



aviva

Aviva Youth Service Evaluation Report

October 2018

Prepared for Aviva by Fiona Platt and Mike Anthony

Introduction

Having opened New Zealand's first refuge for women and children in 1973, Aviva started to provide specialist services for children in 1998. With a focus on the effects of family violence, our child services were designed for pre-teens, and whilst adolescent girls were able to access our safe house, no specialist services were available for adolescent boys.

Still today, New Zealand's response to family violence is largely focused on adult intimate partner violence and its effects on children. The specialised needs of younger people experiencing family violence and/or at risk of causing family violence harm have been under-recognised and under-served.

In reimagining our response to family violence in 2011, we recognised that the large majority of children, young people, and adults experiencing or at risk of family violence will never call the Police; nor will they leave home for a refuge. This is why we partnered with Shine in 2012 to deliver safe@home in Canterbury. It's why, in partnership with Canterbury Police, we started ReachOut, our award-winning earlier intervention service for men using or at risk of using violence. And it's why we developed New Zealand's first specialist peer support service for people overcoming the enduring effects of violence – because becoming safe is not enough.

Adolescence is a critical period as young people begin to form a sense of adult-self, explore preferences and personal boundaries, and develop emotionally and sexually intimate relationships. For too many young people, it's also a time when childhood and adolescent experiences of family violence are re-enacted through their own relationship behaviours – with other family members, boyfriends, girlfriends. The vulnerability of Canterbury's young people to using violence, now and in the future, has been further exacerbated by the multiple social, emotional and economic effects of the 2010–2011 earthquakes. Young people in Christchurch still experience poorer mental health than any other region in New Zealand.¹³

Ultimately, we will only ever achieve our goal to break the intergenerational cycle of violence when children and young people stop growing into fearful, violent adults. This is why, in 2014, we started Aviva Youth. Aviva Youth comprises three parts. The first is a school-based Healthy Relationships Programme; the second, a one-to-one support service for young people who have experienced, are using or may be vulnerable to using violence; the third is a group-based programme.

This report presents the results of Aviva Youth's one-to-one support service, which was made possible by the generous support of the Wayne Francis Charitable Trust. Thank you for backing Aviva once again. We'd also like to acknowledge and thank the Dublin St Charitable Trust and Youthtown for supporting our school-based Healthy Relationship programme.

Thanks to Aviva's wonderful youth practitioners and every member of staff who has made this possible – which is pretty much everyone! Finally, my personal and biggest thanks go to the young people, their families and friends, for putting their trust in us and having the courage to take that first step towards enabling New Zealand to become violence-free.



Nicola Woodward
Aviva CEO



Contents

Introduction	2
Executive Summary	4
The Need: Youth and Family Violence in Aotearoa	5
The Beginning: The Road to the Aviva Youth Service	6
The Service: Supporting Young People to Overcome Family Violence	8
The Momentum: Impact on Young People Overcoming Family Violence	13
Reduced Experience of Interpersonal Violence and Increased Safety	14
Improved Ability to Participate in Healthy Relationships	15
Enhanced Mental Wellbeing	16
Physical Health and General Wellbeing	17
Case Studies	20
The Learning: Successes and Challenges	22
Appendix A: References	24
Appendix B: Evaluation and Research Methodology	25
Appendix C: Pre-Service Data	27
Appendix D: Post-Service Data	29

Acknowledgements

The authors gratefully acknowledge the work of: Catherine Heemi for the patience and compassion she brought when collecting feedback from service-users and supporting the Youth Ambassadors; Dylan Walls for the input, insight and huge commitment he made to making the celebration event a success; Richard Baker from Pops Art for creating the amazing Aviva artwork, and the Youth Ambassadors who gave their time and energy to bring a youth voice to this evaluation.



Address: The Loft, Eastgate Shopping Centre, Linwood
PO Box 24 161, Christchurch 8642

Phone: 0800 AVIVA NOW (0800 28482 669) or 378 3847

Email: enquiries@avivafamilies.org.nz

www.avivafamilies.org.nz

Prepared for Aviva by Fiona Platt and Mike Anthony.

Copyright 2018. Please credit authors when quoting from this document. Reproduction only with permission from Aviva.

Executive Summary

Unfortunately, New Zealand has some of the highest rates of family violence in the developed world and too many children grow up in homes that are not physically or emotionally safe. We know that as children move into adolescence, their lives do not suddenly become violence-free. If they have learned unhealthy relationship behaviour as children, they often bring these behaviours into their own intimate relationships.

In October 2016 a dedicated Aviva Youth Service began engaging with young people aged 12-25 who have experienced, used, or were at risk of using family violence, reaching 113 young Cantabrians over the next two years. The service aimed to increase safety, reduce reoffending, build self-esteem, improve mental health and, ultimately, break the intergenerational cycle of violence.

Qualitative research completed as part of this evaluation showed that through engaging with the Aviva Youth Service:

- Client safety increased, and their experiences of violence decreased dramatically
- Service-users built knowledge, tools and confidence to create stronger, safer and more fulfilling relationships
- Clients grew in self-confidence and improved their emotional and mental wellbeing
- Clients also saw secondary benefits in their physical health and wider wellbeing

The **key service challenges** identified during the evaluation process were:

- The complexity of working with a diverse client group with a wide range of issues and needs
- Supporting young people to make effective and permanent change was difficult when the client was living in an unhealthy home environment

The evaluation shows that the **key success factors** were:

- Personalised programmes to meet the needs and interests of each client as an individual
- Maintaining a solution-focused and non-judgmental approach
- A holistic approach that looked at the wider needs of the client
- Development of strong and trusting relationships between the service users and the Aviva Youth Workers

This report was developed through a combination of client data analysis, client interviews and a youth participation event. This evaluation shows how the Aviva Youth Service has successfully helped young people overcoming the effects of violence build hope, a sense of identity and brighter futures.



*“Aviva provided a safe space, a patient ear, some wise words and **HOPE!** Forever grateful.”*

The Need: Youth and Family Violence in Aotearoa

What Aviva Means by Family Violence

Family Violence is a broad term used to describe physical, sexual, emotional, financial or psychological abuse both of and by children, parents, elders, siblings, and intimate partners.

Experiencing family violence can include hearing, seeing, directly or indirectly being involved in, or experiencing the aftermath of family violence, as well as being physically harmed.

The term family violence incorporates the impacts that this can have on the whole family, especially children in the home. Exposing children to these behaviours is a form of psychological and emotional child abuse.

Aviva avoids the use of terms such as 'victim' and 'perpetrator', instead referring to 'people who have experienced family violence' and 'people who use (or at risk of using) violence'. This choice of language supports a philosophy of focusing on potential; acknowledging that people may have both used and experienced violence; and that no-one should not be limited by being defined by an experience or behaviour.

Youth and Family Violence in New Zealand

It is widely recognised that New Zealand has disturbingly high rates of intimate partner and family violence. Just over half of New Zealand women have experienced at least one form of emotional or psychological abuse from a partner and one third of ever-partnered women report physical and/or sexual intimate partner violence.¹ Although Police respond to a family violence situation every five minutes, only an estimated 24% of family violence episodes come to the attention of the Police.² The majority are unrecorded and commonly unrecognised.

While it is difficult to accurately determine the number of young people who grow up in New Zealand either directly or indirectly harmed by family violence, research indicates that:

- 70% of family violence episodes reported to the Police take place with children in the household.³
- at least 40% of young people have witnessed at least one violent act by a parent,⁴ mostly before age 11.⁵
- 14% of young people report being hit or physically harmed on purpose by an adult at home in the last 12 months.⁶

Facts such as these underscore that far too many New Zealand children and young people experience violence in their homes. And for many, life does not simply become violence-free as they begin to form their own intimate relationships.

In the Youth '12 survey, 20% of female and 9% of male secondary school students reported experiencing unwanted sexual touching in the previous 12 months.⁶ Compared with other New Zealanders, adolescents between the ages of 15 and 19 have the highest rates of intimate partner violence according to the New Zealand Crime and Safety Survey.⁷ Intimate partner abuse in adolescent relationships disproportionately impacts marginalised communities including members of ethnic, sexual and gender minority groups and people with disabilities.⁸

Adolescence is a difficult period for most young people but for those experiencing family violence, adolescence can be even more demanding - physically, emotionally and psychologically. These vulnerable adolescents are at a higher risk of academic difficulties and subsequent school truancy, anti-social behaviour, bullying or being bullied, and substance abuse. They may experience adverse outcomes such as: a loss of interest in social activities; low self-confidence; withdrawal or avoidance with peers; and rebelliousness and defiant behaviour in a school setting.

Traditionally, issues around violence in youth relationships does not receive the same level of public or policy attention as adult relationships⁸ and, as a result, young people have traditionally been under-supported by specialist family violence support services in New Zealand.

Considering that many relationship beliefs and behaviours are developed during adolescence⁹⁻¹¹ it is an important time to engage in both prevention and intervention efforts.⁹

The Beginning: The Road to the Aviva Youth Service

Aviva was formed in 1973 as Christchurch Women's Refuge, New Zealand's first refuge. Over the years, Aviva supported many thousands of women and their children to escape violent relationships and overcome their experiences of family violence. However, as New Zealand continued to report very high levels of family violence, it became clear that a 'victim' focused approach was not going to achieve Aviva's vision of a safe and violence-free Aotearoa. Aviva decided to move towards a more integrated 'whole of family' approach.

Aviva also recognised that, traditionally, young people have not been well supported by specialist family violence services and that this is particularly true for boys and young men. Adolescence and teenage years represent a critical period in which the effects of family violence can have a profound and long-lasting impact on young people's futures as they form a sense of self, build platonic and intimate relationships, and explore personal boundaries. It therefore also represents a critical period to support young people and help ensure that they are well prepared for the future in the complex area of human relationships.

ReachOut – An earlier intervention service for men

The first step to working with whole families happened in 2012 with the launch of ReachOut; a community-based outreach service for men using or at risk of using family violence. ReachOut was developed in partnership with North Canterbury Police, using Police reports of family violence to voluntarily engage men named as offenders or subjects. Whilst men now predominantly self-refer via Aviva's 0800 support line or by dropping into The Loft, ReachOut continues to proactively engage men using family violence across the spectrum of risk from low to high.

ReachOut's purpose, through an integrated team approach, is to enhance child and adult safety by proactively managing the risk of repeat harm through a range of social work and therapeutic interventions. In 2016 ReachOut won the Supreme Problem-Oriented Policing (POP) award. Police data showed a sustained reduction in family violence reconvictions in North Canterbury from 18% to 1.4% (a 92% drop) in the three years following ReachOut's introduction.

ReachOut identified that 20% of males named on Police Reports were under 20 years old, and almost one-third were under 25. In 2014, Aviva established a Memorandum Of Understanding (MOU) with Canterbury Police to extend ReachOut into the Christchurch Metro area and introduced a pilot to engage and develop a specialist response for young people. This included young people who had used violence either towards a family member or within an intimate partner relationship and who had been identified on a Police report. In 2015 ReachOut began working primarily with young men, but also with some young women, who had used violence within the home.



Healthy Relationships Programme

In 2014 Aviva also began developing a short in-school Healthy Relationships Programme for young people 13-15 years old. The programme provided education to build awareness around healthy and unhealthy relationships, family violence, and building and maintaining positive support networks. Each of the five sessions had a focus for group discussion and activities, including gender stereotypes, different kinds of violence and abuse, myths about family violence, power and control, and student wellbeing. Feedback to the end of 2016 showed that 74% of students classed the programme as excellent; 81% felt well equipped to prepare a safety plan for themselves or others; and 87% reported an increased awareness of where to get support. Unfortunately, Aviva has not been able to deliver this programme since 2017 due to a lack of funding.

Aviva Youth's Theory of Change

The development of the Aviva Youth Service was informed by Aviva's experiences with ReachOut and the Healthy Relationships programme. Both indicated clearly that there was demand for specialist family violence intervention services directly targeted at young people.

In 2015 Aviva did a review of existing services in Christchurch for young people using violence. While there were many general youth support services available, there was no specific early-intervention service that didn't require the client to already be known to the Police or involved in the criminal justice system.

Aviva believes that, whilst younger adults should be supported to understand and become responsible for their violent behaviour and its impact on self and others, criminalising young people should be avoided.

Aviva's theory of change is that specialist, customised and age-appropriate interventions for younger adults that focus on understanding healthy relationship behaviours, and improving self-esteem and emotional regulation, may reduce reoffending, increase safety, build self-esteem, improve mental health and, ultimately, break the intergenerational cycle of violence.

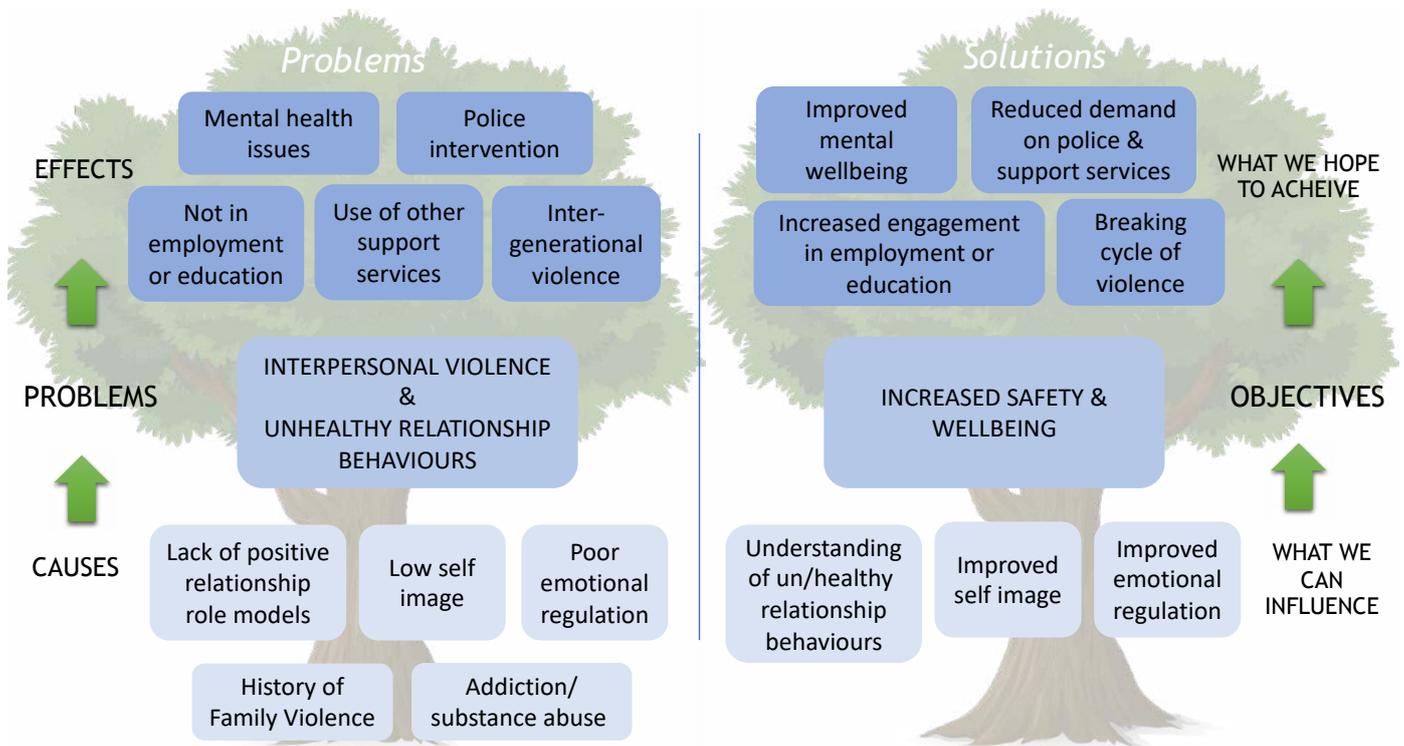


Figure 1: Aviva's Theory of Change

Support from the Wayne Francis Charitable Trust

In 2016 Aviva approached the Wayne Francis Charitable Trust (WFCT) with a funding proposal for a two-year pilot of a specialist Aviva Youth Service.

WFCT agreed to support Aviva's integrated approach; working with younger adults who use violence in a gender inclusive way, recognising that violent and aggressive behaviour within close relationships (intimate partner and familial) can be used by male and female younger adults who have or are also being

subjected to violence and/or other forms of trauma. It also recognises that younger adults are commonly exposed to and experiencing highly complex and changeable social environments over which they may have variable levels of personal control and influence.

WFCT funding began in October 2016 and supported the development, delivery and evaluation of the Aviva Youth Service until September 2018.

The Service: Supporting Young People to Overcome Family Violence

Aviva Youth Service Clients

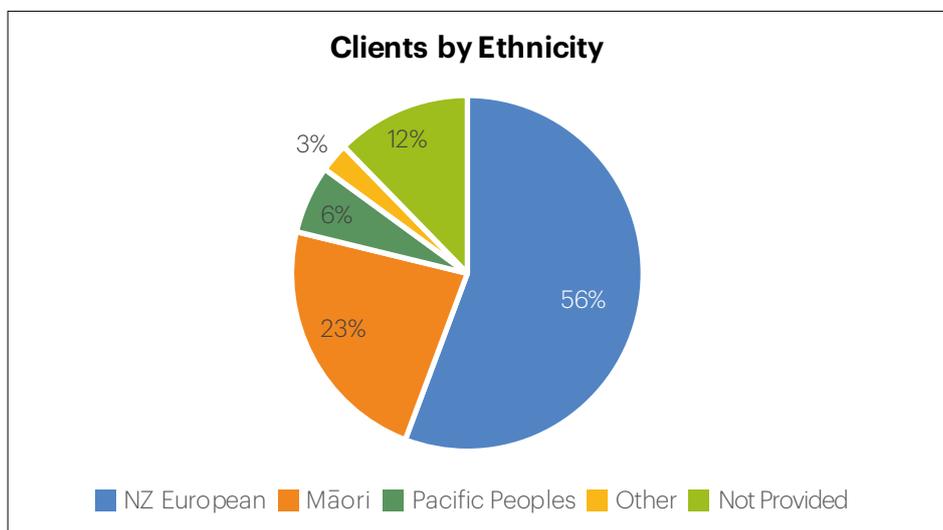
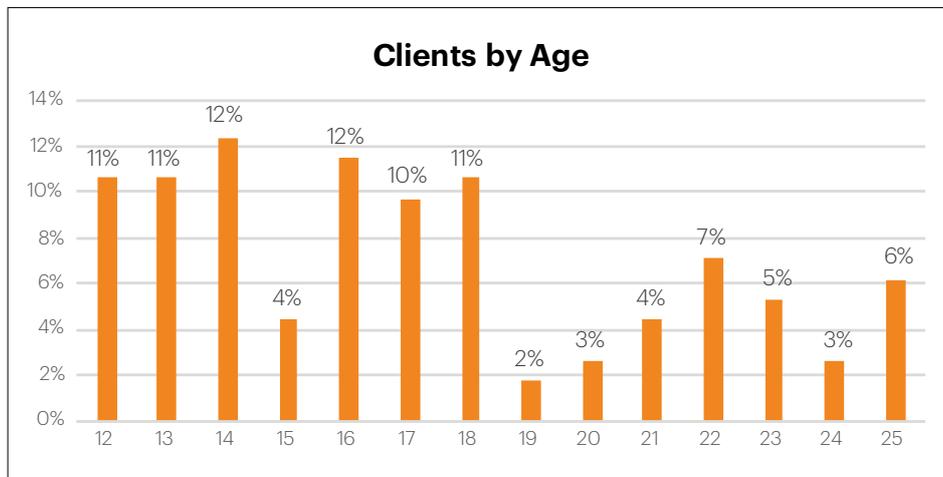
The Aviva Youth Service supports young people, of any gender aged 12-25, who have experienced family violence. This could be in the form of using abusive behaviour, experiencing abuse from others, or both.

In the first two years of service, from October 2016 to September 2018, the service received 221 referrals; of these, 113 young people engaged with the service and had a face-to-face assessment with a Youth Worker.

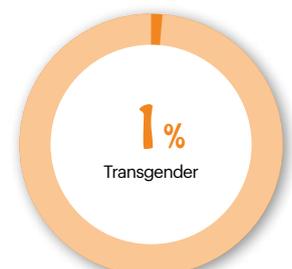
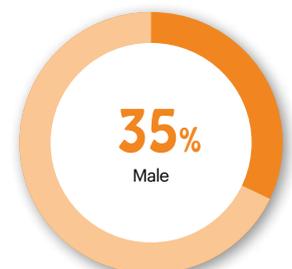
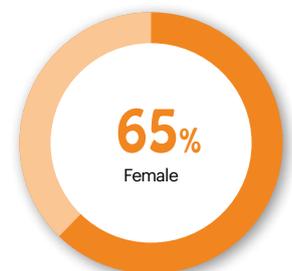
Often referrals did not turn into engaged clients due to difficulty in reaching young people to arrange support, or because appointments were booked but missed by clients. In addition, referrals were often being made by parents without consulting the young person, resulting in the potential client declining the support.

Referral sources have included the Aviva 0800 support line (self or family member), walk-ins at The Loft (self or family member), education providers, health services, social services, the Integrated Safety Response (ISR) pilot service, counselling services and referrals from existing clients.

- 47% self-referral
- 21% other agencies
- 19% parent/caregiver referral
- 7% Integrated Safety Response/Police
- 4% Oranga Tamariki



Clients by Gender



Resource Development

The Aviva Youth Service was developed from the ReachOut model and whilst this was a good base to work from, it was evident that new resources were needed to make Youth a stand-alone service that fitted the needs of its intended clients. Youth-specific forms were developed including: Referral Forms, Risk and Needs Assessments, and a Self-Appraisal Assessment used at the beginning and end of service.

The development of these resources helped the service to develop a 'youth friendly' approach and maintain consistency in the data captured. This data was then used to tailor the unique intervention needed for each individual within the context of the family and other relationships.

Once patterns of service need emerged, additional resources were developed. These were driven by core theories that have been implemented throughout the development and provision of the service.

"The Aviva Youth Service worked for me because they treated me like a human, they didn't pass judgement about what I had done in the past. They helped me to make changes and encouraged me to look after myself better. Once [my Youth Worker] found out I liked the outdoors he showed me some really cool places round Christchurch for hiking. We spent a lot of our sessions walking and talking which really helped me clear my head and look forward. He even starred all these places on my google maps and encouraged me to do this in my spare time. Now instead of lying around I get out walking which always makes me feel better and helps me make positive decisions."

Guiding Principles

- **Maslow's Hierarchy of Needs** This was a key theme in addressing the basic/core needs of the young people and assessing what immediate and long-term changes were needed for them to achieve improved wellbeing. These needs were identified for each client through a Risk and Needs Assessment early on in their engagement with the service.
- **Kolb's Learning Cycle vs Cycle of Violence** Many of the young people were stuck in the cycle of violence, which can lead to the development of significant long-term unhealthy behaviours as well as damaging psychological development. The Youth Service used Kolb's Learning Cycle as a key principle to tackle this, by providing young people with alternative positive experiences. These were reflected on to build resilience and an alternative way of learning from the experiences relating to family violence.
- **Howard Gardener's Theory of Multiple Intelligence** Due to various factors, some of which can be attributed to the experience of family violence, many of the young people that engaged with Aviva's Youth Service experienced low self-esteem. This included young people doubting their cognitive ability and, therefore, their self-belief. The Theory of Multiple Intelligence challenges the traditional conception of intelligence. It provides a platform for everyone to recognise their individual skills and abilities as intelligences by attributing abilities such as interpersonal, sport and art skills as forms of intelligence. This was hugely beneficial in boosting client's self-belief and wellbeing.



Logistical Service Delivery

Each young person accessing the Aviva Youth Service was met initially at The Loft for at least one appointment before community-based appointments were agreed to. This allowed the worker to set a professional boundary with the client and establish what commitment they had to attending sessions. It was then up to the discretion of the worker to decide whether to meet the client in the office, at their home or in the community.

The length of engagement varied greatly between clients depending on their needs.



*75% of these were referred on to an alternative Aviva service

Support and education were predominantly provided in person, but Youth Workers also contacted young people by phone and text message. On average, clients received 8.5 face-to-face sessions that totalled 9.5 hours of support. Individual levels of support varied greatly; one long-term client had 37 weekly support sessions, while others may only have had a couple of sessions.

Type of Support

Type of Support	Average Session/Supports per Client	Average Hours of Support per Client
FACE-TO-FACE SESSIONS	8.5	9.5
PHONE CALLS	8.5	1.2
TEXT MESSAGING	1.1	0.2
WRITTEN CORRESPONDENCE	1.1	

In the interest of safety and consistency, the service followed the same guidelines as Aviva's other services. This includes record-keeping using Aviva's database, Recordbase, to ensure that time with clients and assessments were electronically recorded in a timely fashion. In addition, personal details such as contact information, health conditions and potential risk factors were recorded. Information about immediate family including parents and intimate partners, the person(s) using the abusive behaviour, or support people such as other social agency or health professional workers were also recorded in the client's file.

This data collection also allowed Aviva to share appropriately and when needed with other agencies in the interest of safety. It was also essential in managing unforeseen circumstances such as staff absences. This meant other team members could read through the client notes to evaluate risk and gather an understanding of what work had been completed.

Practical Service Delivery – A Personalised Approach

As the needs of clients became clear and practical resources grew, so did Aviva's practical approach. For many of the young people supported within the Youth Service, the thought of sitting in an office and talking about very personal experiences could be distressing. The team adopted a very flexible approach in how and where the service was delivered. The initial meeting was at The Loft; for some this remained their favoured meeting place but for others this was either not comfortable, practical or what they needed to engage positively with the service. For these young people home- and community-based visits were preferable, sometimes utilising free local resources such as walking tracks, parks and shopping centres. Depending on what the young person might be interested in, some sessions were run whilst completing an activity such as fishing, hiking, mountain biking, going out for dinner, creating art and shopping.

This adaptability has been essential in the success of the service and ensuring sustained engagement. This approach also provided essential positive and new experiences for the service users, feeding directly into Kolb's Learning Cycle by enabling the young person to reflect on their personal wellbeing before, during and after the activity. This approach looked at the bigger picture for the client and enabled them to build coping strategies and resilience in the face of adversity.

"The Youth Service was really great. Very, very supportive and non-judgemental – very thankful."



For most of the active service delivery period young people had the choice to work with a male or female Youth Worker. This allowed them to choose a Youth Worker they felt more comfortable with, especially if they had negative experiences with males or females in their lives. Most young people did not have a preference but for those who did it helped to build trust and confidence in the service.

"I'm grateful for the way (my Youth Worker) handled things. He's one of the reasons I have changed, trusting males again."

The core work completed with clients was around healthy relationship education, which helped to identify both healthy and unhealthy behaviours that can be used in relationships. Referrals included intimate partner family violence, as well as issues with immediate family such as parents and siblings; this meant a flexible approach was needed regarding how content was delivered. This was achieved by adapting the learning to the personal circumstances of each client with a focus on ensuring the person was treated with respect and no judgement.

Safety planning is at the forefront of the Aviva Youth Service's work. Risk and needs assessments were completed within the first three sessions to develop an appropriate safety plan, although this would be completed sooner if required. Safety plans ranged from supporting young women into safe accommodation, to helping a teenage boy communicate better with his parents to avoid arguments from occurring. The team recently developed a new paper-based resource that actively involves the young person contributing to the best way to keep themselves safe.

Meeting the holistic needs of young people: a multi-agency approach

The Youth Service adopted a holistic approach to meeting the needs of its service users: addressing mental health needs, employment or education/training needs, housing needs, access to healthcare, financial needs, and many others.

To achieve this, it was essential to work closely with other agencies and make external referrals. Being located within The Loft, a shared multi-agency model and space, was a huge advantage and allowed the service to better support its clients.

When possible, and if it suited their needs, service users were able to attend multiple sessions at The Loft in which they could be supported by Loft partners and seen by Aviva on the same day. This saved valuable time and financial resources for clients and enabled them to feel highly supported by an innovative multi-agency approach. Being co-located also made it easier for support staff from different agencies to engage in and consult on shared cases.

The Aviva Youth Service has collaborated with and referred to more than 20 services that offer:

- Employment, Education & Training Opportunities
- Gambling and Addiction Support
- Physical and Mental Health Care
- The Police
- Care and Protection
- Youth Work Services
- Sport and Leisure
- Adventure Based Learning

In addition to receiving support from these agencies and partners, Aviva has also provided support and received referrals from many of them.

The Youth Service attempts to work in partnership as much as possible and share resources with the intention of creating positive social change. Aviva has attended many speaking engagements and created specific workshops for education providers whose young people may be experiencing or at risk of engaging in unhealthy relationships.

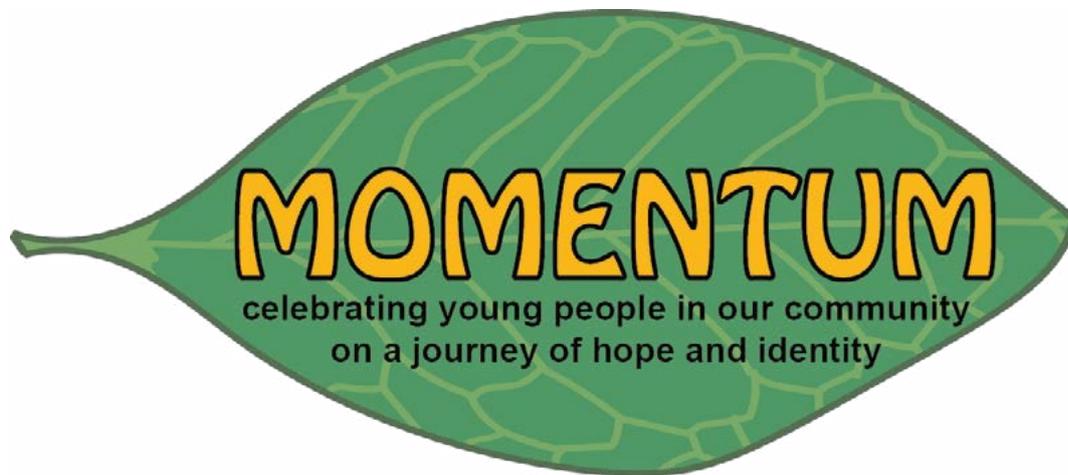
“Aviva’s Youth Team have been invaluable to us over here at REAL! The team played a huge role in helping us determine the direction of our service as it came into being earlier this year. They are a pleasure to work with and my team have really benefited from the expertise and knowledge they have been able to share with us; particularly when we need a bit of guidance and direction around family violence, healthy relationships and safety planning.

External Colleague – Real Youth Service



“As Navigator at (The Loft) ‘front-of-house’ I have noticed changes in the youth who come in to meet with the Aviva Youth team. At the beginning they are quiet and often won’t make eye contact, but by the time they have worked with the Youth Service for a while the increase in their confidence is very noticeable and they willingly engage in conversation with us. Some of them openly discuss their goals and express how much they appreciate their time with the Youth Team.”

The Momentum: Impact on Young People Overcoming Family Violence



"The word 'Momentum' came from the idea that Aviva was what helped us get hope, to dream again, or to find a better future through support – that you are going forward in life.

The green leaf symbolises new life and regenerating. One of the things I got to do with (my Youth Worker) is go for walks. It was interesting to see the burnt trees from the Port Hills fire and the regrowth that came from that. I was quite surprised that it didn't take long for trees to come back and rejuvenate; coming from something dark to something green and beautiful again.

That's what I relate to with my situation – Aviva is what has helped me to regenerate."

Aviva Youth Ambassador

In seeking to measure the impact of the Aviva Youth Service, the following Key Evaluation Factors were identified:

1. Primary service objectives

Reduced experience of interpersonal violence

Increased safety

Improved ability to participate in healthy relationships

2. Secondary service objective

Improved mental wellbeing

3. Potential service benefits

Improved physical health

Improved general wellbeing
(including eating, sleeping and substance abuse)

These factors were addressed by the findings of 'pre-service' and 'post-service' research. Through a 'post-service' questionnaire, feedback was captured from 41 young people that engaged with the service. This data was compared to 'pre-service' information, captured through analysis of the risk and needs assessment documents of 84 Youth Service clients (refer to Appendix B for research methodology and Appendices C and D for full research data).



Reduced Experience of Interpersonal Violence and Increased Safety

The Aviva Youth Service clients reported increased safety, and their experiences of violence decreased dramatically.

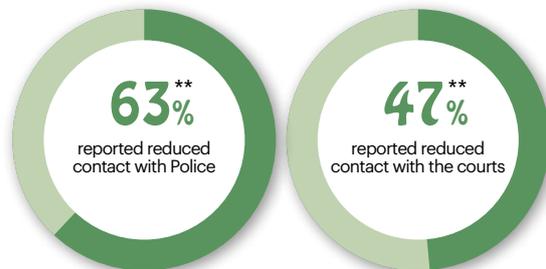
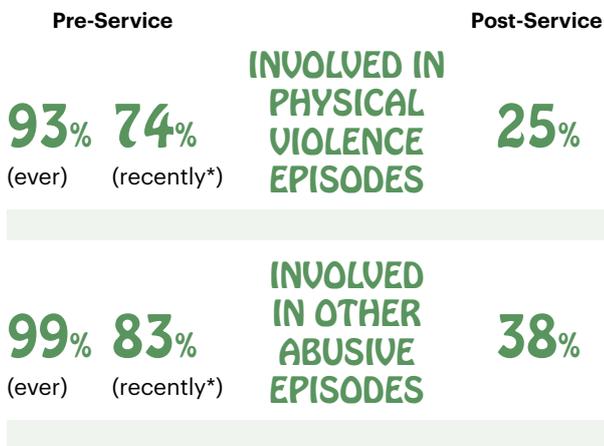
Upon entering the Aviva Youth Service:

- 79% of clients reported prior contact with the Police and 15% reported involvement in the justice system
- 99% of clients reported having experienced family violence, with 83% reporting that this abuse had occurred recently
- 43% of the young people reported their own use of violence and abusive behaviours towards others, including family members and/or intimate partners
- Only one client presented at the Aviva Youth Service for support with their use of violence who didn't report previous experiences of family violence

The Post-Service survey revealed:



Experiences of abuse and Police contact:



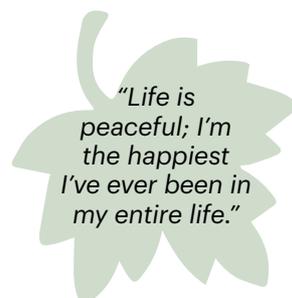
** % of those who had contact Pre-Service that reported reduced contact Post-Service.

* 'Recently' generally meant within two months of coming to Aviva.

Many young people came to the service due to experiencing family violence in their home environment, in situations where the interpersonal dynamics were often highly complex. In this context it is not surprising that while clients felt more empowered and capable of keeping themselves safe and most experienced less violence, some were still being exposed to abuse post-service.

Of those still experiencing abuse, when asked how it compared to prior abuse 50% reported some improvement and 6% reported significant improvement.

While the sample size means that it is difficult to confidently analyse data sub-sets, there did appear to be a trend that those who came to the service using violence and Māori clients were more likely to have experienced further physically violent episodes post-service, whilst their experience of other abusive behaviour was more aligned with the overall average.





Improved Ability to Participate in Healthy Relationships

Over half the young people entering the Aviva Youth Service reported growing up with family violence in their home, while others came to service for support with violence they were experiencing in their intimate partner relationships.

Upon entering the service:

- 61% reported experiencing abuse from their parent or step-parent
- 39% reported abuse by a partner or ex-partner
- 5% reported abuse by a sibling

Many service users had not been exposed to positive relationship role models in their younger years and did not understand what healthy relationship behaviours looked like. The goal was for clients to build knowledge, tools and confidence to create stronger, safer and more fulfilling relationships going forward. Post-service feedback indicates that most clients achieved this goal.

"I thought what I was used to seeing was normal. (My worker) showed me the difference between healthy/unhealthy behaviours."

The Post-Service survey revealed:



"Helped me get the confidence to talk to my dad and tell him how I feel."



Enhanced Mental Wellbeing

Children who are exposed to family violence are more likely to be depressed or anxious, attempt suicide, and have below-average self-esteem.¹² It is not surprising therefore to see many clients entering the service with mental health concerns. Clients grew in self-confidence and improved their emotional and mental wellbeing during their engagement with the service.

Upon entering the Youth Service:

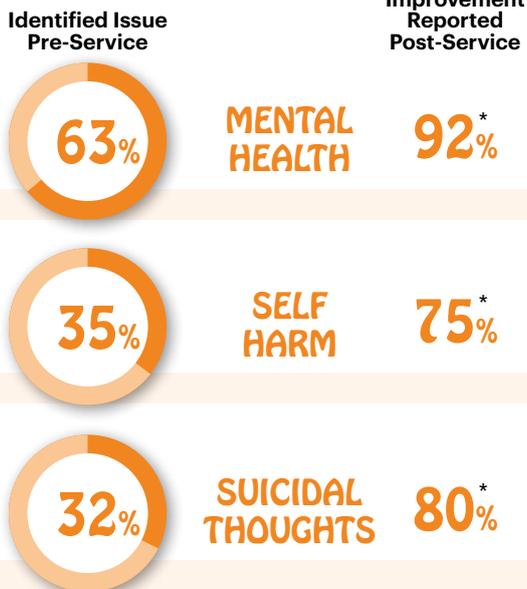
- 63% identified as having issues with their mental health
- 35% reported a history of self-harm
- 32% reported a history of suicide attempts

The Post-Service survey revealed significant improvements in mental health of clients:



"Restored my faith in humanity, realising that people do give a shit."

"Helped me get through tough times – I wouldn't have done it alone."



"Helps you build relationships and confidence with life."

"Gave me hope to dream again when I'd lost any chance of that. Made me realise I had mentally shut down from the issue."

*% of those with the issue Pre-Service that reported improvement Post-Service.



Physical Health and General Wellbeing

In addition to the providing supports that directly improved interpersonal relationships and safety, service users also saw secondary benefits in their physical health and wider wellbeing.

Impact on Physical Health & Wellbeing



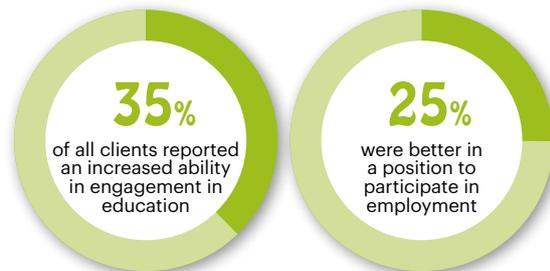
* % of those with the issue Pre-Service that reported improvement Post-Service.

Impact on ability to participate in education

30% of clients entering the service were not engaged in education or employment. Of these:

- 15% were under 16 years old
- 31% were 17-18 years old
- 54% were over 18 years old

The Post-Service survey revealed:



Why Earlier Intervention is Important

The pre-service data indicates that as clients got older, they reported increased issues in their lives and were less likely to be receiving support.

Clients over 18 years old were more likely to have increased:

- involvement with Police or the criminal justice system
- history of suicide or self-harm
- issues with drugs and alcohol
- gang involvement
- issues with eating and sleeping

Despite having more issues, older clients were less likely to be receiving support from other social service agencies prior to entering the Aviva Youth Service (11% for 18+ vs 30% for those under 18). The two main pathways for young people exposed to family violence to access support is through Police or a school referral.¹² As teens get older and move away from school, it appears they are less likely to be receiving the support they need.

While these increased issues and reduced supports are not surprising, it reinforces why it is so important to engage with young people early on and to provide easy access to support services as they move into the older teenage years.

"HOPE & GRATITUDE"

"Exceptionally REAL & RAW. Thank you xx"

"You can achieve anything you put your mind to"

"Being vulnerable is strong x"

"Brave, strong, beautiful, safe, courage, healing, Aroha, open"

"Caring about people"

"ALOFA MO TAGATA UMA. Faafetai I le Atua"

"Love is the most important thing - starting with yourself. Kia Kaha"

"Young people are the future, and the future is BRIGHT."

"Love yourself. You are worth loving"

"Take a chance and believe"

"On particularly rough days I like to remind myself that my track record for getting through bad days is 100% so far, and that's pretty good"



Quotes from attendees of Aviva Youth Service Celebration event.

"Hope exists. Change is possible & it does get better"

"Believe in yourself"

"Understanding and a listening ear"

"Define respect - then expect nothing less from others and yourself"

"To make change, be the change"

"Trust. Connection"

"Someone is always there waiting to talk"

"There's always a rainbow after the storm. Never give up! It will always find a way to get better"

"Unless you faint or die, keep going"

Aim like a Jedi, not like a Stormtrooper"

"Your past DOES NOT define you! You choose who you want to be"

"Something good will always come"

"Your thoughts do matter"

"Everything works out fine in the end"

"Thanks"

"You can't just hope for happy endings, you have to believe, and do the work and take the risks"

"You can't always control what happens to you... BUT... you CAN control how you respond"

"Good things come to those who wait"

"Don't walk in front of me. Don't walk behind me. Walk next to me and hold my hand"



Artwork designed by Aviva Youth Ambassadors and created by Richard Baker of Pops Art.

"Be strong"

"Be strong. KIA KAHA"

"Our pain will come through relationships, but so will our healing"

"If you're searching for that one person who will change your life...take a look in the mirror"

"Kia Kaha. Stand in your truth and be brave to speak even if your voice shakes"

"You + Me together, we could do ANYTHING"

"Be strong and speak UP"

Case Study – Manaaki

The 25-year old Manaaki* described himself as “a raging alcoholic, drinking until I blanked out” when he first came into contact with Aviva. “I just had lots of anger. The last strike was when I hit out at my partner – I never, ever thought I’d be capable of that. It was a side of me I didn’t like.”

Manaaki Googled support and after calling Aviva’s 0800 line he was connected with our Youth Services team. “I came in that day and they began helping me” says Manaaki. “(The Youth Worker) assured me that I was going to be alright. I had felt completely alone, and it was good to have some hope.”

Manaaki had a “savage” childhood. “My father was an alcoholic and he was abusive.” Manaaki’s earliest memory is his father threatening his mother with a machete. “We watched her get beaten a lot – a few times a week; then it was our turn.

“We all ended up in CYF (Child, Youth and Family) care. Eventually I ran away and was a street kid for many years, eating out of bins. It was better than going home. On the streets I picked up a lot of bad traits and became immune to violence. There was nothing in my heart to have any mercy on anyone. I was assaulting family, friends – anyone.

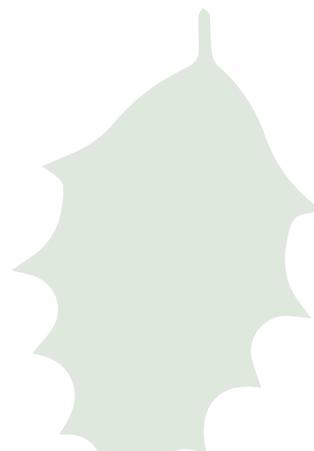
“As for my partner, I’m not even sure how I got to be in a relationship. I guess I was just lucky. She opened my eyes by coming into my life, and she built this heart I can care about. I wanted to make her happy, to protect her. So, when I hit her, I knew I couldn’t live like that anymore.”

Support from the Youth team has helped Manaaki change his life completely. “The thing I learnt most was thinking about my situation - what triggers me and how to avoid/manage those. I used to have a million questions in my head about another person, and I’d answer those questions myself, then attack. I learnt a lot of techniques about stopping and thinking first.”

“The work with my Youth Worker taught me a lot about how what happened in the past affected me, and how I thought what I was used to seeing was normal. He showed me the difference between healthy/unhealthy behaviours in the way I treat people.”

“Life is great now. I don’t have to look over my shoulder, and because I stopped drinking after coming to Aviva, I wake up with no regrets. My whole vibe has changed, from the inside out. Since I started with Aviva I feel even my walk has changed. Life is peaceful; I’m the happiest I’ve ever been in my entire life.”

*not his real name



Case Study – Elly

The journey to wellbeing wasn't a simple one to navigate for Elly. In her early twenties, Elly found herself in an abusive relationship and tried reaching out for support but was failed on numerous occasions by lawyers and other agencies where she says she "didn't feel like a priority. I found it really hard to find where support was. Before I worked with Aviva, I was pretty lost. I think it was my faith that got me through, otherwise I wouldn't have been here at all."

Despite the frustration, Elly was determined to improve her situation and she self-referred to Aviva. Elly engaged with Aviva's Youth Services team, receiving one-on-one support tailored for her situation and needs. "When you've been let down by the system, it's really hard to trust again. I didn't expect this to work and then after a few meetings and some suggestions from [my Youth Worker] that were really helpful, I felt really hopeful. I knew what I wanted and where I wanted to go, but I didn't know how to get there. [My Youth Worker] was the first person to just listen and he was able to challenge me when I needed to be challenged. He was able to help me in ways I never knew anyone would, or could. I felt safe here."

Thanks to that support Elly learned that what she'd experienced was not her fault and that she was not alone in her experiences, or in her journey to move past them. Isolation was a precaution Elly had taken in the past to keep herself safe, but that isolation compounded her situation and it took a while for her to come back out of her shell. Her Youth Worker fostered a relationship with Elly built on trust, and through this she began to rebuild her confidence and realise that she could rely on others.

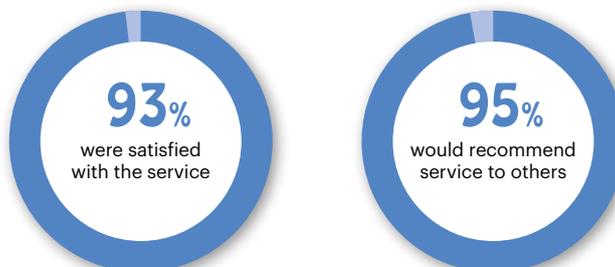
Opportunities to get out and also about with her Youth Worker and to meet other young people using the Youth Service helped Elly reconnect with other people and not feel so alone. "He helped me realise we can't isolate ourselves... that we need other people in our lives" she says. Her music is another way in which she's found healing and connection. An accomplished musician, Elly expresses herself through song and composition, with her powerful voice sending tingles down spines at the Aviva Youth Celebration event, 'Momentum'.

Fast-forward five years and you'll probably find Elly helping others through their own challenges because, having had the support she got from her Youth Worker, she can see the difference it has made to her she now wants to help others make the same difference in their lives. Elly is keen to undertake the Aviva Specialist Peer Support training in 2019, thereby using her own lived experience to support others towards a journey of hope and wellbeing.



The Learning: Successes and Challenges

The most important measures of success are the outcomes that clients achieved. The research suggests that the Aviva Youth Service had a positive impact on their lives and futures, and that young people were generally pleased with the service they received. The service supported youth from a range of ethnicities and equally high levels of satisfaction were reported across all groups.



"It helped me get through a tough time that I wouldn't have been able to do alone."

"My worker was really good, he's so funny. He explained things in an easy way and went over and above to be there for me."

"It was nice to have someone to vent to, somebody on my side who understood where I was coming from and gave me pointers of how to handle it."

Service Challenges

Diverse client group:

The Aviva Youth Service has been Aviva's most diverse service regarding the clients supported and the variety of their needs. The Youth Workers supported 12-25 year olds; all genders; those using violence, experiencing it, or both. This is different to other services at Aviva that have primarily worked with one gender and mainly focused on one set of behaviour. Whilst this approach was influential in making the Youth Service a success, it also posed challenges. Establishing resources that suited this wide spectrum of clientele was a huge piece of work, one which may have been underestimated when the service was being established. The Youth Workers needed to be exceptionally adaptable in their approach when working with such a varied client group, as the needs of a 12-year-old were often very different from those of a 25-year-old. This adaptability, whilst a strength of the service, was also very challenging for staff at times and required a vast knowledge of support services that could compliment the work that they were doing.

Challenging family dynamics:

One of the most challenging aspects to achieving the goal of enabling young people to have healthy relationships and be free from abusive behaviours was often their home environment and the influence of third parties. For young people living with family violence, making effective permanent change in their own behaviour is extremely difficult to do in isolation. Some family units the service worked with tended towards unhealthy and ingrained patterns of behaviour. For the young person to have the best chance of successfully making positive change, others in the family – be this the parents, siblings and/or extended family members they closely associated with – needed to recognise and support the changes or be willing to make changes as well. Where possible, the parents and family members were engaged in conversation and/or support from another Aviva service and the Youth team mediated healthy conversations to try and address issues. However, this was not always possible as this could have potentially placed the young person in danger of further abuse, especially psychological and emotional violence. Many young people had very little choice but to remain in the home where the abusive behaviour was taking place, and with people that they love and want to stay connected with. When this occurred the Youth Service would do its best to support the situation, however, at times it became a case of harm minimisation.

Key Success Factors

Personalised approach to working with each client:

Aviva ensured that the service was delivered in a way that aligned with individual needs and interests. This meant ensuring that Aviva worked in a physical space that was comfortable for clients, whether this was in the office, at their home or in the community. The Youth Service team were also conscious that, whilst all clients shared some form of experience of family violence, this could vary dramatically. The content of education or services provided was directly associated with the needs of the client, meaning one client could experience a totally different service from another client. However, at the core of the Youth Service was the focus on enabling young people to have healthy relationships and achieve personal wellbeing.

Solution-focused, non-judgmental approach:

Aviva ensured that young people felt encouraged to be open and honest about their experiences. This was achieved by always trying to find a solution to the needs of the young person no matter the issue. The confidentiality agreement with young people was explained clearly so that they understood that data would only be shared in the interest of their safety, or that of their family. When issues were out of the Youth Worker's area of expertise, they would appropriately signpost the client to services that could support them better and then assist them to access those services.

Holistic focus:

Young people were treated holistically, meaning that their overall needs were reviewed and appropriately supported. They were encouraged to adopt a healthy lifestyle that included good sleep and eating patterns, regular exercise and social interaction. Where possible, service-users were supported to achieve this by tailoring the service; this may have included providing access to financial support, supplying the family with regular food parcels, encouraging less screen time before sleep or promoting an active lifestyle through the support sessions. A holistic approach was also achieved by Aviva working with other members of the family where possible; often mothers and fathers of the young people were also Aviva clients.

Strong relationships:

Aviva Youth Workers were able to build strong relationships with service-users by personalising sessions and using the young person's hobbies and interests as part of the session time. With some clients, half the session could be spent talking about something they were interested in, totally unrelated to family violence. This built strong working relationships with the service users and ensured they felt heard and cared for. When service-users were asked what they found most helpful about the Aviva Youth Service the responses indicated that they valued the relationship that they developed with their Youth Worker. Many clients indicated that they found the team were easy to talk to and that they genuinely cared and wanted to help them. They also commented that they had a high level of trust in the team and they were well understood.

"The Aviva Youth Service worked for me because they treated me like a human, they didn't pass judgement about what I had done in the past. They helped me to make changes and encouraged me to look after myself better."

"Aviva has restored my faith that people can be trusted, kind and without hurtful intention. I can hope for the future and allow others to help me grow in myself and in helping others in the community"

"I've seen the enthusiasm, imaginative and rewarding work that the Aviva Youth Service has provided. I have observed the impact on the young kiwi's that have been involved. Whether this was having someone that they could rely on and trust or being challenged to reach their full potential. I feel that the Youth Service plays an important part in planting a nourishing, supportive seed in young people's life."
Staff Member at The Loft

Appendix A: References

- 1 Fanslow, J. L. & Robinson, E. M. Sticks, Stones, or Words? Counting the Prevalence of Different Types of Intimate Partner Violence Reported by New Zealand Women. *J. Aggress. Maltreat. Trauma* 20, 741-759 (2011).
- 2 Are You Okay. (2014-16). Statistics: Police Statistics. Retrieved from <http://areyouok.org.nz/family-violence/statistics/>.
- 3 Families Commission (2009) Family violence statistics report, Wellington, Families Commission.
- 4 Lievore, Denise and Mayhew, Pat (2007) The scale and nature of family violence in New Zealand: A review and evaluation of knowledge. Wellington, Centre for Social Research and Evaluation, Ministry of Social Development.
- 5 Martin, Judy, Langley, John and Millichamp, Jane (2006) 'Domestic violence as witnessed by New Zealand children'. *New Zealand Medical Journal* 119(1228), pp. 1-14
- 6 Clark, T. C. et al. Youth '12 Overview: The Health and Wellbeing of New Zealand Secondary Students in 2012. (2012).
- 7 Ministry of Justice. New Zealand Crime and Safety Survey: Main Findings. (2014). doi:10.2839/18076
- 8 Beres, M. (2017). Preventing adolescent relationship abuse and promoting healthy relationships. Auckland, New Zealand: New Zealand Family Violence Clearinghouse, University of Auckland 1, 6-7.
- 9 Flood, M., Fergus, L. & Heenan, M. Respectful Relationships Education: Violence prevention and respectful relationships education. (VicHealth, 2009).
- 10 Collins, W. A. More than Myth: The Developmental Significance of Romantic Relationships During Adolescence. *J. Res. Adolesc.* 13, 1-24 (2003).
- 11 Giordano, P. C. Relationships in Adolescence. *Annu. Rev. Sociol.* 29, 257-281 (2003).
- 12 Superu, What Works for Children Exposed to Family Violence?, Wellington, Superu. 2017.
- 13 Youth Mental Health Project evaluation: Spotlight on youth less well served by the existing programme 2017; SuperU

Appendix B: Evaluation and Research Methodology

Youth Participation in Evaluation Model

The methodology of this evaluation was split into two main parts: this written report that uses a quantitative analysis, and active youth participation in planning and delivering a celebration event. This event provided an additional opportunity for young people, their whānau and professionals to feed back their experiences with the Youth Service as well as celebrating the achievements of both the Service and the service users. Attendees at the celebration also contributed to an artwork that Aviva had commissioned to celebrate the young people's journey.

Aviva staff facilitated meetings with four Youth Ambassadors on a fortnightly basis in the months leading up to the event. The focus of these meetings was to undertake the planning and delivery of the event, including the following:

- Choosing the catering supplier and food
- Designing the invitation

- Meeting with the artist and helping to create the interactive artwork
- Running the art workshop at the event
- Writing and performing a Waiata
- Writing and performing a Whakatauki
- Preparing youth-led presentations

The participation model was adopted to ensure that the focus of the evaluation was youth-led both in a practical sense and within the written report. It also provided a greater platform for young people to share their experiences of working with Aviva.

The model also gave young people an opportunity to acknowledge their journey, celebrate some of the successes that have been achieved and to encourage communities to talk about the challenges of addressing family violence.

Service Statistics

Statistics about the number of clients that the Aviva Youth Service has supported are extracted from Recordbase, Aviva's client database. Data includes

demographic information, details around their time in the service and the type of support sessions for all clients accepted into the Youth Service.

Pre-Service Research Methodology

"Pre-Service" refers to information obtained from youth clients upon entering the service. All clients accepted into the Youth Service between October 2016 and June 2018 who completed initial Risk and Needs Assessments documentation are included in this analysis. In total, data from 84 clients is included in this data set, giving the data a margin of error of +/- 6 points.

Data collected included experience/use of violent and abusive behaviour, interaction with Police/courts, and the information about their health and wellbeing. This information was predominantly extracted from Needs and Risk Assessments documents completed by the Youth Worker during their first few sessions with the client. Case notes were also reviewed and, if there were information gaps, Youth Workers were consulted for more information – sometimes further details were revealed after the initial assessment once a more trusting relationship had been established.

This data is based on self-reporting, so there is a chance that there is underreporting in some areas as clients may have been hesitant to raise or discuss some issues.

Not all clients' data has been included because:

- Some clients accepted into the service may not have engaged long enough to complete a Needs and Risk Assessment. With young people, it was not always possible to complete these forms on their initial visits as rapport and trust needed to be developed with the Youth Worker. Sometimes clients did not stay engaged long enough for this form to be completed.
- To allow time for data analysis, clients entering the service after June 2018 have not been included.
- Some forms had not been uploaded to the client's file.

Post-Service Research Methodology

“Post-Service” refers to data collected in post-service interviews completed in August 2018. These were predominantly done over the phone by a Youth Evaluation Co-ordinator, who was not a Youth Worker who had directly worked with these clients. Questions covered the young person’s experience with the Aviva Youth Service, their experience of abuse post-service and the impact on their health and wellbeing. In total, feedback from 41 clients is included in this data set, giving the data a margin of error of +/- 12 points.

The criteria for asking clients to participate in the post-service interview:

- Had been accepted into the service
- Attended two or more sessions with a Youth Worker
- Entered the service by June 2018

It was a challenge to connect with young people post-service to get their feedback. Family violence is a difficult topic that they may not have wanted to re-live and many young people are difficult to contact, especially if they have a history of difficult relationships which often result in changing phone numbers.

Of those eligible to participate:

- 5% refused to participate
- 21% no longer used the phone number we had on record
- 14% did not answer the phone despite several attempts and a text message being sent
- 8% had ‘other’ reasons that they were not able to participate

This research included feedback from clients still participating in the service and those who had finished their time with Aviva:

- 31% still in the service
- 21% left the service less than 6 months ago
- 36% left between 6 to 12 months ago
- 13% had left the service more than 12 months ago



Appendix C: Pre-Service Data

See Appendix B for Research Methodology

Experience of Violence and Abuse

99% had experienced violence or abusive behaviour before coming to Aviva:

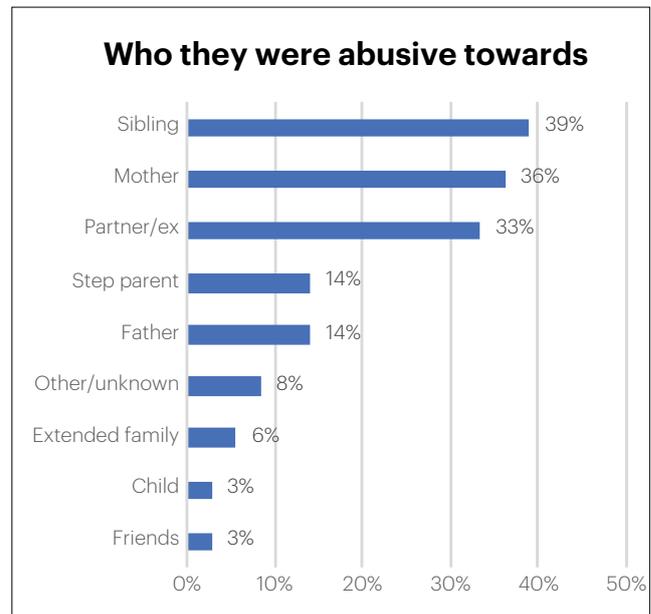
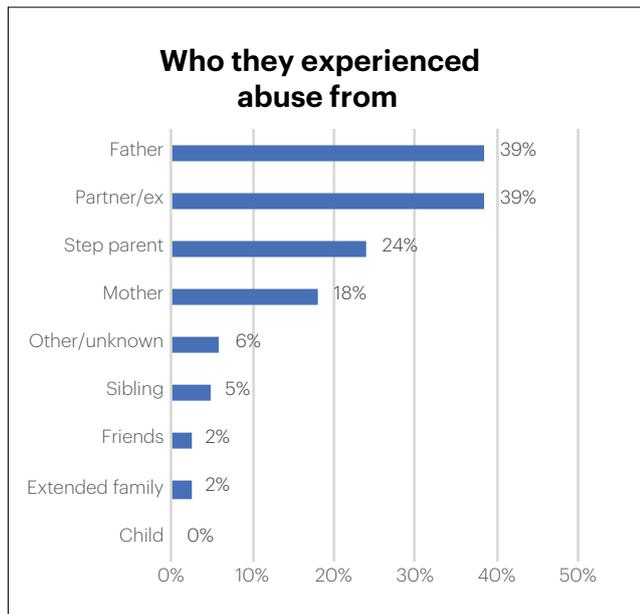
- 93% had experienced physical violence
- 83% had recently experienced physical violence or other abusive behaviour

43% had used violence or abusive behaviours

- 38% have used physical violence
- 27% had recently used physical violence or other abusive behaviours

	Used physical violence	Used other abusive behaviour	Use of any abusive behaviour	Experienced physical abuse	Experienced other abusive behaviour	Experience of any abusive behaviour
Female	13	15	16	52	55	55
	24%	27%	29%	95%	100%	100%
Male	18	19	19	25	27	27
	64%	68%	68%	89%	96%	96%
Transgender	1	1	1	1	1	1
	100%	100%	100%	100%	100%	100%
Total	32	35	36	78	83	83
	38%	42%	43%	93%	99%	99%

*only 1 client reported using abusive behaviour but not experiencing violence or abuse.



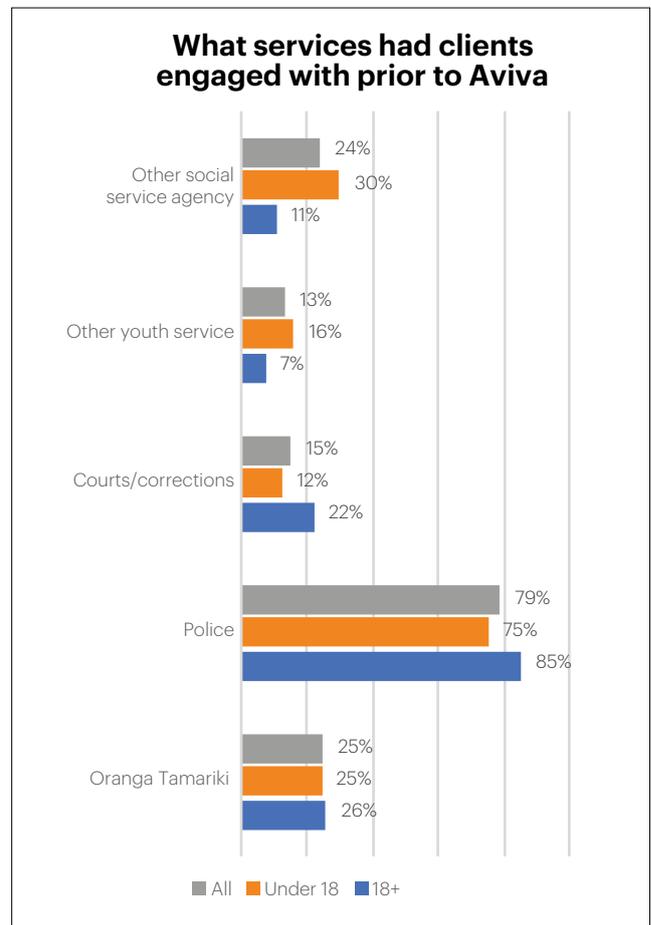
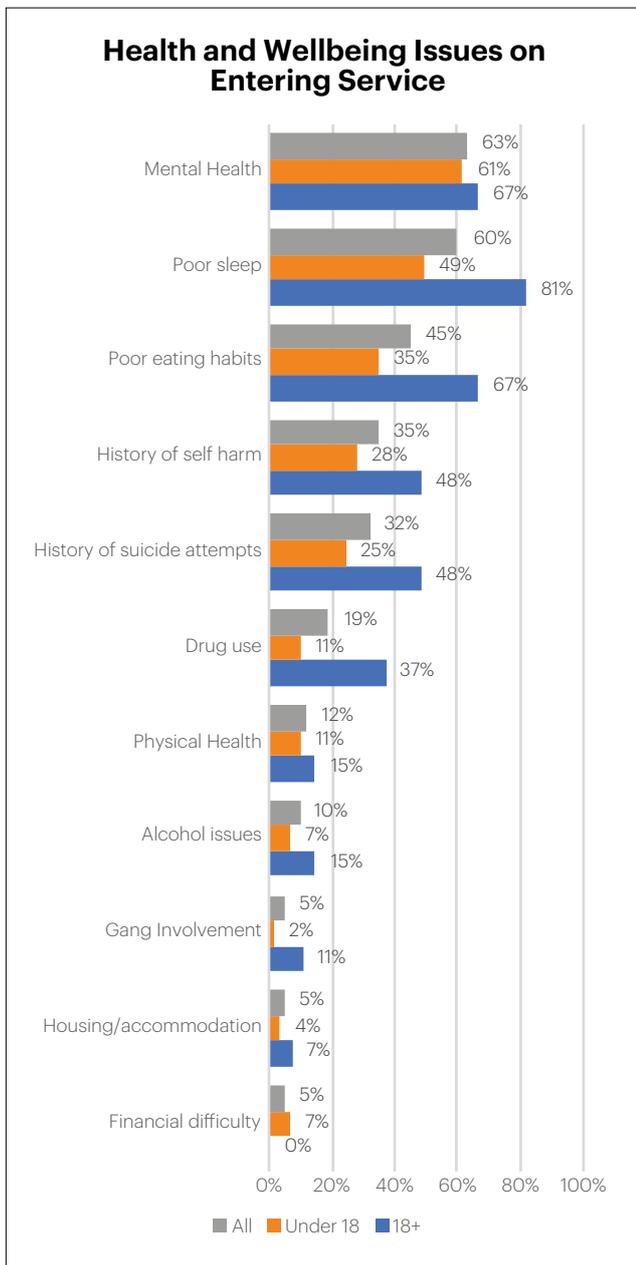
Integrated Family Support

For 42% of youth clients, their support was part of integrated family support. 10% of clients had more than one other family member of the family receiving support.

20% of service users had children of their own but these were often young children. Only one youth client had a child who was also receiving support from Aviva.

Total clients receiving integrated family support	42%
Mother	31%
Siblings	8%
Father	4%
Partner	5%
Child	1%

Needs and Risks Reported

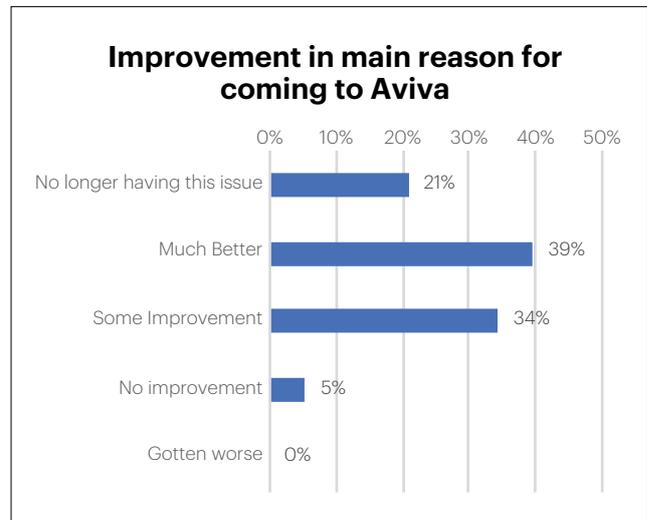


Appendix D: Post-Service Data

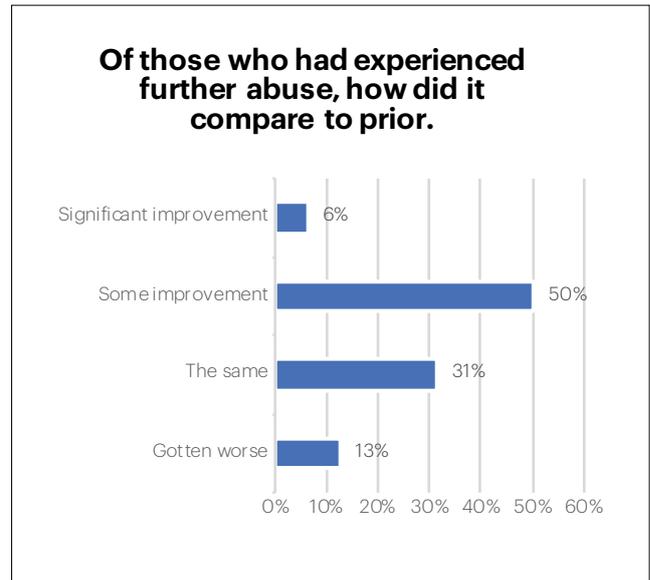
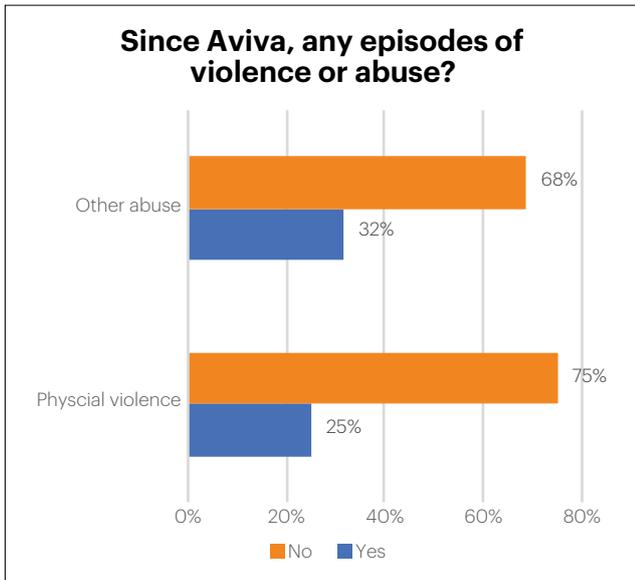
See Appendix B for Research Methodology

Reasons given for coming to Aviva:

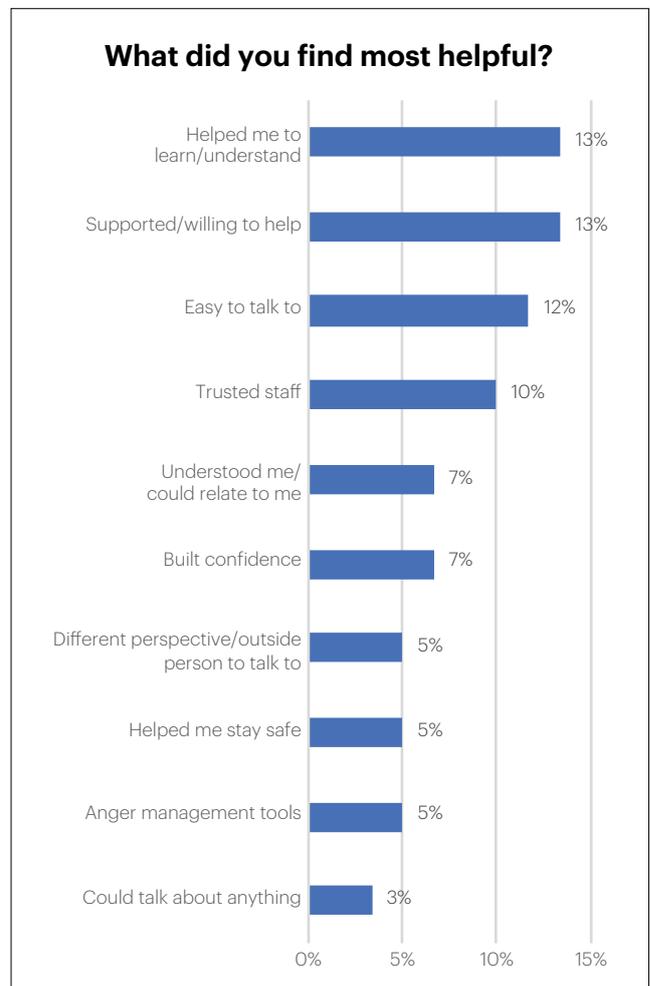
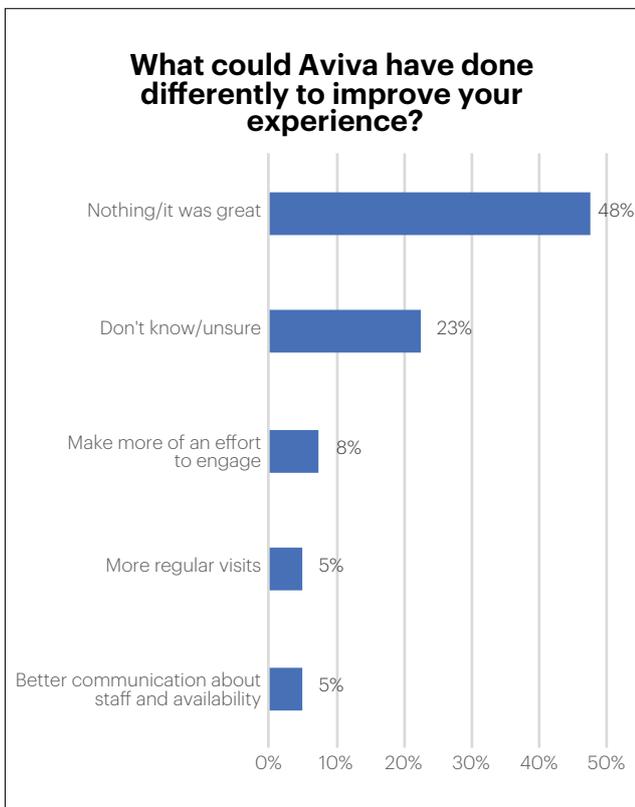
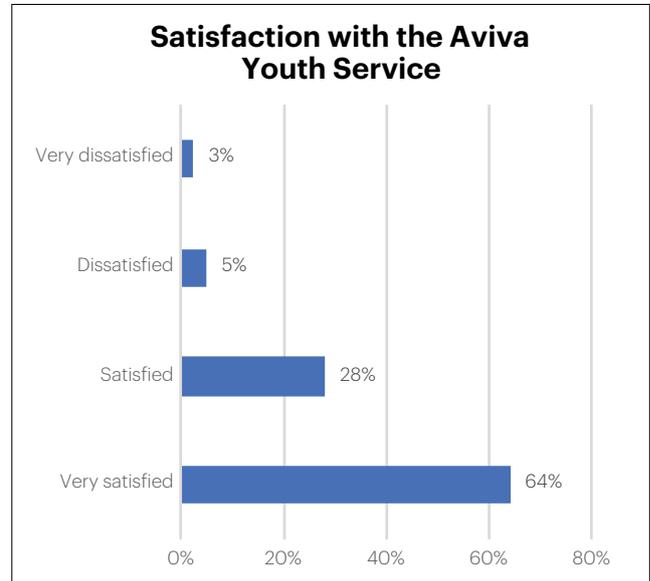
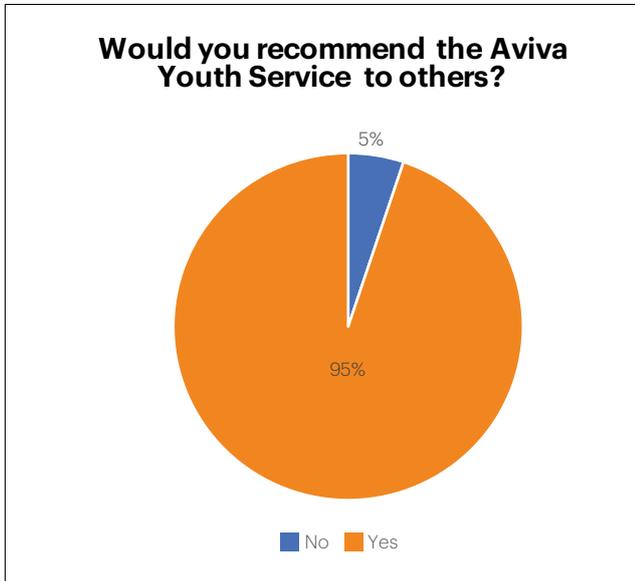
- 29% issues with family situation/parents
- 29% needed support/help
- 22% issue with partner



Experience of Violence or Abuse Post Service



Overall Service Feedback



Summary Feedback from Post-Service Survey

	Yes	Kind of	No
Helped Keep Me Safe	89%	8%	3%
Improved relationship	65%	13%	22%
Understand un/healthy relationships	95%	3%	3%
Improved ability to participate in:	Yes	Kind of	No
Education	35%	18%	48%
Employment	25%	6%	69%
Social/community activities	41%	11%	49%

Of those who identified as having this issue:	n =	Better	The Same	Worse
Mental Health	38	92%	5%	3%
Physical Health	37	73%	24%	3%
Drug Use	10	80%	20%	0%
Alcohol Intake	11	64%	36%	0%
Sleeping Habits	34	47%	47%	6%
Eating Habits	35	49%	46%	6%
Self Confidence	40	70%	23%	8%
Thoughts of Self Harm	12	75%	17%	8%
Thoughts of Suicide	10	80%	20%	0%

Participants reported:	Better	The Same	Worse
Knowledge of how to keep safe	95%	3%	3%
Feeling comfortable asking for help	74%	23%	3%
Knowing my personal boundaries	82%	15%	3%
How you feel about yourself	71%	26%	3%
Aware of how my emotions affect my judgement	82%	16%	3%
Ability to manage emotions and anger	79%	18%	3%
Knowledge of healthy relationship	97%	0%	3%
Knowledge of unhealthy relationship	97%	0%	3%

Of those with prior contact, level of contact post service with:	n =	No Contact	Less Contact	The Same	More Contact
Police	27	33%	30%	30%	7%
Courts	17	29%	18%	29%	24%
Oranga Tamariki	13	46%	31%	8%	15%
Any other social service agencies	13	38%	8%	23%	32%

Post service episodes of:	Yes	No
Physical violence	25%	75%
Other abuse	38%	62%

	Very Satisfied	Satisfied	Dis-satisfied	Very Dis-satisfied
Overall Service Satisfaction	64%	28%	5%	3%

Feedback based on age on entry into service

Data based on client age at time of entering service	All Users	Under 18	18+
n=		23	16
Ability to Keep Myself Safe	89%	85%	93%
Improved relationship	65%	53%	75%
Understand un/healthy relationships	95%	90%	100%
Participants reported that they felt improved ability to participate in:			
Education	35%	36%	33%
Employment	25%	21%	33%
Social/community activities	41%	41%	38%
Of those with prior issues, participants reported 'Better':			
Mental Health	92%	91%	93%
Physical Health	73%	60%	87%
Drug Use	80%	60%	100%
Alcohol Intake	64%	60%	67%
Sleeping Habits	47%	35%	60%
Eating Habits	49%	42%	47%
Self Confidence	70%	55%	88%
Thoughts of Self Harm	75%	67%	80%
Thoughts of Suicide	80%	50%	100%
Participants reported that they felt they had 'better':			
Knowledge of how to keep safe	95%	90%	100%
Feeling comfortable asking for help	74%	76%	69%
Knowing my personal boundaries	82%	76%	94%
How you feel about yourself	71%	67%	80%
Aware of how my emotions affect my judgement	82%	71%	88%
Ability to manage emotions and anger	79%	71%	81%
Knowledge of healthy relationship	97%	95%	100%
Knowledge of unhealthy relationship	97%	95%	100%
Of those with prior contact, reported 'less' or 'no' contact post service with:			
Police	63%	62%	62%
Courts	47%	67%	33%
Oranga Tamariki	77%	83%	71%
Any other social service agencies	46%	57%	33%
Physical violence experienced post service	25%	26%	27%
Other abusive behaviour experienced post service	38%	25%	44%
Overall Service Satisfaction	92%	90%	94%
Margin of error (95% confidence)	+/- 12	+/- 16	+/- 18

Feedback based if they were using or only experiencing violence

Data based on using or only experiencing abuse (NB all but one client who used abuse had also experienced abuse.)	All Users	Experienced	Used
n=		22	18
Ability to Keep Myself Safe	89%	86%	94%
Improved relationship	65%	57%	75%
Understand un/healthy relationships	95%	95%	94%
Participants reported that they felt improved ability to participate in:			
Education	35%	32%	41%
Employment	25%	35%	13%
Social/community activities	41%	25%	59%
Of those with prior issues, participants reported 'Better':			
Mental Health	92%	91%	94%
Physical Health	73%	67%	81%
Drug Use	80%	80%	80%
Alcohol Intake	64%	67%	60%
Sleeping Habits	47%	53%	40%
Eating Habits	49%	40%	56%
Self Confidence	70%	68%	72%
Thoughts of Self Harm	75%	60%	86%
Thoughts of Suicide	80%	75%	83%
Participants reported that they felt they had 'better':			
Knowledge of how to keep safe	95%	91%	100%
Feeling comfortable asking for help	74%	77%	71%
Knowing my personal boundaries	82%	82%	82%
How you feel about yourself	71%	76%	65%
Aware of how my emotions affect my judgement	82%	82%	81%
Ability to manage emotions and anger	79%	77%	81%
Knowledge of healthy relationship	97%	95%	100%
Knowledge of unhealthy relationship	97%	95%	100%
Of those with prior contact, participants that reported 'less' or 'no' contact post service with:			
Police	63%	67%	58%
Courts	47%	67%	25%
Oranga Tamariki	77%	83%	71%
Any other social service agencies	46%	33%	57%
Physical violence episodes post service	25%	14%	43%
Other abusive behaviour episodes post service	38%	29%	35%
Overall Service Satisfaction	92%	86%	100%
Margin of error (95% confidence)	+/- 12	+/- 17	+/- 19

Feedback based on ethnicity

Data based on Ethnicity	All Users	NZ European	Māori	Other/Not Provided
n=		23	12	6
Ability to Keep Myself Safe	89%	90%	91%	83%
Improved relationship	65%	57%	73%	80%
Understand un/healthy relationships	95%	96%	91%	100%
Participants reported that they felt improved ability to participate in:				
Education	35%	32%	45%	33%
Employment	25%	25%	18%	40%
Social/community activities	41%	40%	45%	33%
Of those with prior issues, participants reported 'Better':				
Mental Health	92%	100%	80%	83%
Physical Health	73%	71%	80%	67%
Drug Use	80%	83%	75%	N/A
Alcohol Intake	64%	57%	75%	N/A
Sleeping Habits	47%	53%	33%	50%
Eating Habits	49%	40%	60%	50%
Self Confidence	70%	74%	73%	50%
Thoughts of Self Harm	75%	75%	71%	100%
Thoughts of Suicide	80%	50%	100%	100%
Participants reported that they felt they had 'better':				
Knowledge of how to keep safe	95%	100%	82%	100%
Feeling comfortable asking for help	74%	77%	73%	67%
Knowing my personal boundaries	82%	82%	82%	83%
How you feel about yourself	71%	73%	64%	80%
Aware of how my emotions affect my judgement	82%	86%	70%	83%
Ability to manage emotions and anger	79%	95%	60%	50%
Knowledge of healthy relationship	97%	100%	91%	100%
Knowledge of unhealthy relationship	97%	100%	91%	100%
Of those with prior contact, participants that reported 'less' or 'no' contact post service with:				
Police	63%	54%	70%	75%
Courts	47%	43%	56%	0%
Oranga Tamariki	77%	67%	83%	100%
Any other social service agencies	46%	50%	40%	N/A
Physical violence episodes post service	25%	15%	50%	17%
Other abusive behaviour episodes post service	38%	36%	20%	33%
Overall Service Satisfaction	92%	91%	91%	100%
Margin of error (95% confidence)	+/- 12	+/- 17	+/- 20	

