy on Māori and has eroded cultural practices that prevent violence within whānau

Reflection #2

1. What are some harmful beliefs about FV that are barriers to providing effective support for victims?
2. Why is leaving not necessarily the best option for victims?
3. Why are some men violent to their female partners?

Part 3:

How can you
help in your role
as a financial
mentor?





Immediate risk? Ring Police 111

"Are you safe right now?"

"You say he threatened to kill you and followed you here. I need to ring the Police, and I'll wait here with you."

Does your office have emergency lockdown procedures?

Recognise signs?

What might they tell you? What might you see/hear?

- Are they fearful or being controlled?
- Have they been hurt or harmed?
- Is he always with her? Who makes decisions & does the talking?

ASK QUESTIONS

- Only ask if she is alone (or with pre-verbal children)
- Say you care, you're worried
- Ask about what you've noticed
- If they don't want to talk, that's OK, leave the door open
- Only ask enough questions to find out if it's FV

"I'm worried about you. Is everything ok?"

"Is your partner controlling you? Are you scared of him?"



Respond with empathy & no judgement

- She may not realise it's family violence, use her language
- Be led by her, at her pace - *it may not be the best time to work on her finances if she's in crisis*
- **Offer information and options**, not advice.
- It is NOT your role to fix the problem or end the violence

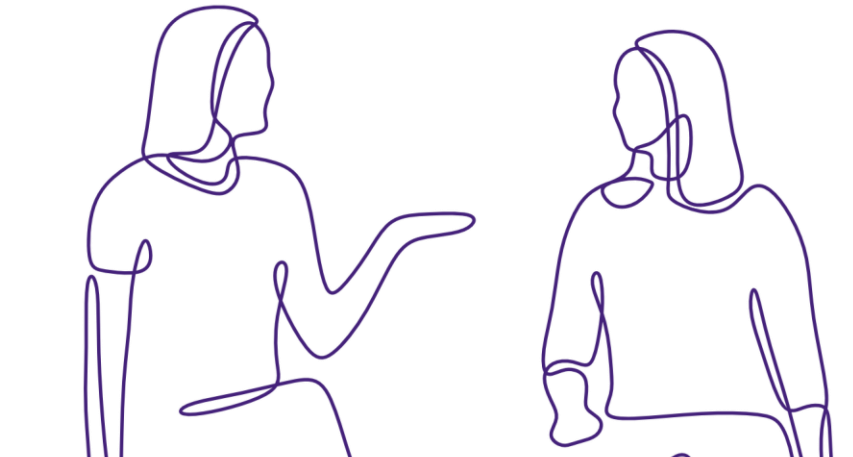
"I'm really glad you told me."

"That was not your fault."

"That sounds really tough."

"What have you tried before?"

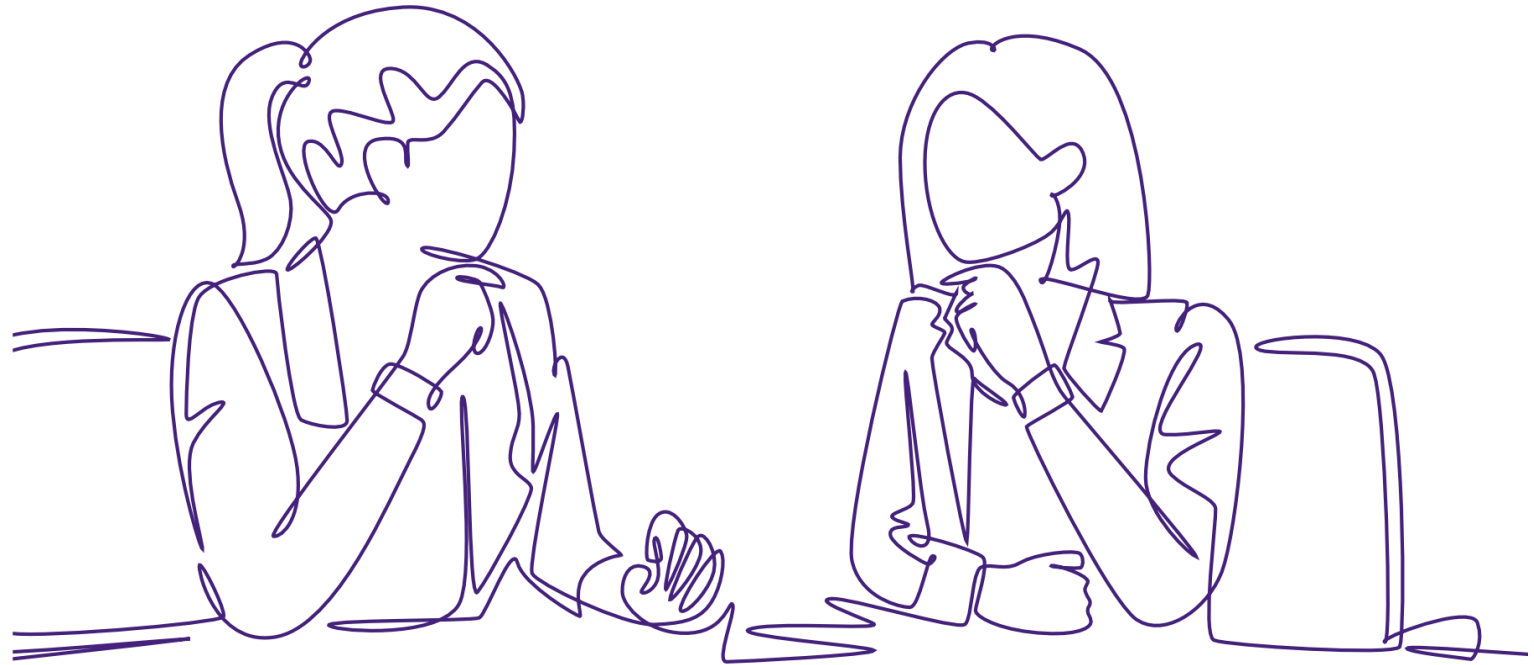
"How can I help?"



Offer information
about FV services.

And help her to
connect with them.

You can ring them for
support & guidance
in your professional
role.





WOMEN'S
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Video key points: Women's Refuge *(services are free)*



Women can access our services by ringing our 24 hour crisisline 0800 REFUGE

OR click on **the Shielded Site** icon at the bottom of websites (The Warehouse, banks etc)

We can:

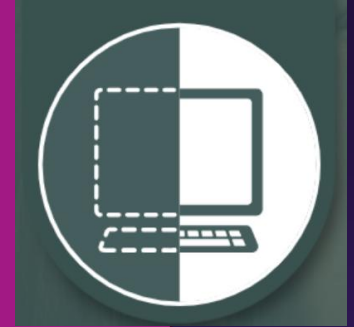
- just listen if that's what they want
- provide information and referrals for other services for them and their kids
- get them into a safe house with their kids if there's an immediate safety risk
- advocate for them with other agencies
- education and support groups for them and their children
- help with financial issues, e.g. Get W&I benefits, help to open new accounts with banks, utilities, etc.

You can help by providing a safe space for a client to call us, if their home is not safe.

You can ring our crisisline for advice and support to support clients.

National FV helplines (24/7):

- Women's Refuge 0800 REFUGE / 0800 733 843
 - The Shielded Site
- **Family Violence Infoline** 0800 456 450
- **Shine** 0508 744 633



Other/local FV services: **www.areyouOK.org.nz**

Good Shepherd: for FV economic harm support

www.goodshepherd.org.nz/get-support/our-services/

Solving financial problems caused by family violence

- Be led by her, at her pace
 - If there is ongoing safety issues, be aware that making changes to finances can increase risk of harm
- Offer to take actions on her behalf, always with consent
- Avoid detailed questions about family violence unless you are a trained/experienced FV specialist
- Collaborate or consult with her family violence service when it makes sense



More made to take out debt

Reflection #3

What do you say or do if:

1. There is an immediate threat to someone's safety?
2. You see signs she might be experiencing family violence?
3. She tells you she is being hurt, harmed or controlled by her partner? (how do you respond in the moment and after that)
4. You want to find out more about local family violence services and help someone connect to Women's Refuge or another FV service?

Learn more...



- [Women's Refuge Safety Planning Ideas resource](#): Ring national office to request printed copies (Phone: (04) 802 5078 Email: info@refuge.org.nz)
- [Shine Safer Homes booklet](#)
- [Shine RESPOND training](#) programme for practitioners / professionals
- [He Waka Eke Noa](#): Māori Cultural Frameworks for Violence Prevention and Intervention



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[**www.womensrefuge.org.nz**](http://www.womensrefuge.org.nz)