

Interpersonal Violence Procedures

Responsibility for procedures: Director of Student Services and Pastoral Care and Director of People and Capability

Approving authority: Vice-Chancellor

Last reviewed: October 2025

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THE UNIVERSITY OF
WAIKATO
Te Whare Wānanga o Waikato

Application

1. This procedure applies to all students, staff, and contractors at the University of Waikato.

Purpose

2. This procedure gives effect to both the [Interpersonal Violence Policy](#) and the [Sexual Violence Policy](#) and applies to all disclosures and complaints of interpersonal violence (including sexual violence) made by staff, students, and contractors.

Emergency situations

3. If members of the University community are concerned for their immediate safety or the immediate safety of someone else, they should contact **111**.
4. Te Tutei Mataara | Unisafe (Campus Security) are on call 24/7 to ensure safety and security. To report an emergency, Unisafe can be contacted on **(07) 838 4444** from an external phone for both Hamilton and Tauranga campuses.
5. Campus Security can also be contacted via ext. 4444 from an internal phone or by using any of the 'blue light' phones around campus.
6. Tauranga Campus Security can also be contacted on **+64 22 013 0840**

Confidentiality

7. Members of the University community are reminded of their responsibility to respect confidentiality and privacy as outlined in the [Interpersonal Violence Policy](#) and [Sexual Violence Policy and the Personal Information and Privacy Policy](#).
8. Any breaches of confidentiality in relation to interpersonal violence matters will be taken seriously.

Making a disclosure of interpersonal violence

9. A member of the University community may make a disclosure of interpersonal violence to any trusted person, such as a friend, whānau member or University staff member.
10. A student can make a disclosure of interpersonal violence in a safe and supportive environment to the [Waikato Students' Union](#) (WSU) advocates, Halls of Residence Managers, Residential Leaders or Residential Team Leaders in the Halls, or any member of the [Student Health Service | Ākonga Hauora](#) team in person, by phone, or email.
11. If a disclosure of interpersonal violence is made to Halls of Residence staff, they will follow up to ensure the safety of the residents. If the disclosure has been made by a

third party, the staff member will approach the identified victim/survivor and make a general enquiry on how they are as a 'wellbeing check.' A wellbeing check entails checking immediate safety, establishing if they need any support and letting the affected person know that they are available to talk.

12. Any disclosures made to Halls of Residence staff are written into an incident report and uploaded to their database, StarRez. Staff are to advise students of this process when they make a disclosure.

Notes:

1. *Disclosures made to the Student Health Service will be coded to provide for anonymity and allow data to be collected for the purpose of observing trends and improving safety and support.*
2. *The Violence Prevention Coordinator will work with key groups throughout the University to ensure safe collection and storage of data relating to disclosures of interpersonal violence.*
3. *A student who chooses to make a disclosure of interpersonal violence may later decide to make a complaint to the University about the same incident.*

Supporting members of the University community

13. On receiving a disclosure of interpersonal violence, members of the University community should:
 - (a) advise the person who has had the experience of interpersonal violence of the available services for support and assistance as set out in the attached appendices and available on the [Violence Prevention webpage](#); and
 - (b) advise the victim/survivor of their right to make a complaint to the Police and/or the University, where applicable.

How to support a member of the University community with experience of interpersonal violence

14. Members of the University community can support someone who has experienced interpersonal violence by:
 - a. ensuring that the conversation is conducted privately
 - b. listening with empathy and without interrupting or judgement
 - c. asking if they need any medical attention (victim/survivor)
 - d. not asking too many detailed/content related questions
 - e. validating their decision to share their experience with you
 - f. if they blame themselves, letting the affected person know that the incident(s) they are disclosing were not their fault and what they experienced was not ok (victim/survivor)
 - g. making them aware of all available support services and reporting options (including those that are relevant to their identity e.g., disability or LGBTQIA+ and takatāpui support services (see Appendix 1))
 - h. respecting their decisions, not imposing what you think they should do
 - i. keeping all information confidential unless there are serious concerns of imminent harm for the victim/survivor or others

j. practising self-care after the discussion (see Appendix 2).

Note: *In the event a member of the University community is unable to articulate or action their own decision making due to a legitimate impairment verified by a registered health professional, persons appropriately delegated should make decisions in consensus.*

15. Following discussion with a student who has experienced interpersonal violence, a University staff member may be required to complete an incident report, this must be disclosed to the student who can request that names and identifying information be omitted.
16. Members of the University community may seek advice and assistance with supporting someone who has experienced interpersonal violence by contacting a helpline (see Appendix 1), the [Student Health Service](#) (including the Violence Prevention Coordinator), a member of the People and Capability team or by contacting the Director of People and Capability.
17. If a member of the University community discloses that they are concerned about their own behaviour and thoughts, or discloses that they have perpetrated violence, it is important to offer appropriate support options (see Appendix 1). If you are concerned about the disclosure you received or the safety of a victim/survivor, seek advice from specialists (see Appendix 1), in cases of emergency or where there are concerns of imminent harm, call 111.

Assessment of risk and immediate safety

18. If a member of the University community receives a disclosure of interpersonal violence, they will need to assess the risk that the situation poses to the victim/survivor, and the wider community. To do this, the following questions should be asked with the associated actions considered:
 - a. Do they feel safe now? If they or others are in immediate danger, call 111.
 - b. Do they feel safe to go home? Consider: Do they have somewhere else they can go that is safe? Contact a specialist agency or information line while the person is present.
 - c. Do they feel safe on campus? With consent, contact Unisafe.

Safety planning

19. If someone discloses that they have experienced or are experiencing interpersonal violence or have used violence, ask if they would like to discuss safety planning. A safety plan establishes forward planning safety strategies for both the physical and emotional wellbeing of a person and their whānau. A safety plan is not a static document and should be updated regularly.
20. A safety plan may involve Unisafe, the Violence Prevention Coordinator, the Halls of Residence (if applicable), the workplace, friends and whānau, or a professional(s).
21. The [University of Waikato Personal Safety Plan](#) document may be used to create a safety plan. This document includes templates both for victims/survivors and for those using violence.

Informal resolution of complaints

22. A member of the University community who has experienced interpersonal violence by another member of the University community (i.e. staff, student or contractor) may have the complaint raised in an informal manner with the other party. This may be done in consultation with a third-party representative such as the [Waikato Students' Union](#) or Student Services where advocacy staff are able to support students in a safe manner.
23. There are different ways the informal complaints process can be conducted, including:
 - a. A designated staff member meeting with the other party and raising the concerns
 - b. A written restoration process, where both parties communicate via writing.

Tikanga Māori

24. A student may seek a resolution to a complaint of interpersonal violence through the Tikanga Māori process. The process will be enacted in accordance with section 5 of the [Student Complaints Procedures](#) and/or section 23 of the [Student Discipline Regulations](#).

Halls of Residence complaints process

25. A Halls of Residence student who has experienced interpersonal violence by another resident may make a complaint to the relevant Residential Life Manager.
26. Complaints are assessed under the relevant [Halls of Residence complaints process](#) in accordance with the [Interpersonal Violence Policy](#) and/or the [Sexual Violence Policy](#) and, where appropriate, responded to internally within the Halls. However, if the complaint involves the Residential Life Manager, or if in the Residential Life Manager's and/or the resident's opinion the matter should be escalated outside of the Halls of Residence complaints process, then the student will be advised to follow the [Interpersonal Violence Policy](#), the [Sexual Violence Policy](#), the [Student Discipline Regulations](#) and/or [Student Complaints Procedures](#), as appropriate.
27. Complaints raised to Halls of Residence staff members are recorded on the Halls of Residence database, StarRez.
28. In the event that a Halls of Residence student makes a formal complaint to the University, the Halls of Residence complaints process will cease; information gathered as part of the Halls of Residence complaints process may be used as evidence in the complaint.

Formal complaints

29. A member of the University community may choose to make a complaint of interpersonal violence to the University if it relates to staff, students and/or contractors.
30. A student who has experienced interpersonal violence may make a complaint about another student or member of staff to the University online anytime via MyWaikato. Any member of staff can assist a student to make a complaint, including making a complaint on behalf of a student, via their staff MyWaikato using the complaints portal,

if the student has given their explicit consent to the complaint being made on their behalf.

31. Staff may raise a complaint through discussion with their line manager, Human Resources Business Partner, staff Union representative or the [Employee Assistance Programme](#).
32. Members of the University community who are concerned about consequences if their name was revealed are advised to seek advice on the process from the Violence Prevention Coordinator for a student-related matter, or People and Capability for a staff-related matter.
33. Students may contact Student Services (e.g. the Violence Prevention Coordinator) and international students can contact the [International Student Services Office](#) for support with understanding the University of Waikato complaint process, as well as making a complaint.
34. The making, consideration and resolution of a complaint under these procedures must be in accordance with the [Interpersonal Violence Policy](#), the Sexual Violence Policy, the [Staff Code of Conduct](#), the [Code of Student Conduct](#), and/or the [Student Discipline Regulations](#) as relevant.
35. The complaint must be acknowledged in writing within three working days of receipt.
36. Interim safety measures undertaken will be communicated to both parties as soon as practicable.
37. Both the complainant and respondent will be offered access to a designated support person such as a [Waikato Students' Union](#) advocate (student) or human resource representative from the People and Capability team (staff member) during this process and be made aware of appropriate support resources throughout the process (see Appendix 1).
38. The University may consult with Police, legal experts and other specialists as necessary to ensure any civil process undertaken by the University does not hinder any criminal process being undertaken.
39. Following receipt of a complaint, the following requirements must be met:
 - a. The complainant and respondent are made aware that they are entitled to have a support person with them throughout the complaint process.
 - b. The complainant and respondent are advised of their rights and responsibilities and what to expect from the complaint process, including the gathering of information related to the complaint, and the potential sanctions if an allegation is upheld.
 - c. Details of any interim measures, such as non-contact orders or restricted movement on campus, will be clarified and reiterated.
 - d. The outcome that the complainant is seeking will be clarified.
 - e. The respondent will be invited to respond to the information provided by the complainant. It is very important, according to the principles of natural justice, that the process is fair and that the respondent is given an opportunity to address allegations against them.
 - f. Further meetings or information may be requested from the complainant, the respondent and/or any witnesses separately before reaching a decision.

- g. The complainant and respondent will be given an opportunity to respond to or question any new information deemed significant by the Student Discipline Committee (complaints about students), or Pro Vice-Chancellor, Deputy Vice-Chancellor, Director or equivalent (complaints about staff) before a final decision is made.
40. Should a Police process arise, information provided and gathered as part of the University's investigation process may be requested by and provided to the Police.
 41. The complainant and the respondent will be kept informed of the progress of the complaint. Both the complainant and the respondent may ask for clarification at any time, and all efforts will be made to respond within two working days wherever possible.
 42. Where the complainant or the respondent reasonably believes that the Committee, delegate(s) or other support staff involved may have a conflict of interest, they may request the relevant committee chairperson or delegated authority to appoint an alternative.
 43. The privacy and safety of both parties will be of paramount importance. At no point will the complainant and respondent be required to meet together without the consent of both parties.
 44. The Student Discipline Committee or Pro Vice-Chancellor, Deputy Vice-Chancellor, Director or equivalent will make a decision which will be conveyed to the complainant and respondent in a timely manner.
 45. The outcome of a complaint will be determined by the findings of the Student Discipline Committee or Pro Vice-Chancellor, Deputy Vice-Chancellor, Director or equivalent, as relevant, and, to the extent that is possible, the wishes of the complainant.
 46. The final decision will indicate whether there has been a breach of the [Interpersonal Violence Policy](#) and/or Sexual Violence Policy. The Student Discipline Committee or Pro Vice-Chancellor, Deputy Vice-Chancellor, Director or equivalent will provide both the complainant and the respondent with a summary of the complaint, the decision, reasons for the decision and any applicable outcomes. A verbal discussion may be held with the complainant at the discretion of the Chair of the Student Discipline Committee or Pro Vice-Chancellor, Deputy Vice-Chancellor, Director or equivalent. The complainant and respondent will be reminded of support available to them (see Appendix 1).
 47. Where the complainant or respondent believes the outcome is unsatisfactory, they may make a written appeal as set out in Part 5 of the [Student Discipline Regulations](#) and section 7 of the [Student Complaints Procedures](#).

Interim safety measures

48. While a complaint is being investigated, interim safety measures may be put in place by the Vice-Chancellor or delegate as part of a safety plan for the complainant, respondent, and University community. Interim measures are outlined in the [Student Discipline Regulations](#). In addition to the interim measures, a non-contact order may be imposed requiring that the respondent and complainant not communicate with each other during the investigation.

Family Violence Leave and short-term flexible study and working arrangements

49. Staff and students with an experience of interpersonal violence may request flexible working/studying arrangements to attend medical appointments, attend counselling, attend legal proceedings, seek safe housing, attend appointments with support services, and any other matters related to interpersonal violence. The University of Waikato can support staff and students by the following:
- a. Students may be permitted special consideration in respect of internal assessment as outlined in the [Assessment Regulations](#). This may be supported by a member of the [Student Health Service](#) or other appropriate service (e.g. external Doctor, Counsellor, professional support person or service). The evidence provided by the relevant support service does not need to outline the specific nature of the impairment, only the effect on the student. Academic staff are not to ask the student for more information, as this might increase the risk of additional harm. Staff may contact the relevant support service for further information, if needed, as noted in the evidence provided; health and other professionals are bound by confidentiality and may only provide information with consent by the student.
 - b. For examination purposes, the process outlined in [Special Consideration for Impaired Performance or Missed Examination](#) must be followed. Staff may access Family Violence Leave and short-term working arrangements, or utilise the University's flexible working arrangements, as outlined in the 'Family Violence Leave and short-term flexible study and working arrangements' section of the [Interpersonal Violence Policy](#). Staff must discuss this with their line manager when requesting these arrangements. The line manager may require evidence to grant these arrangements.

Prosocial bystander intervention

50. The University encourages everyone to look after one another through safe prosocial bystander intervention in order to prevent or stop interpersonal violence from occurring or continuing and to facilitate a violence free culture across the University community.
51. Safe prosocial bystander intervention can occur before, during, or after an incident of violence or inappropriate behaviour. Unsafe bystander intervention is done alone and up close, whereas safe bystander intervention is done at a distance and involves others.
52. The steps involved in safe prosocial bystander intervention are:
- a. noticing the situation – paying attention to what is going on nearby
 - b. deciding if it is a problem – considering whether someone might need help and checking with people around if unsure
 - c. accepting responsibility to take action – not assuming someone else will do something
 - d. making a plan to intervene and engaging others, if possible, to ensure a safe and effective intervention.
53. Prosocial bystander intervention (see Appendix 2) can be enacted by delegating, documenting, directly intervening, delaying intervention, or distraction as follows:

- delegation is asking a third party for help with intervening/empowering others to intervene. This could be making a plan with others about how to intervene, advising a person of authority, or calling Police (with consent if safe to do so)
 - directly intervening can be enacted by starting a conversation, directly saying something
 - documenting the incident by recording or taking notes and then providing it to the person who was targeted for them to decide what to do
 - creating a distraction by attempting to disrupt a situation but not engaging with the situation directly
 - delayed intervention by checking-in with the victim/survivor and providing comfort and support following the harmful situation.
54. Training and information on prosocial bystander intervention and other violence prevention topics can be accessed via the Violence Prevention webpage (see Appendix 1) and [Te Hononga](#).

Prevention initiatives and the role of the Violence Prevention Coordinator

55. The Violence Prevention Coordinator is part of the [Student Health Service](#) team and is based on the Hamilton campus.
56. The Violence Prevention Coordinator role oversees the [Violence Prevention team](#) which aims to prevent interpersonal violence through prevention initiatives. The Violence Prevention team operates at a primary prevention level. This means that initiatives are targeted at the University community to encourage a violence free culture.
57. Online modules, educational workshops, and campaigns are amongst some of the initiatives that are provided at the primary prevention level at the University of Waikato.

Related documents

58. The following documents set out further information relevant to this procedure:
- [Bullying, Harassment and Discrimination Policy](#)
 - [Child Protection Policy](#)
 - [Code of Student Conduct](#)
 - [Crimes Act 1961](#)
 - [Education \(Pastoral Care of Tertiary and International learners\) Code of Practice 2021](#)
 - [Employment Relations Act 2000](#)
 - [Family Violence Act 2018](#)
 - [Flexible Working Arrangements Policy](#)
 - [Halls of Residence Rules and Regulations – \[Hamilton\]\(#\) and \[Tauranga\]\(#\)](#)
 - [Health Information Privacy Code 2020](#)
 - [Health and Safety at Work Act 2015](#)
 - [Interpersonal Violence Policy](#)
 - [Oranga Tamariki Act 1989](#)
 - [Personal Information and Privacy Policy](#)
 - [Personal Safety Plan](#)
 - [Privacy Act 2020](#)

- [Safety and Wellness Policy](#)
- [Sexual Violence Policy](#)
- [Special Consideration for Impaired Performance or Missed Examination](#)
- [Staff Code of Conduct](#)
- [Student Complaints Procedures](#)
- [Student Discipline Regulations](#)
- [University of Waikato Treaty Statement](#)

Interpersonal Violence Appendices

Appendices

APPENDIX 1: Support and reporting options

Reporting options

- 1. Report to Police**
 - Information on reporting family violence to Police [Victim Support](#)
 - Information on reporting sexual violence to Police sexualviolence.victimsinfo.govt.nz
 - Information on reporting community violence to Police [Victims Information](#)
2. Report to the University
 - Via MyWaikato or the [‘make a complaint’ webpage](#) on the university website
3. Report to both Police & the University
4. Not to report
5. Report at a later stage

Support

- 1. Violence Prevention webpage**
www.waikato.ac.nz/students/health-wellbeing/student-health/violence-prevention
- 2. Family Violence Leave & Short-term flexible working** www.employment.govt.nz/leave-and-holidays/family-violence-leave
- 3. Protection Order**
www.justice.govt.nz/family/family-violence/ways-you-can-stay-safe-from-family-violence
- 4. Restraining Order**
www.justice.govt.nz/courts/civil/restraining-orders
- 5. Netsafe**
www.netsafe.org.nz
- 6. Nationwide Helplines**
waikato.ac.nz/students/health/violence-prevention/helplines

Women’s Refuge

For women living with violence or in fear in their relationship or family
Crisis Line: 0800 733 843
Website: womensrefuge.org.nz

National Collective of Rape Crisis and Related Groups Aotearoa

To find a support service near you
Phone: 0800 88 33 00

Victim Support

Free nationwide support service for people affected by crime, trauma, and suicide in New Zealand
Phone: 0800 victim (842 846) - 24/7
Website: www.victimsupport.org.nz

OutLine

To discuss topics around sexual orientation, gender identity and diverse sex characteristics; find sources of trusted information; connection to community or peers; and medical or mental health services that welcome rainbow people.
Phone: 0800 OUTLINE
Website: www.outline.org.nz

Shakti

For migrant /refugee women living with violence
Crisis Line: 0800 SHAKTI

Interpersonal Violence Appendices

Website: www.shakti.org.nz

Shine

Family violence service provider - confidential support, information and professional advice

Free call: 0508 744 633 (24/7) or live chat

Website: 2shine.org.nz

Are You Ok Family violence information line

To find out about local services or how to help someone else

Phone: 0800 456 450 or live chat

Website: www.areyouok.org.nz

Safe To Talk

24/7 Sexual harm helpline

Free call: 0800 044 334, free text 4334 or live chat

Email: support@safetotalk.nz

Website: www.safetotalk.nz

Te Kāhui Tika Tangata Human Rights Commission

For information and support if you have faced discrimination, hateful speech, or your human rights have been denied

Phone: 0800 496 877

Email: infoline@hrc.co.nz

Website: tikatangata.org.nz

1737 Need to talk?

For mental health support from a trained counsellor

Free call or text: 1737

Website: 1737.org.nz

Additional Helplines:

For additional wellbeing helplines, see [Wellbeing Tools & Strategies](#) on the Student Health Service webpage.

Sensitive Claims for sexual abuse (ACC)

Funded therapy for people that have experienced sexual violence

Phone: 0800 735 566 or via Safe to Talk (0800 044 334)

Website: www.acc.co.nz/im-injured/what-we-cover/support-after-sexual-abuse-and-assault

Oranga Tamariki line

For concerns about children and young people

Phone: 0508 326 459

Email: contact@ot.govt.nz

Website: ot.govt.nz/about-us/our-work/how-we-keep-children-safe/report-of-concern

7. Sexual Violence information and support services

www.waikato.ac.nz/students/health-wellbeing/student-health/violence-prevention/sexual-violence

The University of Waikato Student Health Service Hauora Ākonga

A multidisciplinary health team that is available to provide support to students.

Interpersonal Violence Appendices

Phone: 07 838 4037 (Hamilton)

Website: waikato.ac.nz/students/health-wellbeing/student-health

Employee Assistance Programme (EAP) (Staff)

EAP is available for staff at The University of Waikato. EAP provides free counselling and psychological support.

Support services in Waikato

Midlands Sexual Assault Support Services

Support, counselling and advice to anyone who experiences sexual violence and their whānau in Hamilton City and Matamata-Piako areas.

Call or text: 027 278 5331

Office: (07) 839 4433 or 0800 839 4433

Email: referral@msass.org.nz

Website: www.msass.org.nz

Hamilton Adults & Adolescents (Waikato) Sexual Assault and Treatment Service

Reassurance, medical and forensic examination and referral to support 24 hours / 7 days

Phone: 07 858 0800 and ask for SAATS service

Website: medsac.org.nz/saats-help

Waikato Women's Refuge Te Whakaruru Hau

Intimate partner violence support – safe housing, advice and community-based support

Phone: 07 855 1569 (24/7 crisis service)

Email: refuge@wwrt.co.nz

Website: www.waikatowomensrefuge.co.nz

Tautoko Tāne Male Support Services Waikato

Support for males with physical, mental, emotional, domestic or sexual abuse experiences

Phone: 0800 677 289

Email: admin@waikatosurvivors.org.nz

Website: waikatosurvivors.org.nz

Shama

National Ethnic Response for Sexual Harm and specialist family violence support for ethnic women and children. Also provide a men's service.

Phone: 07 843 3810

Email: crisis1@shama.org.nz

Website: www.shama.org.nz

Diversity Counselling

Counselling by registered professionals supporting people from a diversity of cultures, ethnicities, genders, religions, and languages.

Phone: 021 0262 5587

Email: contact@dcnz.net

Interpersonal Violence Appendices

Website: diversitycounselling.org.nz

Waikato Community Law

Free Legal help

Phone: 0800 529 482

Website: communitylaw.org.nz/centre/waikato

CAPS Hauraki

CAPS Hauraki has a specialist service for anyone affected by sexual violence

Phone: 07 868 8644 (office) or 0800 883300 (toll free)

Text support number (during business hours): 027 732 7000

Website: capshauraki.co.nz

Support services in Bay of Plenty

Tautoko Mai

Sexual Harm Support and Sexual Assault and Treatment Service – Reassurance, medical, forensic examination, and ACC counselling

Freephone: 0800 227 233

Phone: (07) 577 0512

Email: support@tautokomai.co.nz

Website: www.tautokomai.co.nz

Tauranga Women's Refuge and Support Services

Advocacy, information, support and safe housing for women and children experiencing family violence

Phone: 0800 86 733 843 (24/7 helpline)

Website: www.taurangawomensrefuge.co.nz

Tautoko Tāne Male Support Services Bay of Plenty

Support for male survivors of sexual abuse

Phone: 027 271 8898

Website: tautokotane-bop.nz

Baywide Community Law Service

Free legal help

Phone: 07 571 6812

Website: communitylaw.org.nz/centre/tauranga-whakatane

Support Services for perpetrators of sexual violence

Safe Network

Treatment for children, youth and adults with problematic, concerning, or harmful sexual behaviour

Website: www.safenetwork.org.nz

Safe To Talk

24/7 Sexual harm helpline

Interpersonal Violence Appendices

Free call 0800 044 334, free text 4334 or live chat

Email: support@safetotalk.nz

Website: www.safetotalk.nz

8. **Family & Intimate Partner Violence information and support services**

www.waikato.ac.nz/students/health-wellbeing/student-health/violence-prevention/family-and-intimate-partner-violence

The University of Waikato Student Health Service Hauora Ākonga

A multidisciplinary health team that is available to provide support to students.

Phone: 07 838 4037 (Hamilton)

Website: waikato.ac.nz/students/health-wellbeing/student-health

Employee Assistance Programme (EAP) (Staff)

EAP is available for staff at The University of Waikato. EAP provides free counselling and psychological support.

Support services in Waikato

The University of Waikato Student Health Service

A multidisciplinary health team that provides holistic health and wellbeing support to students.

Phone: 07 838 4037 or 0800 WAIKATO option 3

Website: www.waikato.ac.nz/students/health-wellbeing/student-health

Waikato Students' Union

Support and advocacy

Phone: (07) 838 4149

Website: wsu.org.nz

Waikato Women's Refuge Te Whakaruruhau

Intimate partner violence support – safe housing, advice and community-based support

Phone: 07 855 1569 (24/7 crisis service)

Email: refuge@wwrt.co.nz

Website: www.waikatowomensrefuge.co.nz

Tuu Oho Mai Services

Family harm support & safety and non-violence programmes

Phone: (07) 834 3148

Email: admin@tuuohomai.org.nz

Website: www.tuuohomai.org.nz

Tautoko Tāne Male Support Services Waikato

Support for males with physical, mental, emotional, domestic or sexual abuse experiences

Phone: 0800 677 289

Email: admin@waikatosurvivors.org.nz

Website: www.waikatosurvivors.org.nz

Shama

National Ethnic Response for Sexual Harm and specialist family violence support for ethnic women, men and children

Phone: 07 843 3810

Email: crisis1@shama.org.nz

Website: www.shama.org.nz

Interpersonal Violence Appendices

K'aute Pasifika

A range of services for Pacific people and other disadvantaged groups in the Waikato region, to improve their well-being.

Phone: 07 834 1482

Email: info@kautepasifika.co.nz

Website: www.kautepasifika.co.nz

Diversity Counselling

Counselling by registered professionals supporting people from a diversity of cultures, ethnicities, genders, religions, and languages.

Phone: 021 0262 5587

Email: contact@dcnz.net

Website: www.diversitycounselling.org.nz

Waikato Community Law

Free Legal help

Phone: 0800 529 482

Website: <https://communitylaw.org.nz/centre/waikato/>

Citizens Advice Bureau (CAB) Hamilton

Free, confidential, independent information and advice for everyone, as well as helping people know what their rights are and how to access services they need.

Phone: 07 839 0395/ 0800 367 222 (nationwide)

Website: www.cab.org.nz

CAPS Hauraki

A social service agency in the Thames/Coromandel and Hauraki regions offering a range of services including support for sexual and family violence.

Phone: 0508 2277 28

Email: reception@capshauraki.co.nz

Website: capshauraki.co.nz

Support services in Bay of Plenty

The University of Waikato Tauranga Student Health Service

On-site, students have access to a Student Health Service Nurse and a Physio as well as access to subsidised visits to off-site general practices', free off-site counselling, and access to Hamilton-based services.

Website: www.waikato.ac.nz/students/health-wellbeing/student-health/tauranga-student-health/

Waikato Students' Union

Support and advocacy

Phone: (07) 262 0589

Website: wsu.org.nz

Bay Counselling & Therapy Service

A referral can be made to this service by the Student Health Service Nurse, or you can contact them directly.

Phone: 07 578 0959

Email: admin@baycounselling.co.nz

Diversity Counselling

Interpersonal Violence Appendices

Counselling by registered professionals supporting people from a diversity of cultures, ethnicities, genders, religions, and languages.

Phone: 021 0262 5587

Email: contact@dcnz.net

Website: www.diversitycounselling.org.nz

Tauranga Women's Refuge and Support Services

Advocacy, information, support and safe housing for women and children experiencing family violence

Phone: 0800 86 733 843 (24/7 helpline)

Website: www.taurangawomensrefuge.co.nz

Tautoko Tāne Male Support Services_Bay of Plenty

Support for male survivors of sexual abuse

Phone: 027 271 8898

Website: tautokotane-bop.nz

Tauranga Living Without Violence

Family violence support & safety and non-violence programmes

Phone: 0800 577 003

Website: www.tlww.org.nz

Shakti Ethnic Women's Support (Tauranga and Hamilton)

Support for Ethnic women of Asian, Middle Eastern and African Descent who are victims of family violence.

Phone: 0800 SHAKTI (0800 742 584) (24-hour crisis line), 021 736 858 (Service delivery)

Website: www.shakti.org.nz

Maketu Hauora

The provision of health & social services to Maketu and surrounding communities in the Western Bay of Plenty. There is support for the whole whānau from rangatahi to kaumatua - including family-violence-specific programmes.

Phone: 07 5332 551

Website: www.maketuhauora.org.nz

Baywide Community Law Service

Free legal help

Phone: 07 571 6812

Website: www.communitylaw.org.nz/centre/tauranga-whakatane/

Citizens Advice Bureau (CAB) Tauranga

Free, confidential, independent information and advice for everyone, as well as helping people know what their rights are and how to access services they need.

Phone: 07 578 1592/ 0800 367 222 (nationwide)

Website: www.cab.org.nz

9. Community Violence information and support services

www.waikato.ac.nz/students/health-wellbeing/student-health/violence-prevention/community-violence

The University of Waikato Student Health Service

A multidisciplinary health team that is available to provide support to students.

Phone: 07 838 4037

Website: www.waikato.ac.nz/students/health-wellbeing/student-health

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The University of Waikato Tauranga Student Health Service

On-site, students have access to a Student Health Nurse and a Physio as well as access to subsidised visits to off-site general practices, free off-site counselling, and access to Hamilton-based services.

Website: www.waikato.ac.nz/students/health-wellbeing/student-health/tauranga-student-health

Bay Counselling & Therapy Service (Tauranga)

A referral can be made to this service by the Student Health Service Nurse, or you can contact them directly. Phone: 07 578 0959

Email: admin@baycounselling.co.nz

Employee Assistance Programme (EAP) (Staff)

EAP is available for staff at The University of Waikato. EAP provides free counselling and psychological support. Staff can find more information via Te Hononga.

Diversity Counselling

Counselling by registered professionals supporting people from a diversity of cultures, ethnicities, genders, religions, and languages.

Phone: 0800 143 269 or 021 0262 5587

Email: contact@dcnz.net

Website: diversitycounselling.org.nz

Waikato Community Law (Hamilton)

Free Legal help

Phone: 0800 529 482

Website: communitylaw.org.nz/centre/waikato

Baywide Community Law Service (Tauranga)

Free legal help

Phone: 07 571 6812

Website: communitylaw.org.nz/centre/tauranga-whakatane

Citizens Advice Bureau (CAB)

Free, confidential, independent information and advice for everyone, as well as helping people know what their rights are and how to access services they need.

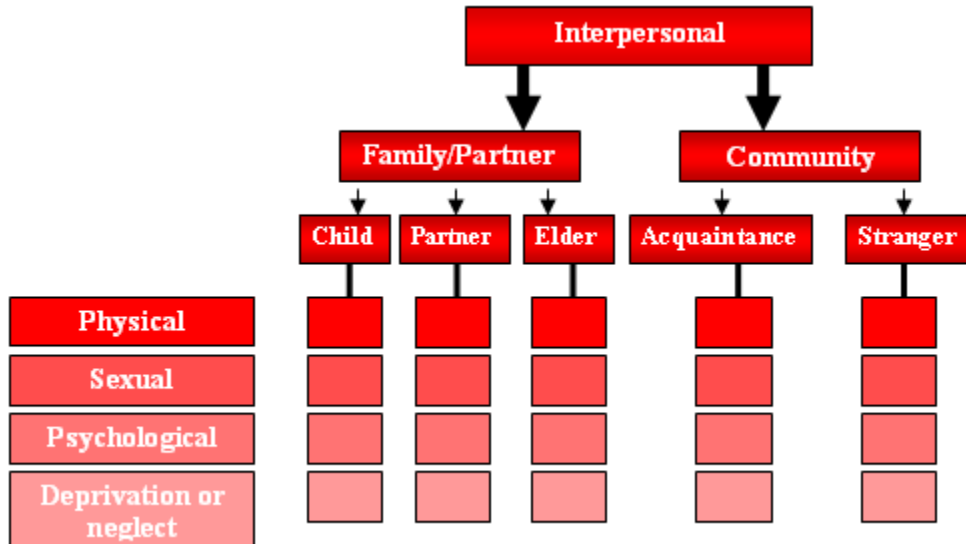
Phone: 0800 367 222 (nationwide)

Website: www.cab.org.nz

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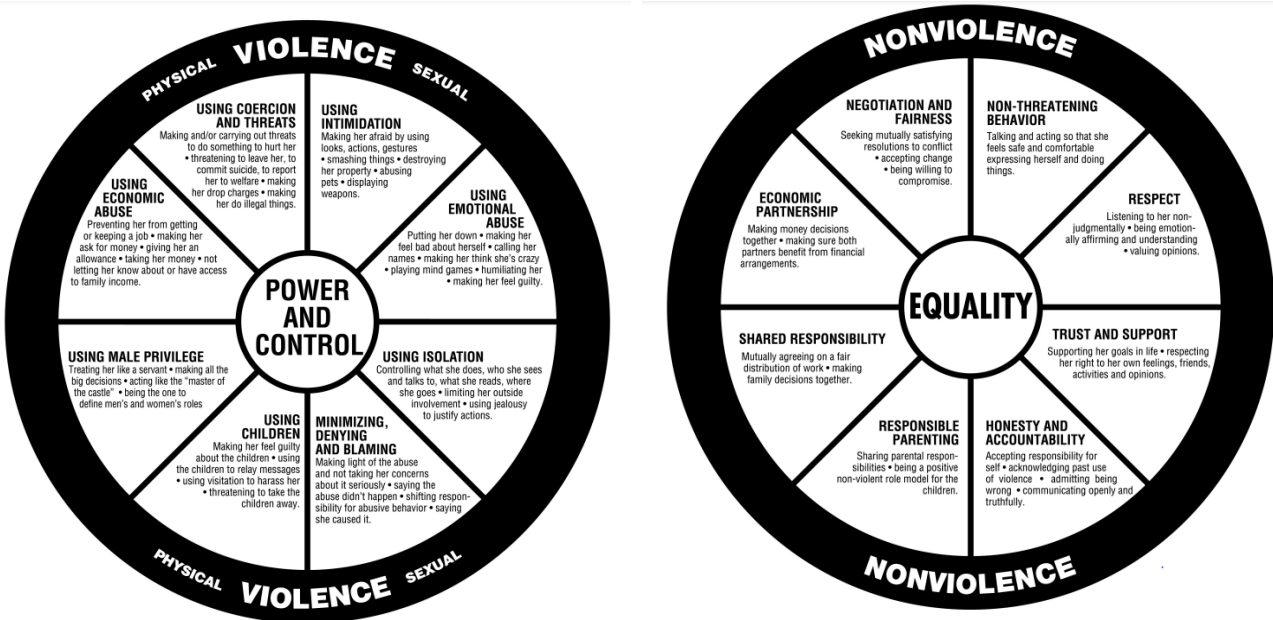
APPENDIX 2: Additional information

10. Interpersonal Violence - An umbrella term



Source: World Health Organization

11. Duluth Power and Control Wheel & Equality Wheel



DOMESTIC ABUSE INTERVENTION PROGRAMS
202 East Superior Street
Duluth, Minnesota 55802
218-722-2781
www.theduluthmodel.org

DOMESTIC ABUSE INTERVENTION PROGRAMS
202 East Superior Street
Duluth, Minnesota 55802
218-722-2781
www.theduluthmodel.org

<https://www.theduluthmodel.org/wp-content/uploads/2017/03/PowerandControl.pdf>

<https://www.theduluthmodel.org/wp-content/uploads/2017/03/Equality.pdf>

12. Hohou Te Rongo Kahukura: Power and Control Wheel for Rainbow Relationships

PARTNER VIOLENCE IN RAINBOW RELATIONSHIPS

Most **Rainbow relationships** are based on love and mutual respect. People can be themselves, communicate what they want, negotiate and feel free to say no to things they don't want to do. Everyone involved feels listened to when they speak.

But sometimes what's happening in our relationships doesn't feel alright. No relationship is perfect, but you should not feel unsafe, afraid or like your opinion doesn't matter.

Partner violence is when one partner uses abusive and controlling behaviours to get and maintain control over the other.

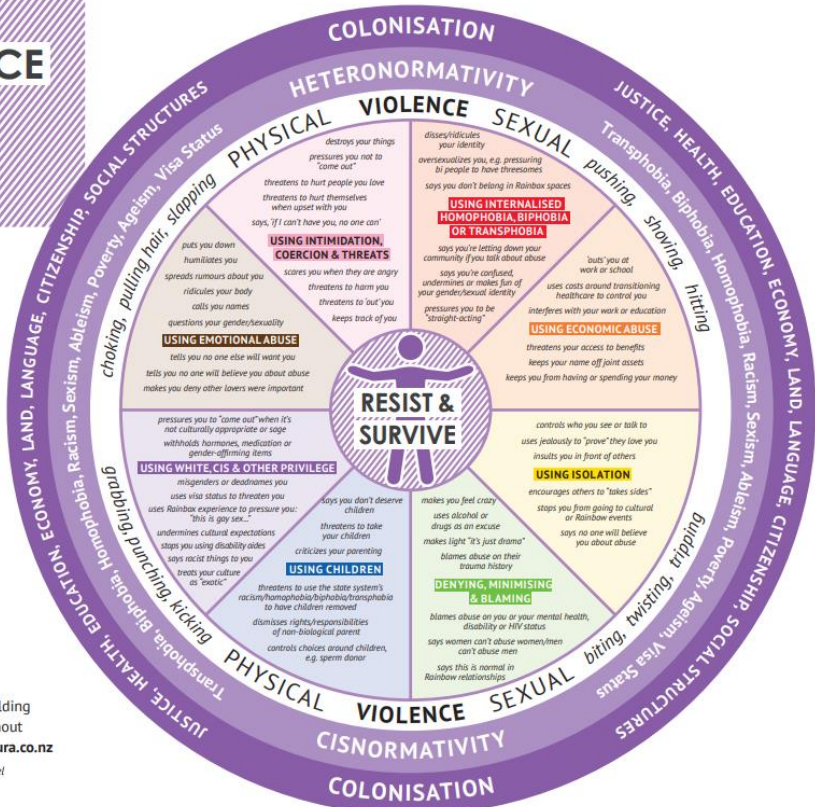
These behaviours have been identified by Takatāpui and Rainbow survivors. They are specific to Aotearoa and specific to Rainbow relationships.

Rainbow relationships are any relationships that include at least one person from Takatāpui and Rainbow communities. This might include two women, two men, different gender relationships or poly relationships involving at least one person from Takatāpui and Rainbow communities.



To find out more about building Rainbow communities without violence, visit: www.kahukura.co.nz

**Adapted from the Duluth LGBT Wheel*

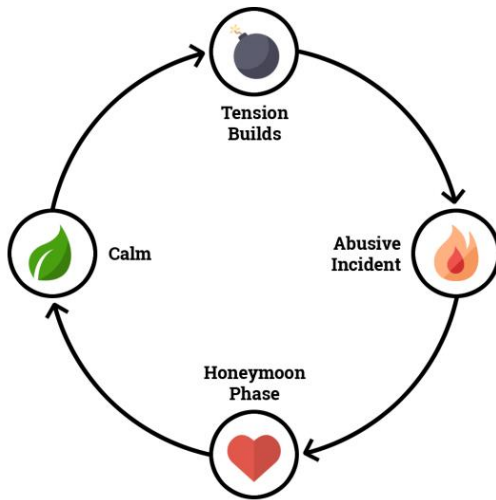


<http://www.kahukura.co.nz/wp-content/uploads/2017/05/Hohou-Te-Rongo-Kahukura-Outing-Violence-Power-and-Control-Wheel.pdf>

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13. Cycle of Abuse

The Cycle of Abuse



Tension Builds
Stress begins to grow from the pressures of daily life, or other points of conflict. The victim may attempt to reduce tension by complying with the abuser.

Abusive Incident
Verbal, emotional, physical, or sexual abuse occurs. This includes anger, intimidation, threats, and other forms of abuse.

Honeymoon Phase
The abuser apologizes, shows remorse, and often begs for forgiveness. They may shower the victim with love and affection, and promise that the abuse will never happen again.

Calm
The relationship enters a period of calm where the abuse stops or slows. The abuser may continue to ask for forgiveness, or make positive gestures, but these tend to reduce in sincerity over time.

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<https://www.therapistaid.com/worksheets/cycle-of-abuse.pdf>

14. Self-care

Types of Self-Care

Physical Sleep Stretching Walking Exercise Nutrition Yoga	Emotional Stress Management Coping Skills Compassion Therapy Journaling	Social Boundaries Support System Positive Social Media Communication Friends	Spiritual Time Alone Meditation Prayer Nature Sacred Space
Personal Hobbies Creativity Goals Identity Authenticity	Space Safety Healthy Environment Stability Clean Space	Financial Saving Budgeting Money Management Paying Bills Boundaries	Work Time Management Work Boundaries Breaks

BlessingManifesting

