

1. **You are in control**

Victim Support's vision is that victims are in control of their own recovery. We'll help you figure out what needs to happen and support you to try and get that. We won't pressure you to do something you don't want to do.

2. **Safety**

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

3. **Confidentiality**

Everything you tell us is confidential, unless we think there's a risk to immediate physical safety.

4. **Promises**

We'll keep our promises. If we say we'll do something with or for you, we will.

5. **Accurate information**

If we are giving you information or advice about what's happening to you, we'll make sure it's helpful, neutral, clear, up-to-date and accurate.

6. **Our services aim to help:**

- you and your family be safe & find hope and healing
- make it easier to deal with the justice system, the media or other organisations
- you build and maintain connections with family, friends and community
- reduce the financial burden of dealing with homicide, sexual violence or other serious crime

7. **Non judgemental**

We'll take you seriously. We'll treat you with respect including who you are, your family, what's important to you, your culture, beliefs, and values.

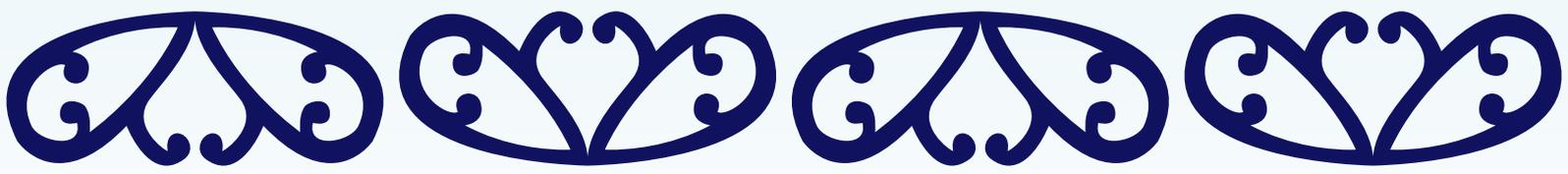
8. **No cost**

Our services are free.

9. **Boundaries**

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, your family, or your friends. If we can't help you we'll let you know and suggest other options.

If you feel we haven't met these expectations let us know:
www.victimsupport.org.nz



1. **Kei a koe te mana**

E ai ki te tirohanga a te Ratonga Manaaki Tangata nā ngā mārurenga te mana mō tōnā ake whakaoranga. Otirā kei kōnei mātou hei āwhina, hei tautoko hoki i a koe. Kāhore mātou e tono ana I a koe ki te mahia he mea e kore koe i te pīrangī ki te mahi.

2. **Whakarurutanga**

Ka hua ai mātou kia whakaruru koe i te wā mōrearea nō muri ake hoki.

3. **Munatanga**

Ka muna ōu kōrero katoa, meikore ka whakaaro mātou he tūpono ki te whakarurutanga ā tinana.

4. **Ngā Oati**

Ka pupuri i tō mātou oati. Mēnā ka kī taurangi mātou ki te mahitahi me koe mā mātou e mau ana ki tēnei oati.

5. **He Pārongo Tika**

Mehemea kei te tuku mātou he pārongo, he tohutohu rānei e pā ana ki a koe, kia hua ai mātou he mea āwhina, he mea kūpapa, nonāianeī tonu me te tika.

6. **Kei kōnei ō mātou ratonga ki te āwhina i a koe...**

- Kia whakaruru koutou ki tōu whānau, a, ki te kite he tūmanako me te whakaorangia.
- Kia whakamāmā tōu mahi me te tīpokapoka o te ture, te pākihi pāpāho me ērā atu momo rōpū whakariterite.
- Kia hononga tonu koe me tōu whānau, ōu hoa me te hapori anō hoki.
- Kia whakaheke te kawenga ā moni e pā ana ki te kōhuru, te koeretanga, me ērā atu hara hōhonu.

7. **He Whakawātanga Kore**

E whakahangahanga ana mātou i a koe, whai wāhi ana ko wai koutou tōu whānau me ngā mea whakahirahira ki a koe pērā ki tōu ake tikanga, whakapono me ngā uara hoki.

8. **Marere**

Kāhore he utu mō ō mātou ratonga.

9. **Ngā Whaititanga**

Kāhore matou e maoho, hūrau hoki me tōu oranga. Ka ratarata mātou engari kāhore mātou e whakahoatia i a koe. Ka mutu tō tāua mahitahi i te wā e kore koe i te pīrangī tō mātou āwhina. Kāhore mātou e mahi i ngā mahi i uaratia koutou ki tōu whānau, hoa anō hoki. Ki te kore mātou e tāea ana ki te āwhina i a koe ka whai mātou ētahi atu ara hei whaingā.

