



Manaaki Tāngata  
Victim Support

“

After Victim Support,  
I felt like I could walk  
outside my front  
doors again....

***Feels like people  
don't know how  
good Victim Support  
is, how much benefit  
having somebody  
who listens and  
cares.***

*Family harm client*

# Listening Learning Growing

KEY FINDINGS FROM THE VICTIM SUPPORT  
CLIENT SURVEY RESULTS 2021/22





## When Aotearoa New Zealanders face crisis, Victim Support is there

**Supporting victims of crime and trauma is our business. We've been doing it for over 35 years. From burglary to suicide, family harm to homicide, we're there when Aotearoa New Zealanders need us:**



providing emotional and practical support and information



connecting them with social and health services and financial aid



providing navigational support through the justice system



advocating for their rights and choices

**This is challenging, 24/7 work. Our team of skilled and passionate staff and community volunteers make a huge difference to victims in every corner of Aotearoa New Zealand.**

**Victim Support's commitment to making that difference is also about how we listen, learn and grow through our clients' valuable feedback.**

92%

of our clients rated the support they received as 'helpful' or 'very helpful', with emotional support rated as the most helpful.



This summary report produced by Victim Support draws on key findings from the tenth independent evaluation undertaken by Dr Elaine Mossman. Participants were **374** victims of serious crime and trauma from a random sample of Victim Support clients who were contactable and had received our service in the previous 12 months. They completed a telephone survey between September and December 2021.

**We are pleased to share the findings from our latest client survey. They tell a story of the fortitude and hope of our clients and those who support them, and of exciting possibilities as we continue to evolve.**

*For over 10 years,  
victims of crime and  
trauma have reported  
high levels of satisfaction  
and positive outcomes  
because of Victim  
Support's mahi.*

## Responding to extraordinary events

We have deployed large-scale support at short notice in response to significant natural disasters and the first-ever terror attack in Aotearoa New Zealand on the Muslim community in Christchurch. We've continued to support clients during the Covid-19 pandemic as an essential service because crime, trauma and suicide do not stop.

We've had a **28% increase** in clients over the last 4 years.

## Our values

### Manaakitanga

Respect, generosity, and care for others to strengthen the mana of victims.

### Whanaungatanga

Our relationships and our connections to each other, woven together by what we share.

### Rangatiratanga

Self-determination of individuals and people and respecting their right to choose their own path.

### Kotahitanga

Unity, togetherness, and collective action.

### Kaitiakitanga

Guardianship and responsibility.



**46,000+**  
**clients supported**  
**in 2021/22**  
(28% increase in 4 years)

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Despite this changing landscape, results from the annual client survey indicate a remarkably consistent delivery of a quality service where, for over ten years, victims of crime and trauma have reported high levels of satisfaction and positive outcomes as a result of the support provided by Victim Support.

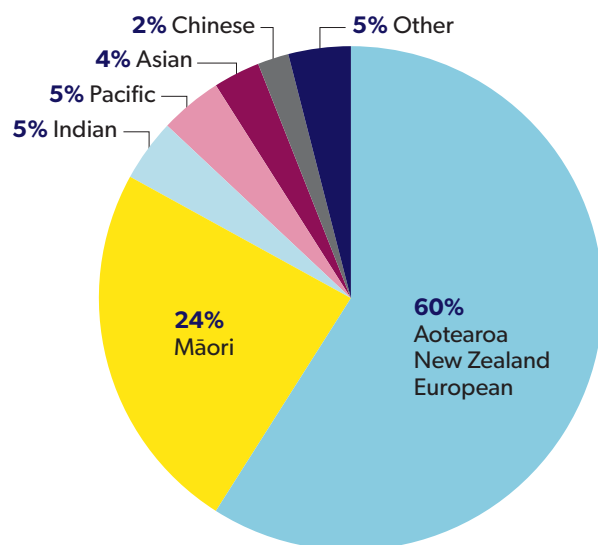
Dr Elaine Mossman,  
10th Annual Client Survey Report

## Our clients are diverse

### Snapshot of clients surveyed

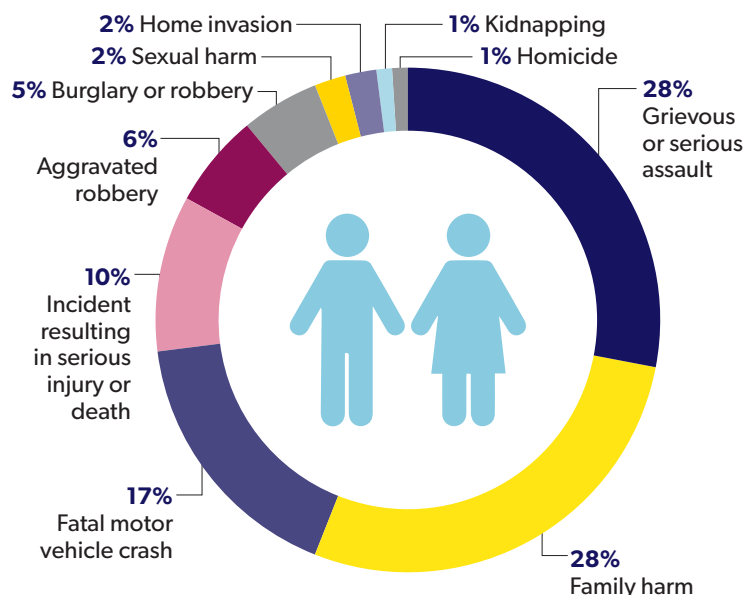
The clients surveyed were mostly female (65%), Aotearoa New Zealand European (60%), with 24% identifying as Māori. Age groups ranged from adults under 20 through to 65+.

Ethnicities breakdown



Note: Ethnicity is self-identified, and more than one ethnicity can be nominated, so totals do not add up to 100%

Incident type



Note: Other <1%

## Adapting our service to changing times

The arrival of Covid-19 meant we had to think on our feet to keep clients and support workers safe. Lockdowns and working from home compounded the stress of victimisation for our clients. We had to find new and innovative ways to ensure victims were safe and supported. Our clients tell us Victim Support was one thing they could rely on during uncertain times.



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**My support worker kept in contact and always asked if I was okay or needed any support because of lockdown.**

*Grievous or serious assault client*



## More than nine out of ten clients experience positive outcomes

**92%**

of clients experienced  
one or more of six  
positive outcomes  
from their contact  
with Victim Support  
(2% points up on the  
previous 12 months)

Felt listened to

**87%**

Felt supported

**86%**

Felt more informed  
about help available

**80%**

Felt better able  
to make decisions

**71%**

Better able to cope  
with what happened

**69%**

Felt less stressed

**68%**



## Satisfaction with our service has been consistently high

When asked to rate aspects of how our service was delivered, most clients surveyed gave positive ratings.

77%

agreed or strongly  
agreed that support  
was **provided when  
they most needed it**

84%

agreed or strongly  
agreed the support was  
**provided for as long  
as they needed it**

83%

agreed or strongly  
agreed Victim Support  
**understood their  
needs**

92%

would **recommend  
Victim Support to  
others**

“

**My support worker was  
amazing... All my questions  
were addressed... She always  
goes a step ahead.**

*Family harm client*

**Court is intimidating. My support  
worker helped with the process...  
I had so many questions and the  
help I got was great.**

*Sexual harm client*

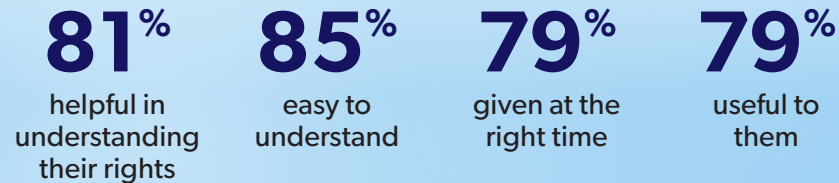
**She chatted away with  
me like an old friend,  
not like an official.**

*Family harm client*



## Information is a core victim need

Clients said the information they received was:



**84%** reported Victim Support **had provided them with information on available support services and resources**

**62%** of those receiving this information reported **they sought help based on the information provided**

## Clients highly valued their support through the criminal justice system

51% of clients reported that their case had resulted in some form of court hearing.

Percentage of respondents who found justice system support 'helpful' or 'very helpful':



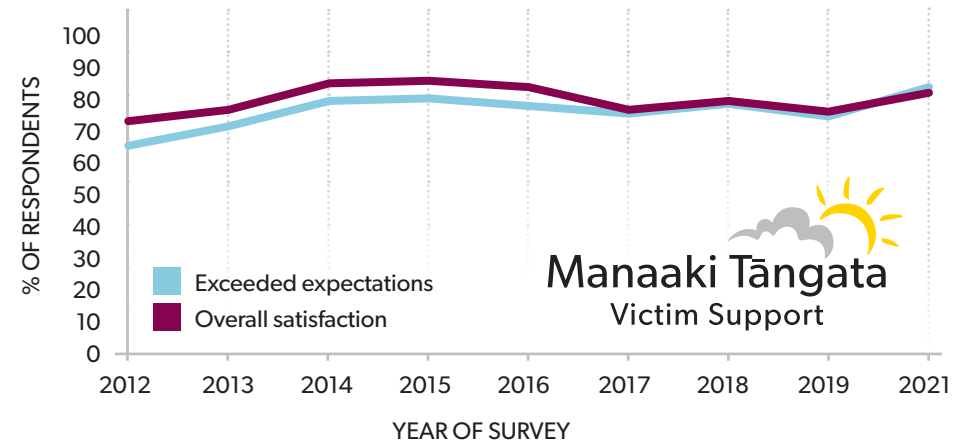
**92%** Assistance with Victim Impact Statement

**88%** The support and assistance at court

**91%** The information on court processes

**77%** Assistance with the Victim Notification Register

## Our service exceeds expectations



### Individualised support is our greatest strength

Our support workers are trained to provide victim-centric support, balancing individual needs for the type of support and for how long it is offered. Our clients tell us that, more often than not, **we are getting this right** and it is valued greatly.

### Other helpful characteristics of the Victim Support service identified included:

- listening to clients, enabling them to express their feelings
- someone independent of the family, enabling them to offload without the worry of burdening those around them
- acting professionally, offering useful information and going above and beyond in their efforts to help
- knowing someone in their community cared enough to regularly check in on them.



## We are always striving to do even better for our clients

The minority (8%) of clients who found that our service didn't meet their needs reflects the deep nuances of our mahi. Aspects of our service found unhelpful were generally those that others had found helpful, indicating inconsistency in delivery across a nationwide service rather than a problem with any particular design aspect.

Victim Support wants to see an Aotearoa where anyone affected by crime or trauma is identified and helped to come forward to report or seek support. Victim Support is a trusted organisation with a strong whakapapa and equally strong future focus that is culturally informed.

**We embrace opportunities to learn and innovate so we can meet the growing need for exceptional support that victims deserve, whether they report crime or not.**



## Tell us what you think

Our clients have told us clearly about the high value they place on our service. We'd love to hear from you too about what Victim Support means to you and how we can do what we do even better for the wellbeing of everyone in Aotearoa New Zealand in these challenging times.

Feel free to email your thoughts to [feedback@victimsupport.org.nz](mailto:feedback@victimsupport.org.nz)

For more information about Victim Support, visit [www.victimsupport.org.nz](http://www.victimsupport.org.nz). To be connected with a support worker, phone **0800 842 846** any time.

“

On that first call, I thought, “Why would Victim Support be calling me, I’m not a victim?” But I’m glad she came back, she gave me some space... She never rushed me... the support was fabulous.

*Fatal motor vehicle  
crash client*



  
**Manaaki Tāngata**  
Victim Support