



# MAHI TAHI

## PRESENTATION NOTES AND INFORMATION

### AT A GLANCE

- Summarising points of discussion
- Answered questions at the event.

## The Loft



Presentation by Kim Taylor (Kaiārahi) + Emma Ornberg (Kaitūhono Hapori)

- The Loft is an innovative wellbeing center working in partnership with the agencies on site and those in the social service environment. One door to connect whaiora to many agencies.
- The whakataukī is the ethos of The Loft.
- The Loft's location means they have great working relationships with their neighbours; Linwood Medical Centre, Linwood Library, and local MP office. The Loft has priority access to Linwood Medical Centre for clients in urgent need of mental health support. Their neighbours can refer people to The Loft. Eastgate Shopping Centre acts as a hub for the east side and people can discretely approach The Loft under the guise of shopping in the mall.
- The Social Emergency Response Service offers guidance and support connecting whaiora to agencies to look after their long-term needs by doing a general assessment and immediate referrals as necessary. It is very rare that someone comes in for only one thing, the assessment process is designed to have people open up on their situation to see what other aspects of their life could use some support.
- Loft services are offered via the agencies located on premises but if there isn't an appropriate agency in-house the team will find the right fit for the whaiora with another agency in the sector and make those referrals.
- Family violence has always been the highest reported issue of their whaiora however they expect in FY23 housing will be one of the main areas of support required.

## Questions

### How long does an assessment take?

It depends on the need and how serious the issues are, but the Connectors allow one hour for an assessment which generally is enough time to evaluate the concerns and what referrals to make. This

is a short-term intervention service and once an assessment is completed, referrals made and a plan established, the assessment is closed.

### What if a whaiora is suicidal?

The Connectors are trained in mental health support, but they would place a call to Crisis Resolution in the first instance. If that didn't work, they would contact Linwood Medical Centre for priority access. No one would leave here without support lined up.

### Do many people with ACC issues present to The Loft?

It does happen from time to time, and the Connectors have contacted ACC directly to advocate for people. Also have told them about the Way Finders service.

### What does advocacy entail?

We can relay what they need or their concerns to a case manager, or if people don't want to make calls to follow up, with their permission, kaimahi can make those calls for them. Work & Income is the main area people require advocacy. The Loft has a dedicated Work & Income case manager on a Wednesday where kaimahi can relay what the whaiora needs and the case manager can talk to them one on one.

### Does The Loft carry period/feminine hygiene products?

Yes, these are available and will give what is on hand. People can ask the receptionist for these; some items are kept on the counter for people to take. The Loft keeps toiletries, clothing, food but these are all on a donation basis so can only offer what is available.

### What help can you give if someone doesn't have a GP?

Kaimahi would generally refer them to PCW to connect them to a GP, or they have a contact with Te Whatu Ora that could assist. If people need assistance getting to appointments, they would refer to St John shuttle. Linwood Medical Centre are open for enrolments, you can guide your whaiora to their website for them to enrol: [www.linwoodmc.co.nz/register-form#Enrolment](http://www.linwoodmc.co.nz/register-form#Enrolment)

# Aviva



**Presentation by Gwenda Kendrew (General Manager Operations)**

- Aviva originated as the first Women's Refuge in 1979 and have just marked their 50 year anniversary supporting people to live free from violence, their aspiration to this day. They changed their name in 2013 as their services no longer aligned with the refuge as they started to offer programmes that worked with men but continue to partner with the Women's Refuge to this day.
- Since Covid, Aviva have had a 40% increase in their workload, and it hasn't died down.
- Aviva are proud to have a Pasifika team that care for their people in a unique way working specifically with Pasifika people and their families. Their service is predominantly around family

violence and healthy relationships.

- Their programmes are catered to specific ages and gender groups, working with the whole family.
- Sexual violence has a high need and Aviva will journey with people as long or as short as they need. It is predominantly a crisis service but advocacy for people is done as well and will attend court, clinics, police interviews etc. Their contract is only for over 18 and Aviva are constantly advocating for the under 18 gap in services.
- Reach Out programme originally began as a men only programme but 50% is now women. This service is for those using or at risk of using violence.
- There is no time frame on the length of time people can work with Aviva, most contracts are not number based, but FTE based and there is some freedom in that with the work they do. They often receive referrals from other agencies.

# Community Law Canterbury



Presentation by Julia Yoo (Solicitor) + Jane Barlin (Educator)

- Community Law offer free legal advice, help, and education seminars to the community covering all of Canterbury and the West Coast.
- Their service is available to everyone but there are some things they can't advise on. An example: they will advise the employee not the employer, advise the tenant not the landlord. You can see a full breakdown of what can't be advised on via their website.
- Appointments are made via phone, online, or text and appointments are done in person. A solicitor attends the appointments and generally take one hour. Community Law run a clinic at The Loft on Tuesdays and Thursdays.
- They try to set up clinics in areas where they deem their clients are.
- They offer an information line service for people to call with questions. It is monitored by volunteers and staff members who can give information on the law.
- They have a night clinic option from 5pm - 8pm; evening clinics are only available at their city office located at 198 Montreal Street.
- Family law is a big part of what they do with five full time family solicitors. They can't always guarantee representation in the court process but try to give one off initial advice. They also commonly advise on civil, employment, debt enforcements, tenancy, and low-level criminal offences.
- One set rule they are guided by is they can only advise if there is no conflict of interest and are bound by the law even though they are a community organisation.
- If Community Law cannot advise for a reason, they can provide referrals to other lawyers and advocates.
- Community Law services are free; however, some clients won't meet their criteria but will meet legal aid. They will offer that and talk them through that process however won't default on that service if the client sees them.
- The family law service offered from court has been discontinued since Covid, but Community Law is now offering this service in their clinics.

## Questions

What support can you offer to someone who needs a family violence visa?

None of their solicitors are specialists in immigration law but have dealt with family violence visas in the past, these are handled case by case. As a general rule, they don't deal with immigration issues but if it is tied to an issue that they are already assisting the client with, they may be able to provide some initial advice. This is not guaranteed. They won't do a residency application as they do not have the resources or experience.

If you aren't having much success referring to Community Law, what is the requirement for follow up?

Community Law can only guarantee initial one-off advice, representation and assistance is a step further and there are some things needed to qualify and can't be guaranteed. They are always running at full capacity which adds a limitation, or there is either a conflict and can't advise, or don't specialise in the area they need.

When people approach MP's on civil matters, can they refer to Community Law to advise?

Solicitors can only advise on the law, if a person disagrees with the advice given it means they are disagreeing with the law and the next stage would be to contact your local MP which is the advice a solicitor would give them.

What are the wait times?

There is about a week turnover before you can get an appointment, these fill up quickly. If clients are needing urgent protection orders, please advise when booking an appointment as staff are good at attending to urgent matters. If you are working with a client that you deem urgent, email the team as these are monitored through the day. If a person is referred by an agency this generally can speed up the process. When booking an appointment for an urgent matter, try book a time in the morning.

Do you offer systemic advocacy in civil or mental health courts?

Mental health is an area that their lawyers aren't specialised in and an area that requires specialist representation to be able to advocate well for the client. They don't tend to jump straight into specialised areas of law as this could do more damage to the client. There is no obligation to advise all clients especially if this can do more harm to their case.

# MOJ KAIĀRAHI FAMILY COURT NAVIGATOR



**Presentation by Michelle Watts (Kaiārahi)**

- The Family Court Navigator is for anyone who needs help navigating the family court system. They aren't lawyers and can't give advice or representation but are there to help people understand the hearings and processes.

- This is a new role for MOJ and only been around for 12 months. They run a clinic at The Loft on a Thursday each week. They have locations all around Canterbury and understand it is hard for people to travel so try to be out in the community as much as possible.
- The main areas they cover are the Care of Children Act, Family Violence Act, and Oranga Tamariki Act, however, are not limited to just these and can assist in helping people understand a variety of court proceedings.
- The Kaiārahi have connections with judges, registrars and court officials.
- Can attend court proceedings as a second set of ears and relay what the judge has said so they can understand what is going on.
- If the Kaiārahi gets to a point where the client needs representation, they will help find a lawyer and support them with that process.
- The role is focused on breaking down barriers. A lot of people have difficulty and frustration with reading and understanding the documents they are served with and what the next court step is.
- They will empower people to fill in applications on their own but can't advise on this process.
- The role is bridging the gap between courts and community. They are working in a grey area of the courts and there is no right or wrong way to engage. If it isn't something they can do, they will connect people to those who can help.
- Will engage the whānau making sure there are protection orders in place. Will make sure people released from prison are engaging with their whānau correctly and not breaching any orders in place.
- Kaiārahi will speak at events or do education sessions with agencies and team meetings or events.

## Questions

How can we refer?

Any referrals can be sent to the email (in the presentation).

How long do you work with the family?

It is whatever the family need. Some can be weeks through the court process, some are one and done questions. The person can re-engage at any time. The role includes having time to sit with them and have a conversation. People want to be able to unload and have someone listen to them.

What is the criteria for you to work with someone?

There are no set criteria, but it has to be family court related.

Can agencies contact you with a process question?

Yes, absolutely. They are open to anyone who has a court or process question and are not limited to the three Acts they work within.

How do you assist someone where English is their second language?

They use language line, can access interpreters, and some of the team can speak a variety of languages.



# THE LOFT

A UNIQUE HEALTH AND WELLBEING CENTRE

# THE LOFT

A UNIQUE INITIATIVE IN AOTEAROA AND A BETTER  
FUTURE FOR SOCIAL SERVICE SUPPORT

*the loft* —  
Ki te Tahi  
Community Wellbeing  
Broad wellbeing focus

Shared assessment, referral, and support systems

Multiple support options catered to individuals and whānau

Collaboration of social, community, and health services

# POIPOIA, TAUTOKOTIA KIA EKEA TE TIHI O ORANGA

*THROUGH NURTURE AND SUPPORT YOU  
WILL REACH THE SUMMIT OF WELLBEING*



Our  
Whakatauki





# OUR LOCATION

EAST CHCH



The Loft is strategically situated between Linwood Medical Centre, Linwood Library & Service Centre, and Poto Williams MP Christchurch East Electorate Office





## THE DIFFERENCE WE MAKE

Our SERS team assists tāngata whaiora / clients in crisis and those with wellbeing concerns who don't know where to begin.

# THE LOFT: A SOCIAL EMERGENCY RESPONSE SERVICE



# OUR TEAM



Kate O'Grady, Kaiwhakahaere  
Loft Manager



Sophie Bearpark, Tautāwhi  
Administrator



Kim Taylor, Kaiārahi  
Team Leader



Lauren Moulton, Tautāwhi Manuhiri  
Visitor Mentor



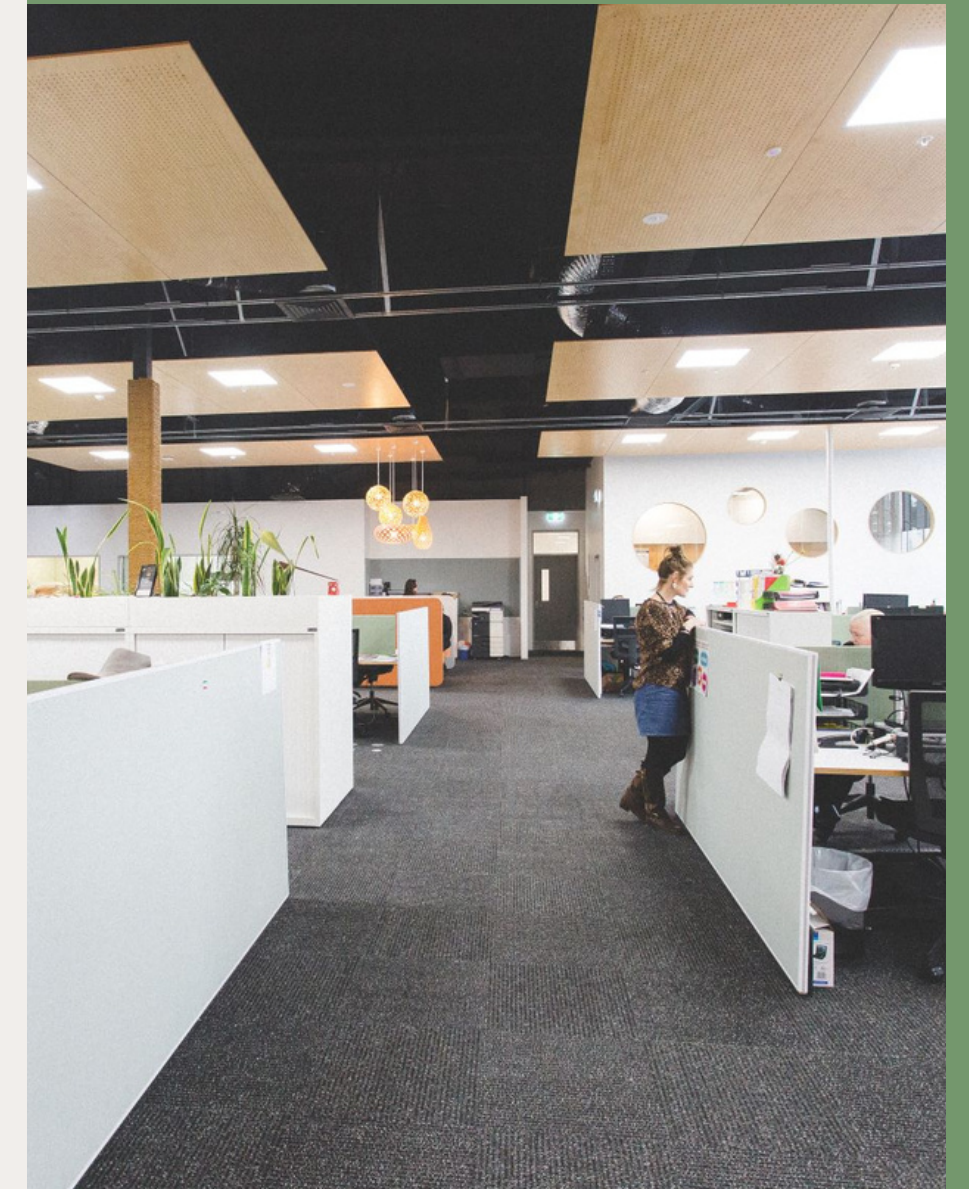
Jake Hollows, Kaitūhono Hapori  
Community Connector



Emma Ornberg, Kaitūhono Hapori  
Community Connector

# ONSITE PARTNERS

Aviva  
Asian Family Services  
Pathways  
LinkPeople  
Enliven / Presbyterian Support  
PGF Services  
GoodLoans  
Mapu Maia  
Whānau Awhina Plunket  
Enabling Good Lives  
Comcare





Community Law Canterbury  
Ministry of Justice – Kaiārahi Family Court Navigator  
Kingdom Resources  
Christchurch Resettlement Services  
Ministry of Social Development  
Pacific Peoples Trust

# CLINIC PARTNERS



# LOFT SERVICES

Anger Management  
Asian family services  
Budgeting and financial planning  
Child and family support  
Disability support  
Family violence intervention and prevention  
Free legal and general advice  
Housing advocacy  
Immigrant and refugee support  
Meeting rooms for hire



Mental health support  
Older persons social work and counselling  
Parenting support and education  
Possible donations of necessities  
Problem gambling support  
Sexual assault support  
Interest-free and low-interest loans  
Work & Income help / advocacy

IF THERE'S NOT A GOOD FIT IN-HOUSE, WE CAN REFER TO SERVICES THROUGHOUT CANTERBURY



# HOW DOES THE LOFT WORK?

Walk in from 9am - 4pm (we close at 5pm) and ask to speak to a Community Connector - there may be a small wait

Call 0800 TO LOFT (865 638) if you would like an appointment

Fill out a short form on our website, and someone will call:  
[www.theloftchristchurch.org.nz/contact-us/](http://www.theloftchristchurch.org.nz/contact-us/)

Phone / Zoom assessments available

Cuppa

Kōrero

Case Plan



Sources: "You Asked Us – NZ Police," 2019;  
wellplace.nz; stats.co.nz; stuff.co.nz

# WHY IS HELP NEEDED?

Aotearoa has the highest rate of family violence in the OECD. 24% of women and 6% of men report having experienced sexual assault. 14% of young people report being physically harmed by an adult at home.

We have one of the highest rates of synthetic drug use in the world

Approxiamately 1 in 100 people in Aotearoa are classified as homeless. And 1 in 8 children live in poverty

Nearly half the population will meet the criteria for a mental illness diagnosis at some stage during their lives.





Who did we help?

83% of tāngata whaiora were women, and 50% had children.

65% were European NZ; 22% were Māori; 4% were Asian; 4% were Pacifica; 5% were other ethnicities

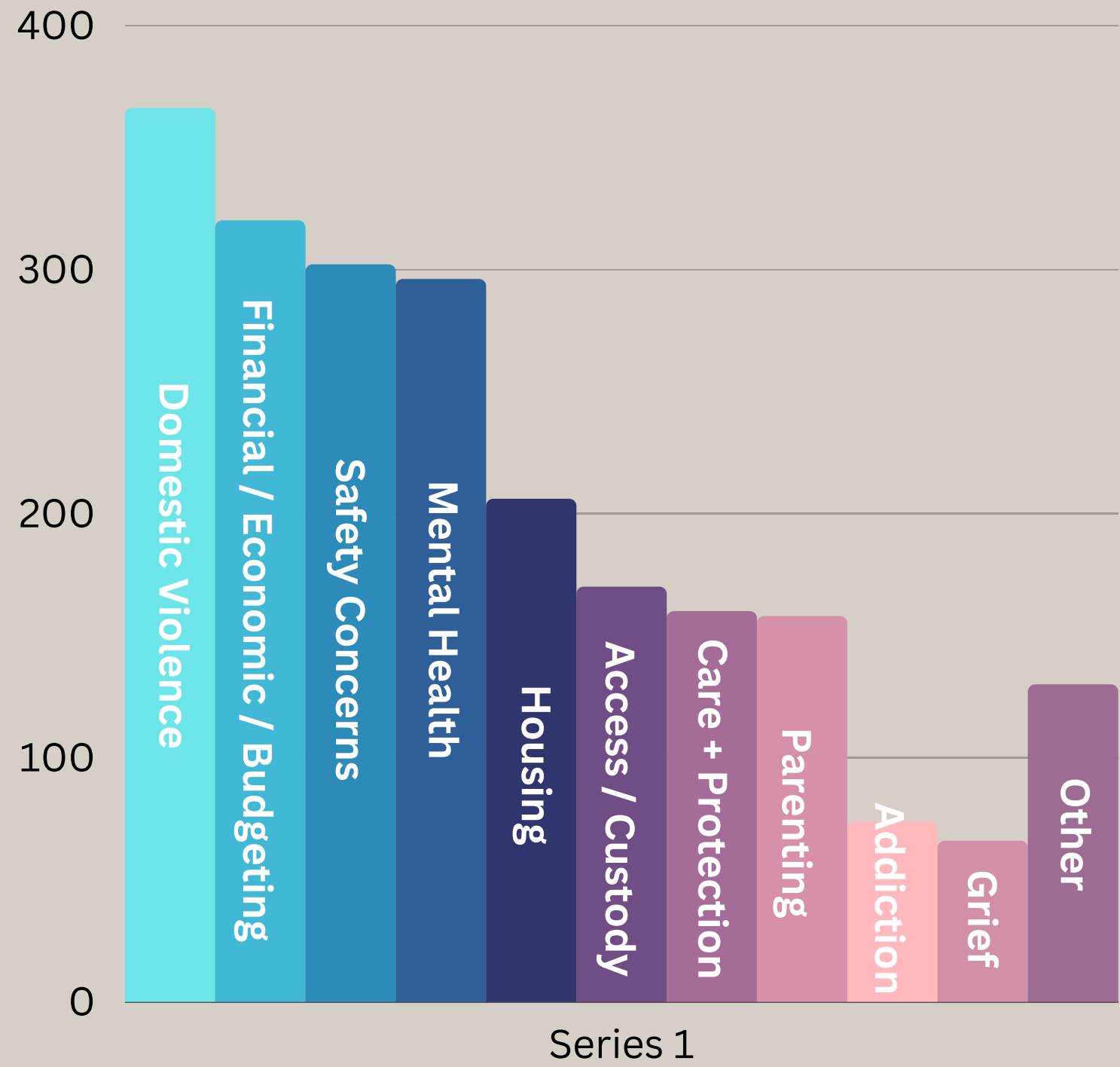
# WHAT DID WE DO?

We listened to people's stories and offered everyone who came to us immediate support, advice and advocacy. We rapidly connected people to the services they needed, making over 1000 referrals to other agencies.

Loft SERS FY2022 at a glance

We completed 945 assessments - a 50% increase on the prior year

Number of clients who reported the following:



WHAT  
DID WE  
HELP  
WITH?



---

# PĀTAI / QUESTIONS

---

0800 865 638  
@theloftchristchurch

info@theloftchristchurch.org.nz  
www.theloftchristchurch.org.nz



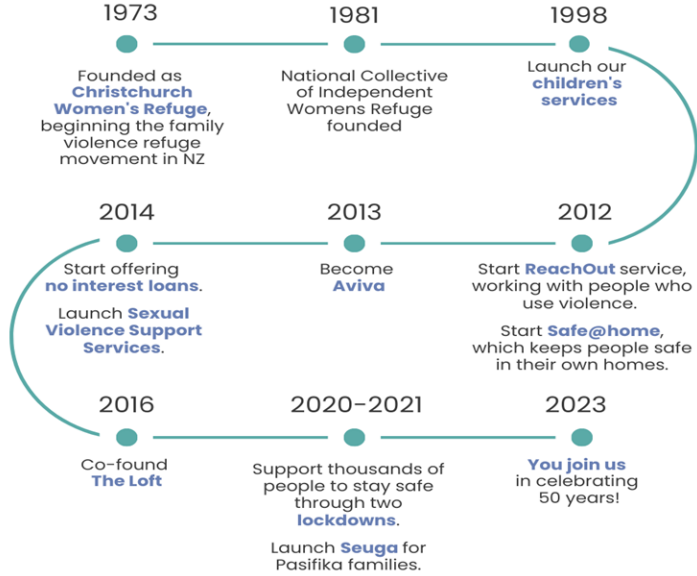
# LIVE FREE FROM VIOLENCE

"I AM NOT WHAT HAPPENED TO ME,  
I AM WHAT I CHOOSE TO BECOME" - CARL JUNG



1973 – first refuge in NZ

# OUR JOURNEY



## Why are we different?

- We work with anyone, of any age, gender or experience of violence
- We are available 24/7, 365 days a year
- We support people to stay safe in their own homes
- We provide interest free loans
- We hold emergency funding for when our clients need support with the basics
- We run life-changing education programmes for adults and tamariki
- We go the extra mile and work with people for as long as it takes



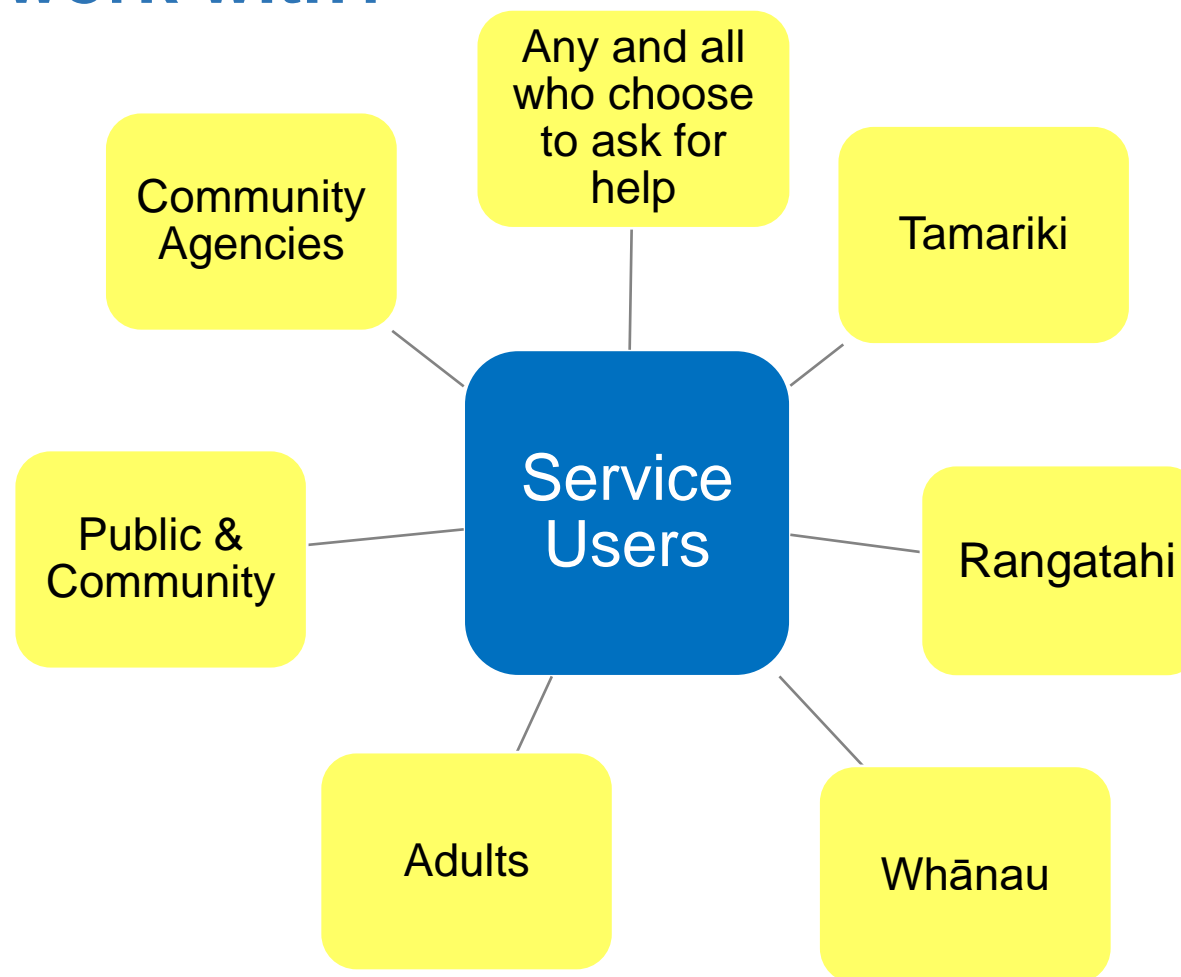
## Our Purpose:

*To support everyone within NZ to become their best,  
free from the harms of family and sexual violence.*

- Police responded to over 190,000 incidents of FV across NZ in the last financial year  
- less than about 1 every 4 minutes
- Only 24% of family violence incidents are reported to police
- Half of all homicides are committed by family members
- 24% of women and 6% of men report having experienced sexual assault in their lifetime
- 14% of young people report being hit or physically harmed by an adult at home
- NZ has the highest reported rate of intimate partner violence in the developed world



## Who do we work with?





## Who do we work with?

*Those who are experiencing violence...*

*Those who are or may use violence...*

Tamariki  
Rangatahi  
Adults

Individuals  
Whānau/families  
Groups

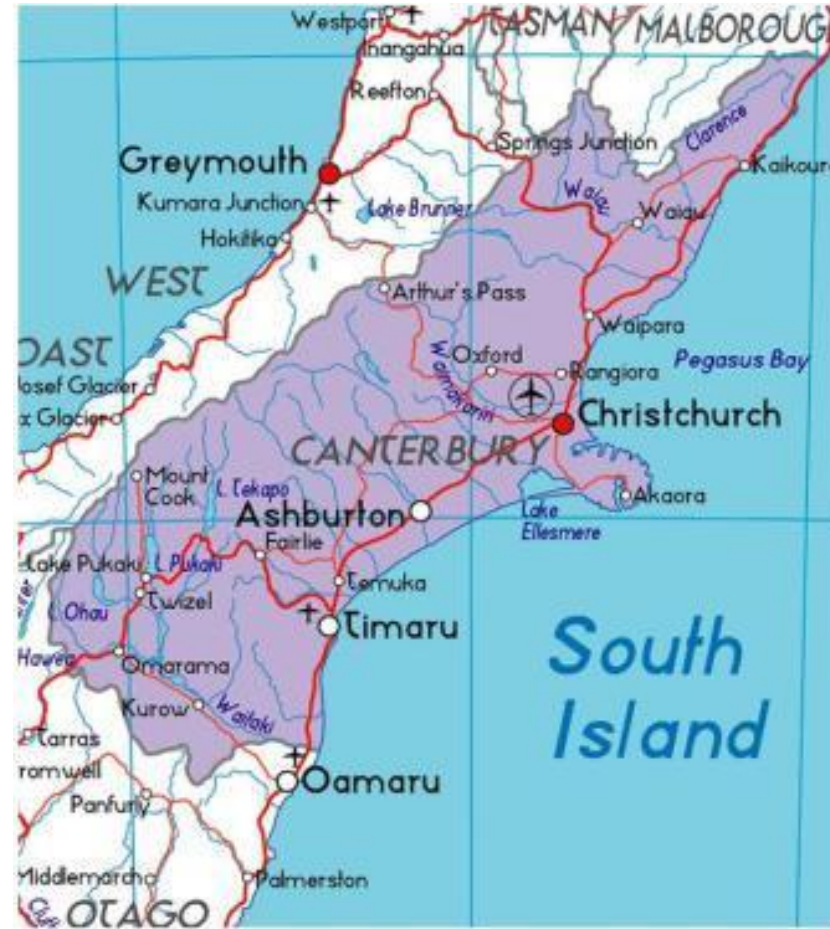
Safe@home  
ReachOut  
Seuga  
Microfinance

Sexual Assault = 1:1 Crisis, Advocacy, Court Support  
Family Violence = 1:1 Crisis, Advocacy, Education [1:1/group]

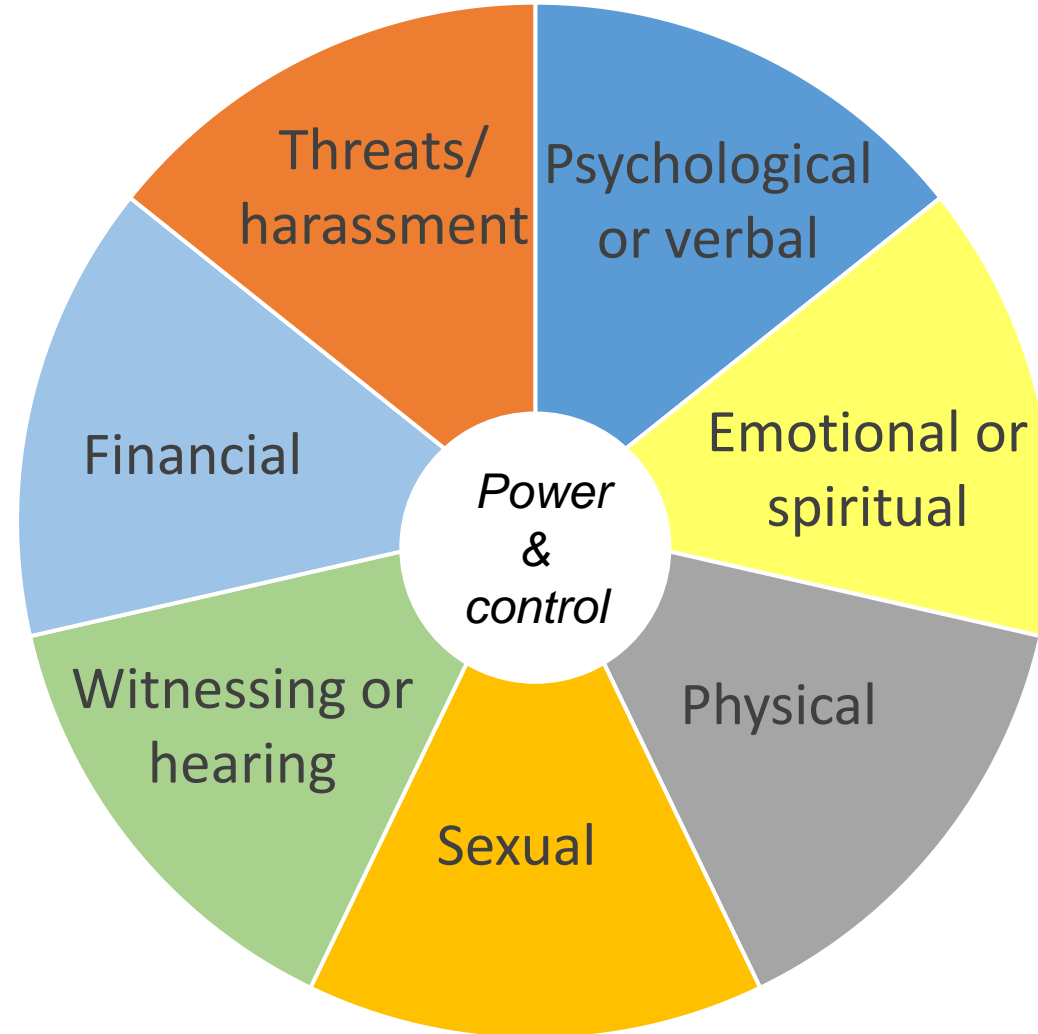
From  
North Canterbury,  
through the  
Christchurch  
region to  
Ashburton



## Where do we work?



# What is abuse?



# Sexual Violence Services

Delivered in partnership with START

- 24/7 confidential and professional specialist supports
  - 9 clinical staff + administrator
- support adults, aged 18 and over, following either recent or historic sexual violence or abuse.

CRISIS SERVICE | SUPPORT & ADVOCACY |  
SUPPORT FOR WHĀNAU & FRIENDS|  
SUPPORT THROUGH POLICE AND COURT  
PROCESSES



# Tamariki / Rangatahi Service

4 – 18 years old

## **CRISIS SERVICE | SUPPORT & ADVOCACY | SUPPORT FOR WHĀNAU & FRIENDS | EDUCATION**

- 24/7 confidential and professional specialist supports
  - 6 clinical staff
- Supporting Tamariki and Rangatahi who have witnessed/experienced family violence
- 1:1 or group sessions; in homes, schools, offices
- Referrals through whānau, schools, OT ++



# Family Violence - Adults

- for adults who have experienced for are at risk of experiencing family or intimate partner violence

## **SUPPORT & ADVOCACY SUPPORT FOR WHĀNAU & FRIENDS 1:1 or GROUP EDUCATION**

- 24/7 confidential and professional specialist supports
  - 12 clinical staff + 4 administrative staff
- support adults, aged 18 and over
- Referrals – self, OT, community agencies, Health Professionals, Police ++



# Family Violence -

- for those who have experienced for are at risk of experiencing family or intimate partner violence



## **CRISIS SERVICE**

- from the point of crisis – making safe – remaining safe,
  - including safety planning, advocacy for immediate needs

## **FV KAIMAHI – tailored supports...**

- Individual sessions; group FV education programmes

## **WHĀNAU RESILIENCE PROGRAMME**

- Long term holistic support for clients and their whānau, who have journeyed through the crisis period, and are working more intentionally on long term wellbeing

## **SAFE@HOME**

- security upgrades for homes; provision or alarms/phones

# ReachOut

...for those using or at risk of using violence

**SUPPORT & ADVOCACY | PSYCO-THERAPY | EDUCATION programmes**



- 24/7 confidential and professional specialist supports
- 2.5 clinical staff
- support Rangatahi and Adults
- Non-mandated service
- programme individually adapted

- Referrals – Self, Police, Probation, Prison, Community Agencies ++





# Seuga

First time ever in NZ - through a Pasifika lens - for those using or at risk of using violence

## SUPPORT & ADVOCACY | PSYCO-THERAPY | GROUP EDUCATION programmes

- Supporting Adults who are or have partners who are Pasifika who are working on healthy relationships
- 24/7 confidential and professional specialist supports
  - 1.5 clinical staff + support staff
  - Non-mandated service
- Referrals – Self, Police, Probation, Prison, Community Agencies, Pasifika Churches ++



# GoodLoans

- in partnership with Good Shepherd NZ

**No Interest, No administrative fee Loans Scheme  
up to \$7000**

**FINANCIAL CONVERSATIONS  
RE fair and affordable credit**

- confidential and professional conversations
  - 1.5 administrative staff
- Open to anyone with an interview and budget assessment, under the fair lending agreement



# Our Impact F21-22

- Supported 1321 people to live free from family or sexual violence
- Answered 4465 calls from our 24/7 crisis line [41% increase since 2020]
- Worked with 250 tamariki and Rangatahi who had experienced FV
- Held 261 financial wellbeing conversations with people
- Made 42 homes safer with home security upgrades and alarm systems
- Provided over \$28,000 worth of emergency funds, vouchers and essentials to families [this financial year already over \$50K]



## Trainings for / with External Groups: e.g. Professionals such as Legal / Education / Health

- **Legislation**
  - FV Act
  - Privacy Act
  - Domestic Violence Leave
- **Signs of Family Violence**
- **Consent**
- **Systems and processes e.g.**
  - Protection orders
  - Parenting orders
  - Policy safety Orders





## Contact

24/7

0800 AVIVA NOW  
(0800 28482 669)

[www.aviva.org.nz](http://www.aviva.org.nz)

Facebook:

Aviva – live free from violence





# ***Kaiārahi o te Kooti-a-Whānau***

---

Family Court Navigator

We have reach all over NZ, with 50 Kaiārahi around  
Aotearoa

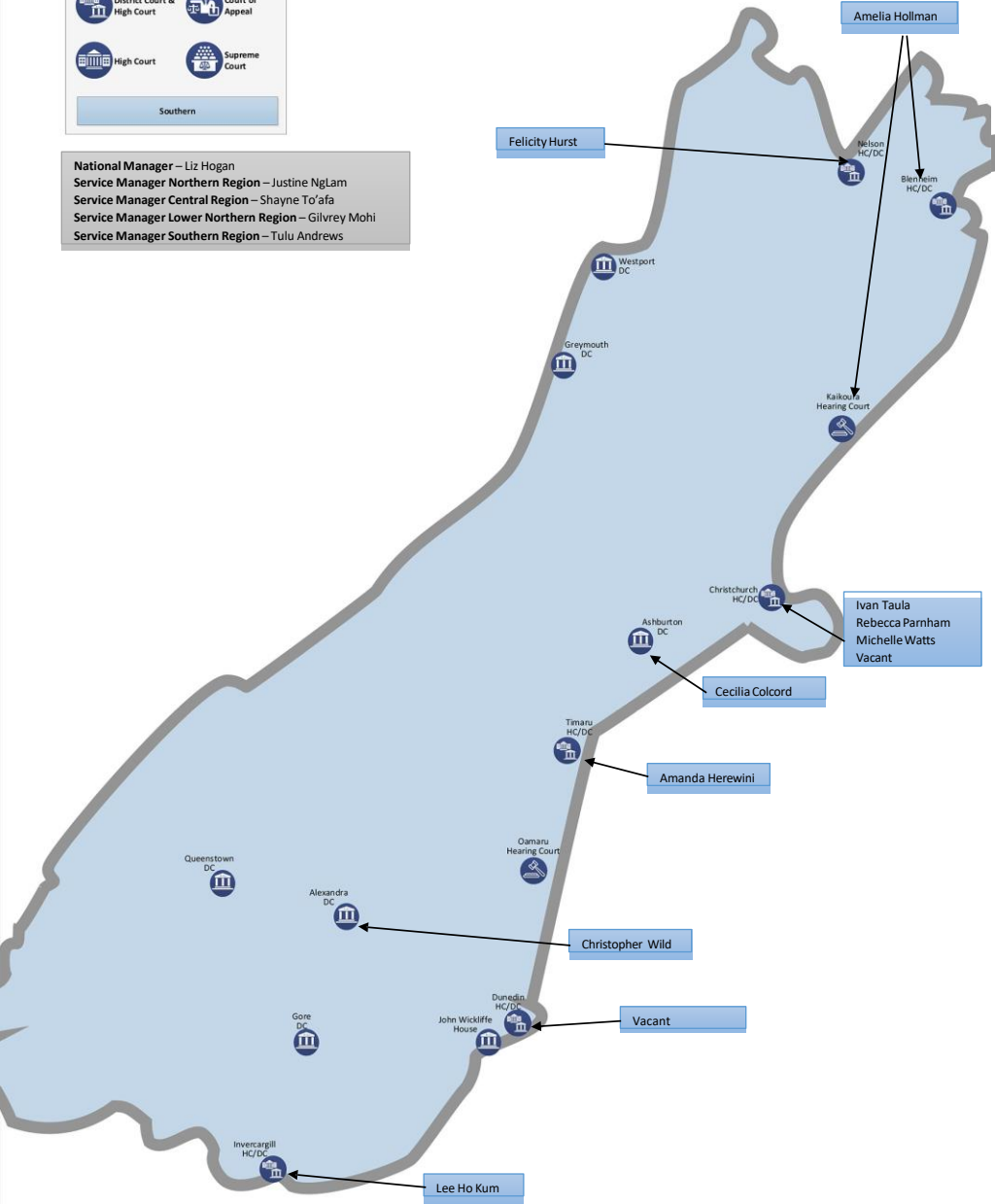


**RISE**  
**TOGETHER**

	District Court		Hearing Court
	District Court & High Court		Court of Appeal
	High Court		Supreme Court
Southern			

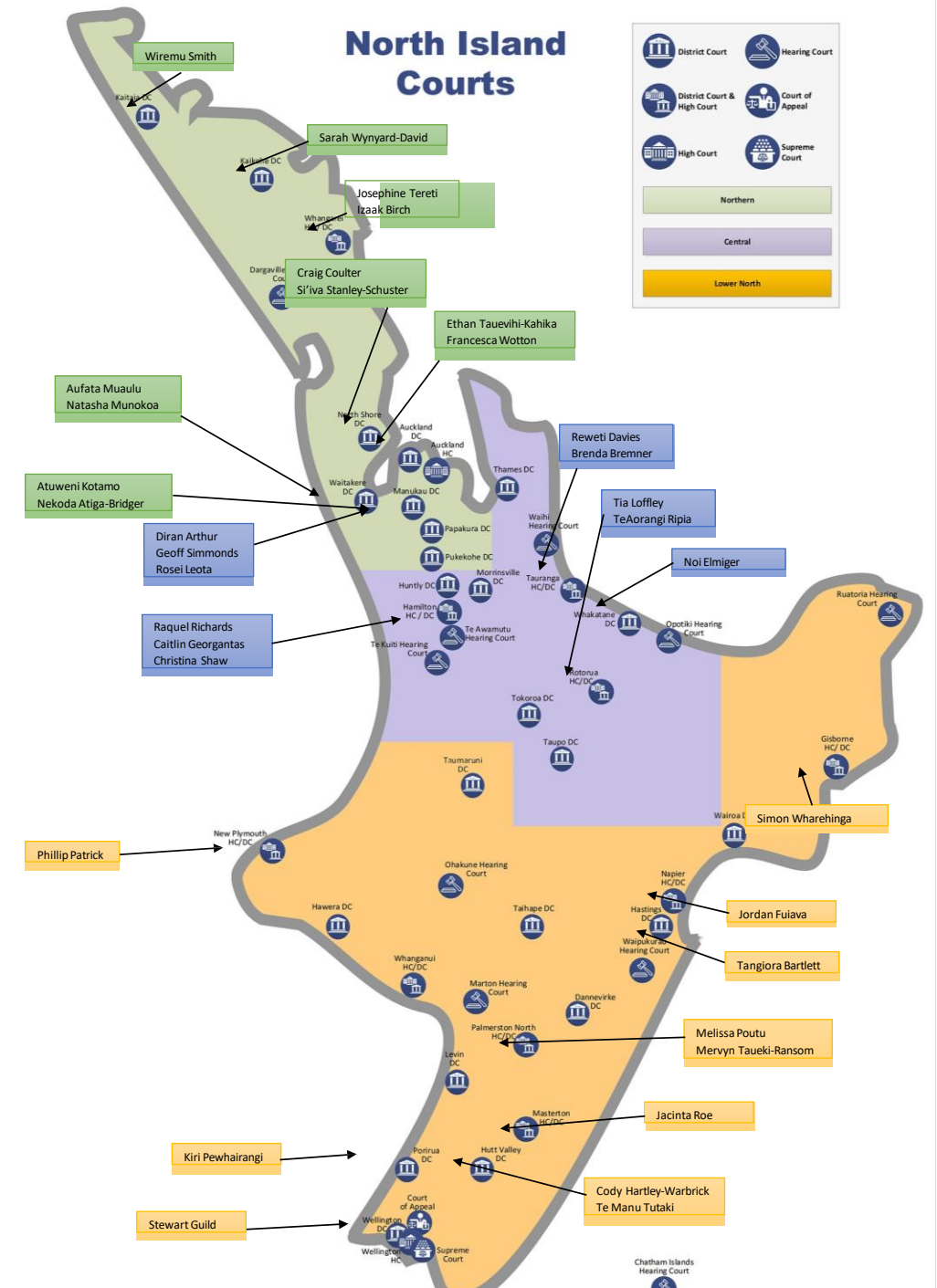
**National Manager** – Liz Hogan  
**Service Manager Northern Region** – Justine NgLam  
**Service Manager Central Region** – Shayne To'afa  
**Service Manager Lower Northern Region** – Givrey Mohi  
**Service Manager Southern Region** – Tulu Andrews

## South Island Courts




## North Island Courts

	District Court		Hearing Court
	District Court & High Court		Court of Appeal
	High Court		Supreme Court
Northern			
Central			
Lower North			







# Te Waipounamu Co-Locations





**The Loft Chch Booking**  
30 mins, One-on-One  
[View booking page](#)

 Copy link Share





**He Waka Tapu Chch Booking**  
30 mins, One-on-One  
[View booking page](#)

 Copy link Share





**Ngā Maata Waka Chch Booking**  
30 mins, One-on-One  
[View booking page](#)

 Copy link Share





**Te Puawaitanga ki Ōtautahi Booking**  
30 mins, One-on-One  
[View booking page](#)

 Copy link Share





**Connected Rangiora Chch Booking**  
30 mins, One-on-One  
[View booking page](#)

 Copy link Share





**Connected Hornby Chch Booking**  
30 mins, One-on-One  
[View booking page](#)

 Copy link Share





**Te Whare Putea Kaikoura**  
30 mins, One-on-One  
[View booking page](#)

 Copy link Share





**He Waka Tapu Ashburton Booking**  
30 mins, One-on-One  
[View booking page](#)

 Copy link Share





**Mid Canterbury Community House Ashburton Booking**  
30 mins, One-on-One  
[View booking page](#)

 Copy link Share





**Timaru Community House Booking**  
30 mins, One-on-One  
[View booking page](#)

 Copy link Share





**Fairlie Community Booking**  
30 mins, One-on-One  
[View booking page](#)

 Copy link Share





**The Vine Whare Manaaki Greymouth Booking**  
30 mins, One-on-One  
[View booking page](#)

 Copy link Share





**Wanaka Community Booking**  
30 mins, One-on-One  
[View booking page](#)

 Copy link Share




**Gore Community Booking**  
30 mins, One-on-One  
[View booking page](#)

 Copy link Share



**Kaiarahi Chris Wild Phone Consult**  
30 mins, One-on-One  
[View booking page](#)

 Copy link Share



# The Family Court

Care of Children Act  
Family Violence Act  
Oranga Tamariki Act

- Judges
- Registrar
- Kaiārahi
- Process
- Hearings
- Conferences
- Requirements (affidavits, memorandum)
- Participation
- Rights



# Breaking down the barriers

- Barriers such as reading and writing
- Barriers can lead to frustration and anger
- What is happening with my whānau and children
- One Parent is making all the decisions without consulting or telling the other what is happening – they can object and do not have to agree.
- We can assist with applications and Court documents
- We can support them to attend by phone and respond to applications.

# Te Whakakitenga

- Improve access to justice for tamariki, parents and whānau.
- Act as a bridge between the courts and the community
- Provide quality information about Family Justice services
- Connect tamariki, parents and whānau to the right people and services at the right time
- Build relationships and provide support to whānau and community providers



# Engaging with Whanau

- Is the participant subject to a Protection Order?
- Do they have current active Family Court proceedings?
- Is there a Parenting Order in place?
- Support to reconnect with whānau that is safe for the participant and Family





# Engaging with Community

- Educating our agencies in court process
- Strengths based with a focus on whānau being self governing
- Promotion of whānau positive services
- Referring on to specialists where appropriate
- Helping communities support their own (reducing harm through retelling of story)
- Creative Collaborating to find best outcome for whānau

# Refer to Kaiārahi

---

Email:

[chkaiarahi@justice.govt.nz](mailto:chkaiarahi@justice.govt.nz)

Phone:

Michelle 027 235 3605

Family Courtrooms 1, 2  
Family Court Mediation Room





Contributing  
PRIMARY SCHOOL

Tane / Kotiro  
||||  
||||  
|

Kei te hiakai ahau

- \* aporo
- \* hanawiti
- \* panara
- \* maramararewai
- \* heihei
- \* karoti
- \* pata heihei
- patu

Work on Writing

Patai?

