

Customised support for people affected by family violence

The Women’s Refuge (NCIWR or National Collective of Independent Women’s Refuges) is a New Zealand organisation that offers support to women and children experiencing domestic violence. In July 2015, Women’s Refuge engaged Tunstall Healthcare to provide a customised monitoring service for clients.



About Women’s Refuge

Women’s Refuge is New Zealand’s largest provider of services for those at risk of experiencing family violence. The organisation consists of 37 independent refuges delivering services across 41 sites from Kaitaia to Invercargill.

NCIWR member refuges provide 24-hour access to safe emergency accommodation and a 24/7 crisis line. They also offer community support and advocacy, domestic violence support, and education programmes.

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The Whanau Protect - National Home Safety Service

The Whanau Protect - National Home Safety Service provides nationwide assistance with the purpose of enhancing the security of client’s homes. This initiative provides additional options for family violence victims to leave an abusive relationship, particularly for those who do not want to, or cannot, leave their home.

As part of the Whanau Protect - National Home Safety Service, family violence victims are offered Tunstall safety alarms with 24/7 monitoring. Tunstall has been rolling out the installation of ConnectMe and Liberty300 alarms since July 2015 across Auckland, Tauranga and Christchurch. Over three years, the project will see more than 900 alarms rolled out across the country.

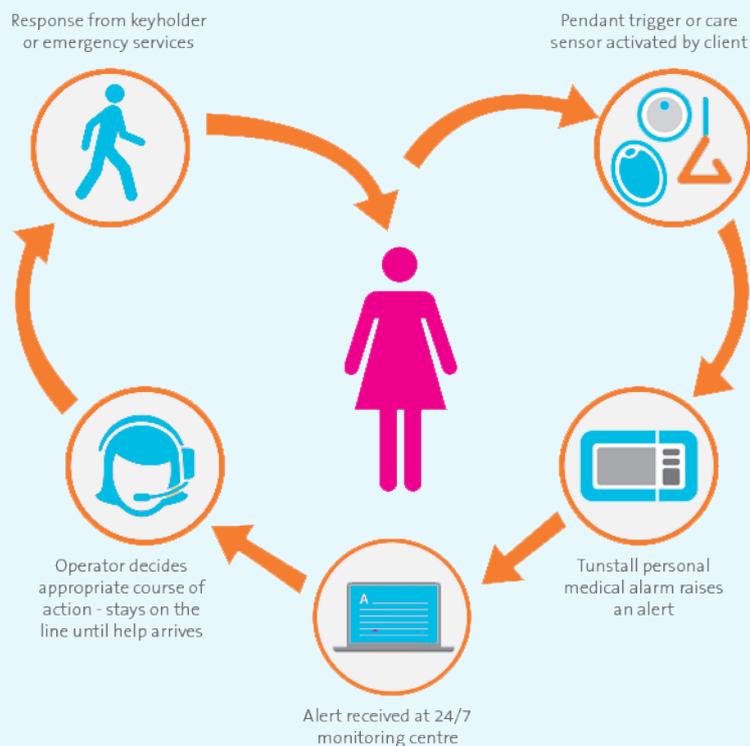


NATIONAL COLLECTIVE OF
INDEPENDENT WOMEN'S REFUGES INC.
Ngā Whare Whakaruruhau o Aotearoa



How the Tunstall service works

Tunstall provide a customised monitoring service for the Women's Refuge Whanau Protect - National Home Safety Service, where calls are answered in silent mode so as not to alert an offender of its activation. Tunstall's trained Care Consultants answer Women's Refuge National Home Safety clients' calls on mute and take the necessary action, with the audio recorded so that it can be used as evidence in court should the need arise.



Partnering with Tunstall

Talking with Dr Ang Jury, Chief Executive of Women's Refuge, the organisation's experience with Tunstall so far has been a successful one.

"Our partnership so far has been an extremely positive experience," said Dr Jury, "Tunstall has been effective, responsive and easy to communicate with."

"All services have been delivered as promised - on time and within budget. Tunstall representatives have been very accommodating in working with us around what can sometimes be a challenging client group with exacting security and safety concerns."

Through this engagement with Tunstall and the service Tunstall provides, the Women's Refuge is able in many instances to create a level of security that enables clients at risk of serious harm to remain in the familiar surroundings of their own home. This avoids adding an

additional layer of chaos and disruption to what are already generally very difficult and traumatising circumstances for them and their children.

"Clients are able to maintain their usual support networks rather than being relocated (often at some distance from their usual location), meaning that children in particular do not suffer any greater sense of upheaval than is already occurring as a result of violence," Dr Jury concluded.

For more information about the Women's Refuge, or Whanau Protect - National Home Safety Service, visit www.womensrefuge.org.nz

For more information about Tunstall Healthcare, visit www.tunstall.co.nz

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