

List of Family Violence and Sexual Violence Service Gaps

We have compiled a list of family and sexual violence service gaps as a part of our work to develop a plan to address family violence service gaps and a plan towards sexual violence service gaps. This list of FVSV service gaps includes:

- information provided by tangata whenua, communities, advocacy groups and providers, during the consultation which informed Te Aorerekura
- content included in Te Aorerekura
- information highlighted in [Family Violence Death Review Committee](#) reports, specifically the third, fourth, and seventh reports.
- information highlighted in the report by Dame Karen Poutasi: [Ensuring Strong and Effective Safety Nets to Prevent Abuse of Children](#)
- FVSV specialists working in government

We are seeking your feedback on the list of FVSV service gaps by 26 May 2023. You can send through your feedback by filling out the short form on the Te Puna Aonui website, or by emailing TeAorerekura_Action29_30@msd.govt.nz

If you are emailing your feedback, please consider the following questions in your response:

- *Are there additional FVSV service gaps which should be added to the list?*
- *Is there any important information or detail about a particular gap which should be added?*
- *Should any of the FVSV service gaps be removed from the list? If so, why?*
- *Is any of the information shared outdated or incorrect?*
- *Are any FVSV service gaps a high priority for yourself or your community/communities?*

Note: scope of the gaps plans

The gaps plans will include FVSV gaps in early intervention, response and long-term recovery services within existing mainstream services; gaps in tailored services for underserved communities; geographical gaps in the availability of services; and knowledge gaps in the experience of FVSV for diverse communities. Primary prevention is a separate work programme.

Addressing FVSV workforce gaps is outside the scope of the gaps plans, however many FVSV service gaps are driven or made worse by workforce gaps. To acknowledge this close alignment, we have included information about known workforce gaps in the table below. Any feedback provided around workforce gaps will inform the workforce work programme.

Service gap	Detail	Workforce gaps
FVSV services for children and young people (C&YP)	<p>FVSV gaps</p> <ul style="list-style-type: none"> Lack of tailored FVSV services and supports for C&YP. <ul style="list-style-type: none"> This includes teenage relationships (high prevalence of bullying and sexual harassment in schools, where teachers are often under-resourced and lack training to support and respond). lack of services for children/tamariki who witness violence. Court support with C&YP (including SV court support) is limited and is often delivered without funding All child survivors of a fatal FV homicide should have access to assessment and support services as outlined in the Children’s Action Plan. All of these vulnerable children and their family/whānau should continue to receive support from the appropriate service until a clear pathway for their ongoing care can be established and the children have been shown to be making good progress in their physical and mental health and in their educational progress in their new care situation. Need processes for: <ul style="list-style-type: none"> identifying the needs of a dependent child when charging and prosecuting sole parents through the court system drawing together records, information, and perspectives from across agencies, organisations, and whānau/community when assessing risk of harm to a child (current process of assessing risk of harm is too narrow and one dimensional) agencies need to proactively share FVSV information relating to children (which isn’t happening, despite enabling provisions) a lack of reporting of risk of abuse by some professionals and services all services need to deliver effective and appropriate support to C&YP with intersecting identities, e.g. LGBTQIA+ C&YP, tamariki and rangatahi, Pacific C&YP, disabled C&YP <p>SV specific</p> <ul style="list-style-type: none"> A significant barrier for C&YP who experience SV in the family is access to services often relies on parental support – could consider locating services near schools and kura <p>FV specific</p> <ul style="list-style-type: none"> Most services for people using violence are designed for adults We need to ensure that where a child is named or covered by a protection order, a copy of this order is attached to the child’s record <p>Knowledge gap</p> <p>There is a lack of understanding of adolescent to parent FV, especially within NZ. Further research in this area will help to address the safety needs of those supporting C&YP</p>	<p>Workforce:</p> <ul style="list-style-type: none"> Need improved education and training for people working with/supporting C&YP to recognise the signs of abuse and provide early support and intervention.
People using violence (PuV)	<p>FVSV gaps</p> <ul style="list-style-type: none"> Lack of wraparound support for PuV straight out of court Existing services are short-term and time limited (people can't repeat a programme if needed). Need maintenance support. Lack of early intervention (services mostly provide support after violence occurs) lack of services for C&YP using violence Need wraparound, holistic support that include: <ul style="list-style-type: none"> the wider whānau (existing services focus on PuV). services grounded in whānau and community connections and include indigenous methods/Kaupapa Māori approaches support services for mental health, alcohol, and drug issues 	<p>Workforce:</p> <ul style="list-style-type: none"> Frontline workforces often lack understanding of the dynamics of violence – people who use violence often aren’t identified, or able to access the help they need (MSD) Need training for FV specialists to respond to SV Need increased capability working with PuV from specific communities (MSD)

Service gap	Detail	Workforce gaps
	<ul style="list-style-type: none"> Need more non-mandated services (MSD services are non-mandated but there are long waitlists for self-referrals) (MSD, Cohort) Need more appropriate services to support specific communities including C&YP (in particular), Tangata Whenua, ethnic communities, Pacific people, LGBTQIA+. MSD programmes are generic/one size fits all. Geographical gaps in existing services with many high/med violence areas with limited or no services) Specialist service provision needed around protection orders – both helping people to access them and what they mean for the person who has been issued one to prevent them being breached. <p>SV specific</p> <ul style="list-style-type: none"> Need more services for harmful sexual behaviour/concerning sexual ideation (limited access outside main centres) <p>Required within all services</p> <ul style="list-style-type: none"> All services for PuV need to deliver effective and appropriate support to those with intersecting identities, e.g. LGBTQIA+, disabled people, older people <p>Knowledge gap</p> <p>Limited understanding of:</p> <ul style="list-style-type: none"> violence use in groups beyond heterosexual pākehā men (including LGBTQIA+, women, ethnic communities, Pacific people, Tangata Whenua, C&YP (including child to parent violence) the most effective intervention points in the life of someone who uses violence 	<ul style="list-style-type: none"> Need increased specialist clinical workforce for harmful sexual behaviour/ concerning sexual ideation) Lack of men going into this workforce Low levels of wellbeing within the current workforce <p>Systemic gap</p> <ul style="list-style-type: none"> Need a justice system that meets the needs of C&YP using violence
FVSV support for Māori communities/Kaupapa Māori services	<p>Mainstream services</p> <ul style="list-style-type: none"> Services need to understand and respond to FVSV complexities for Māori and the burden of historic and complex trauma on whānau Māori Initiatives should build cultural capital alongside therapeutic and healing services. <p>Tailored services/ Kaupapa Māori services</p> <ul style="list-style-type: none"> Shortage of Kaupapa Māori services and those that exist have stretched capacity to work with their communities Services need to give resource and decision-making power to Māori and address intergenerational impacts of colonisation and institutional racism. Investment in initiatives should build cultural capital alongside therapeutic and healing services/programmes for whānau Māori <p>Required within all services</p> <ul style="list-style-type: none"> All services need to deliver effective and appropriate support to Māori with intersecting identities, e.g. takatāpui, irawhiti, intersex people, disabled people 	<p>Workforce</p> <ul style="list-style-type: none"> Need to build capability to understand and respond to FVSV complexities for Māori
FVSV support for Disabled people	<p>Mainstream services</p> <ul style="list-style-type: none"> Services lack physical accessibility (especially around emergency housing) Services lack accessible* and supportive <ul style="list-style-type: none"> Systems information on available FVSV supports and services and legal processes reporting and complaints processes (esp around emergency housing) There is a gap in FVSV support to people with severe learning disabilities (talk therapy less effective) Need for better identification of vulnerability and risks for disabled people within family and whānau environments <p>Tailored services</p>	<p>Workforce:</p> <ul style="list-style-type: none"> Need workforce development to work with disabled people (including for family carers)

Service gap	Detail	Workforce gaps
	<ul style="list-style-type: none"> Lack of tailored services, especially those with a te ao Māori lens (MSD), for disabled people between 18 – 65 years, and for disabled men. Lack of targeted education and resources for disabled people about what FV and SV is, their rights, and where to seek help <p>Required within all services</p> <ul style="list-style-type: none"> all services need to deliver effective and appropriate support to disabled people with intersecting identities, e.g. tāngata Whaikaha, LGBTQIA+, Pacific people <p>Knowledge gap</p> <ul style="list-style-type: none"> Lack of appropriate data/information collection lack of understanding of the Disability community and the impacts of FV and SV (for carers and the disabled person). <p>*Note that accessibility is not limited to physical accessibility. An accessible service is one that is respectful and does not put up any barriers to those who need to access that service (whether physical, attitudinal, technological or cultural) that would prevent a disabled person from effective engagement with supports.</p>	
FVSV support for LGBTQIA+ communities	<p>Mainstream services</p> <ul style="list-style-type: none"> Need advocates/navigators for LGBTQIA+ victims within mainstream services Need to build mainstream capability to prevent binary gendered responses and re-traumatisation of LGBTQIA+ victims Need FVSV services to embed responses to LGBTQIA people instead of this being an add-on to business as usual <p>Tailored services</p> <ul style="list-style-type: none"> Significant need for tailored LGBTQIA+ and trans FVSV services Existing LGBTQIA+ orgs are poorly resourced but are still working to support LGBTQIA+ people who experience violence Need for FVSV support options which do not involve the Police <p>Required within all services</p> <ul style="list-style-type: none"> all services need to deliver effective and appropriate support to LGBTQIA+ people with intersecting identities, e.g neuro-diverse, disabled, youth, older people, Pacific people, takatāpui, irawhiti Processes which recognise and address transphobia Services must include whanau of LGBTQIA+ to prevent FV, including views around inclusion in te ao Māori should engage faith-based leaders (where appropriate) if communities use these for guidance/intervention There is a need to resource LGBTQIA+ organisations and mainstream services to build connections, collaboration, trust, and referral pathways. This is important to increase the ability of LGBTQIA+ organisations to refer to mainstream organisations, helping ensure LGBTQIA+ communities can get access to appropriate services across the FVSV sector. Need public information on available resources and services, including those specific to trans people <p>Knowledge gap</p> <ul style="list-style-type: none"> lack of research and data into FVSV in LGBTQIA+ communities, especially research carried out by trans people (research by non-trans researchers can be actively harmful to trans people) specific underrepresentation for those with intersecting identities and needs, including <ul style="list-style-type: none"> trans people/ Irawhiti takatāpui migrants and former refugees 	<p>Workforce</p> <ul style="list-style-type: none"> Need to build the capability of mainstream FVSV services to safely and effectively support LGBTQIA+ victims Need to increase the capacity of Police to support LGBTQIA+ people following assault. This includes ensuring Police don't re-traumatise victims or contribute to them returning to unsafe environments.

Service gap	Detail	Workforce gaps
	<ul style="list-style-type: none"> ○ refugees and asylum seekers ○ older people ○ MVPFAFF/Pacific people ○ rural people ○ intersex people 	
Support for male FVSV victims/ survivors	<p>SV specific</p> <ul style="list-style-type: none"> • Lack of services for those outside of older men who have experienced childhood sexual abuse (service gaps need scoping for other Cohorts e.g. LGBTQI+, younger men etc) • Geographical service gaps • all services need to deliver effective and appropriate support to male survivors with intersecting identities, e.g. tangata whenua, LGBTQIA+, Pacific people, disabled people <p>Knowledge gap</p> <ul style="list-style-type: none"> • lack of research into incidence and perpetration of family violence against boys and men, and the effectiveness of recovery services 	<p>Workforce</p> <ul style="list-style-type: none"> • Workforce gaps are a key issue for services for male survivors and or ACC SV services across the board • More male providers/staff needed (in this space, but also in the wider FVSV space)
Elder Abuse and Response Services EARS	<ul style="list-style-type: none"> • Need a one stop shop for support (need better access and navigation support) • Services lacking cultural/linguistic diversity • Need whānau centred approaches (currently elder abuse considered ‘older person’s issue’) • Lack of supports/services to diverse older communities e.g. tangata whenua, Pacific, LGBTQIA+, Disabled communities, and culturally and linguistically diverse communities • Lack of awareness of elder abuse and the supports available (including understanding of legal protections, info needs to be available in accessible formats and locations, and to reflect cultural/linguistic diversity) • Need more cross agency coordination to decrease steps involved in accessing help • Geographical service gaps • all services need to deliver effective and appropriate support to older people with intersecting identities, e.g. tangata whenua, LGBTQIA+, disabled people, ethnic communities 	<p>Workforce:</p> <ul style="list-style-type: none"> • Workers who support older people need training to recognise elder abuse (including specific knowledge of sexual abuse by or against people with cognitive decline) • Need to increase competency working with specific elder communities (most are mainstream e.g. aged concerns)
Gaps in the justice system	<p>FVSV</p> <ul style="list-style-type: none"> • Need wraparound support for PuV straight out of Court • Lack of C&YP court support (limited and often delivered without funding) • Need better support for those with intersecting identities who encounter the justice system, e.g. LGBTQIA+, C&YP, tamariki and rangatahi, tangata whenua, disabled people, Pacific people, ethnic communities <p>FV Court Support</p> <ul style="list-style-type: none"> • Lack of FV Court Support • Need FV safety programmes for victims with a case in the criminal court (currently only available to people covered by a Protection Order) <p>SV Court Support</p> <ul style="list-style-type: none"> • Limited SV Court Support (Geographical gaps: funding doesn’t cover the whole country but those services which do exist have good FTE) • Need SV Court support for C&YP <p>Research gap</p> <p>Disabled peoples' experience through the judicial system</p>	<p>Workforce:</p> <ul style="list-style-type: none"> • Providers (including crisis providers) need to understand court processes and how the judicial system can retraumatise those who go through it

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FV Support for Ethnic Communities (200+)	<p>Mainstream services</p> <ul style="list-style-type: none"> Lack of collaboration between providers and ethnic, migrant and refugee communities Language barriers discourage help-seeking (need more language interpreters) <p>Tailored services</p> <ul style="list-style-type: none"> lacking culturally and linguistically appropriate services (not just reshaping mainstream services). should include long-term, wraparound support, including for families Need to appropriately respond to taboo around FVSV <p>Required within all services</p> <ul style="list-style-type: none"> Need to engage faith-based leaders (where appropriate/safe) as they are relied on heavily for guidance/intervention all services need to deliver effective and appropriate support to those within ethnic communities with intersecting identities, e.g. LGBTQIA+, C&YP, disabled people <p>Research gap</p> <ul style="list-style-type: none"> How family violence and (esp) sexual violence manifests in and affects different ethnic communities. Specific knowledge gaps include: <ul style="list-style-type: none"> So called ‘honour’ based violence Dowry related abuse Female genital mutilation Control of visa/ immigration status/ finances Intergenerational harm caused by harsh punishments and a cycle of violence Intersectional groups within ethnic communities 	
Pacific people	<p>Mainstream services</p> <ul style="list-style-type: none"> Services don't adequately recognise Pacific cultural frameworks Services need to understand drivers impacting violence within Pacific communities e.g. Pacific peoples have the lowest median income of all people in Aotearoa <p>Tailored services</p> <ul style="list-style-type: none"> Lack of culturally responsive resources and services for Pacific families and communities. Can include service development but also recognising and resourcing community-led initiatives to upscale. <p>Required within all services</p> <ul style="list-style-type: none"> FVSV services need to recognise faith as an important part of wellbeing for some Pacific communities Services need holistic policies and practices all services need to deliver effective and appropriate support to Pacific people with intersecting identities, e.g. LGBTQIA+, disabled people, C&YP <p>Research gap:</p> <ul style="list-style-type: none"> lack of data and information on Pacific peoples’ experience of FVSV 	
Support for women who have gang affiliations	<ul style="list-style-type: none"> Need for ‘living free from violence’ programmes specific to the needs and experiences of women who have been abused by partners who are gang members or where there has been gang violence The levels of trauma and danger, the long-term and chronic nature of the abuse issues and the multiple intersections of disadvantage experienced by these women make it unlikely that mainstream programmes can be effective. In some cases, there is limited access to Women's Refuge accommodation for victims with gang connections 	

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Access to safe houses/ emergency accommodation after FV or SV	<ul style="list-style-type: none">Lack of emergency accommodation / safe houses (especially accessible properties) means victims must return to dangerous situationsIn some cases, there is limited access to emergency accommodation for victims with gang connections, mental health challenges, alcohol and drug dependencies, disabled people, trans women and those with sons over the age of 14 or pets	
SV continued care	<ul style="list-style-type: none">Gap in SV support between crisis support and long-term support (delivered via ACC sensitive claims).	
Geographical gaps, including for rural communities	<ul style="list-style-type: none">Gap in the ability to access services based upon geographical location (particularly for rural communities)Difficulty attracting workforce to rural locations	Workforce: <ul style="list-style-type: none">Rural locations have struggle to attract FVSV workers