

Our commitment to you

Victim Support is committed to being here for you 24/7, nationwide.



Our free service provides emotional and practical support, information, referral to other support services, financial assistance after serious crime, and advocacy for your rights as a victim.

To live up to our promises, we are guided by the Victims Code of Rights.

✓ **Our promises to you**

To be available 24 / 7 to help you as you deal with the aftermath of crime, trauma, and loss.

To make sure you get the help that you need to be safe, to heal, and to participate in the justice system.

✓ **You will be in control**

We're here to help you make informed, supported, and empowered decisions, not to make decisions for you.

✓ **Your safety will be supported**

We'll do all we can to make sure that you are safe, at the time of crisis and afterwards.

✓ **We will maintain and respect confidentiality**

Everything you tell us is confidential, unless we think there's a risk to your immediate physical safety, or the immediate safety of someone else.

✓ **We will keep our promises**

If we say we'll do something with or for you, we will do it.

✓ **Our information will be accurate and up to date**

If we give you information or advice about your situation, we'll make sure it's helpful, neutral, clear, up-to-date, and accurate. If there is information we don't know, we will do our best to find out.

✓ **Our services will be free**

You do not have to pay anything to use our services.

✓ **You will be respected**

We'll always respect you, your family, whānau, and friends, what's important to you, your culture, beliefs, identity, and values. We will not judge you. We will support you.

✓ **We will keep healthy boundaries**

Boundaries help to keep everyone safe and respected.

- We'll offer you support, but we won't make you accept it.
- We'll be there when you need us, but we won't intrude or interfere with your life.
- We'll be friendly but won't become your friend.
- We'll stop working with you when you no longer need our help.
- We won't do things that need to be done by you or your family, or whānau.
- If we can't help you we'll let you know and suggest some other options.

✓ **You can give us feedback or make a complaint**

We have an easy feedback or complaints process. We welcome any feedback and suggestions on how we can improve our services and support.

If you think your rights have not been upheld, or you have not received the standard of service you expected, you can provide feedback or make a formal complaint.

You can find out more about our process for feedback and complaints at <https://victimsupport.org.nz/contact-us/feedback-and-complaints>.

CONTACT

Victim Support

Get Help: 0800 VICTIM (0800 842 846)
enquiries@victimsupport.org.nz
victimsupport.org.nz


Victim Support
Manaaki Tāngata

Mātou e titikaha nei ki a koe

E titikaha ana a Manaaki Tangata ki a koe, ao te pō, huri i te motu.



Ka whakarato ai tā mātou ratonga utu-kore i te āwhina kare-a-roto me te āwhina whai pānga, i ngā mōhiohio, i ngā hononga ki ētahi atu ratonga tautoko, i te tautoko ā-putea whai muri tonu i te ngau taihara, me te whawhai mō ōu mōtika pāpūrenga.

Kia ū tonu ki tā mātou e kī taurangi nei, ka arahina mātou e ngā tikanga whakamana mōtika.

✓ **Ā mātou kī taurangi ki a koe**

Kia wātea ai mātou, 24/7, hei āwhina i a koe e pīkau ana i ngā taumahatanga o te taihara, o te ngaukino, me te mate.

✓ **Ka mau koe i tō mana**

Kei konei mātou ki te āwhina i a koe, ka whakamārama kaupapa, ka tautoko, ka whakamana i a koe ki te kōwhiri i te ara whakamua, kāore mātou e kōwhiri te ara mōu.

✓ **Ka tautokona tō haumarutanga**

Ka takahia ngā ara katoa e haumaruru ai koe i te wā tonu o te taihara, ā whai muri atu ana.

✓ **Ka mau, ka whakaute hoki ki te matatapu**

Ka noho tapu ngā mea katoa ka kōrerotia mai ki a mātou, māna ka kite atu he tūraru nui ki tōu ake haumarutanga ā-tinana, ki te haumarutanga rānei o tētahi atu.

✓ **Ka ū ki tā mātou i taurangi ai**

Ki te kī mātou ka mahia tētahi mahi i tō taha, mōu rānei, ka mahia.

✓ **Ka tika, ka hāngai hoki ō mātou kōrero ki te nāiane**

Ki te whoatu mātou i ētahi mōhiohio, i ētahi kōrero āwhina rānei e pā ana ki tō take, ka tuku i runga i te mōhio he āwhina kei roto, he ngākau tapatahi, he mārama, e hāngai ana ki taua wā tonu, ā, he tika. Mehemea ia he kōrero kāore i te mōhio, ka whakapau kaha mātou ki te kimi i ērā mōhiohio.

✓ **Ka utu-kore ō mātou ratonga**

Kāore he utu ki te whakamahi i ō mātou ratonga

✓ **Ka whakautengia koe**

I ngā wā katoa ka whakautengia koe, tō whānau me ō hoa, ērā mea whakahirahira ki a koe, tō ahurea, tō whakapono, tō tuakiri, me ō mātāpono. E kore mātou e whakawā i a koe. Ka tautoko mātou i a koe.

✓ **Ka tika tā tātou noho wehe**

Mā te whakarohe i a tātou anō e haumaruru ai, e whakaute ai te katoa.

- Ka toro atu te ringa āwhina, engari kāore e pana i a koe kia kapohia
- Kei reira mātou i te wā e pīrangitia ana mātou, engari ka kore mātou e whakaete, e hūrae rānei i tō oranga
- Ka whakahoahoa atu, engari ehara i te hoa pūmau
- Ka mutu tā mātou mahi tahi ki a koe i te wā kāore he hiahia o tā mātou āwhina atu
- E kore mātou e mahi i ērā mahi e tika ana māu, mā tō whānau rānei e mahi
- Mehemea kāore e taea e mātou te āwhina atu, ka whakamōhio atu i a koe, ā, ka whoatu ētahi atu kōwhiringa

✓ **Kua wātea te tuku kōrero mai, te amuamu rānei**

He māmā tā mātou rautaki whakahoki kōrero, amuamu rānei. Nau mai ngā kōrero me ngā whakaaro hei āwhina i a mātou kia pai ake ō mātou ratonga me tā mātou tautoko.

Ki te whakaaro koe kāore anō kia whakarangatira i ō mōtika, kāore rānei i eke pai te taumata ratonga e tika ana kia whiwhi koe, kua wātea koe ki te tuku kōrero, ki te amuamu hoki.

Mō ētahi atu whakamārama mō te tukanga whakahoki kōrero me te amuamu, peka atu ki <https://victimsupport.org.nz/contact-us/feedback-and-complaints>.

WHAKAPĀ

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