



Malatest
International

DRAFT

Evaluation of ManKind

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External evaluation completed by Malatest
International for Te Whare Tāne Trust.



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Thank you also to the community stakeholders who took time out of their busy schedules to speak with us and share their stories about ManKind.

We wish ManKind and Te Whare Tāne Trust all the best for the future. Ngā mihi nui.

Malatest International

1. Executive summary

Background

ManKind is a small service which started in 2019. It is a service provided by Te Whare Tāne Trust in Lower Hutt, Wellington¹. The service primarily supports men who have been involved with intimate partner violence (IPV).

ManKind provides three main types of support: counselling; men's groups; and accommodation. ManKind also helps to advocate and support men through tough situations and provides a male voice in the local family violence sector. The ManKind counsellor helps co-facilitate a group for the Women's Refuge.

ManKind works primarily with men, but has occasionally also worked with the men's partners.

The evaluation

The purpose of this evaluation was to provide information to ManKind to demonstrate any differences they are making in their community and in the lives of the men they support. ManKind will use the information to develop the service and as evidence of the service performance for funding applications. The evaluation was predominantly informed by qualitative data with some administrative data showing the quantity of work.

The key elements of ManKind

- Receiving support from ManKind is voluntary
- Although the primary focus is IPV, ManKind will also support people without IPV involvement (IPV may only become apparent once the counsellor has built a relationship with the participant)
- ManKind helps men address a range of wellbeing challenges and supports them through stressful events rather than focussing on IPV
- There is no set length of time or number of sessions available for participants and ManKind is flexible to respond to the needs of those it supports
- ManKind offers both group and one-on-one counselling

¹ <https://www.tewharetane.org.nz/>

- ManKind provides a safe space for men to go if their home is no longer appropriate or they have been served a Police Safety Order (PSO)².

Outcomes

Interviews with participants and stakeholders showed how ManKind supports men to make changes in their lives. Some of the mechanisms that allow men to work towards outcomes include:

- Increasing self-awareness
- Awareness of triggers and strategies to deal with stressful situations
- Decreasing negative thought patterns
- Making positive changes in their lives
- Reducing isolation
- Having safe housing.

The outcomes for ManKind participants closely match the outcomes found from an evaluation of Aotearoa Ministry of Justice funded “family violence programmes for perpetrators”³.

ManKind support has helped participants to improve their own wellbeing and their relationships with others in their lives (from partners and friends to strangers). Participants talked about how the chance of their future involvement in IPV has reduced.

All participants and stakeholders agreed that ManKind was filling a need in the community and was an important part of the response to IPV in the Hutt Valley because it.

- Provided a more cohesive and connected IPV sector that was more able to support all parties involved in an incident or pattern of behaviour
- Upskilled professionals that may come across IPV
- Represented a male perspective who understood the men involved in IPV and the local response to IPV.

² A Police Safety Order (PSO) may be issued by Police when they attend a family violence incident. The PSO means the person being violent must leave the home temporarily, even if they own the property and live there. The PSO can last up to 10 days. This allows time for both the protected person and the person bound by the PSO to get help. (<https://www.justice.govt.nz/family/family-violence/whats-a-police-safety-order/>)

³ Artemis Research. (2018) An Evaluation of the Ministry of Justice-funded Domestic Violence Programmes. <https://www.justice.govt.nz/assets/Documents/Publications/Domestic-violence-prog-evaluation-report-Nov2018.pdf>

[If ManKind stopped] I would have a meltdown. We need to have ManKind because they are providing us support around the family. Otherwise, we are back at square one again. Recidivist behaviour would just continue. It has been fantastic, it has taken the edge off and addressed family violence at a great level. [The ManKind] counsellor is able to work with perpetrators. (Stakeholder)

2. Background

A service for men involved with intimate partner violence (IPV): ManKind is a service provided by Te Whare Tāne Trust **in Lower Hutt should be Hutt Valley**, Wellington⁴. The service supports men who have been involved in IPV. ManKind provides three main types of support: counselling; men's groups; and accommodation. ManKind also helps to advocate and support men through tough situations and provides a male voice in the local family violence sector. The ManKind counsellor helps co-facilitate a group for the Women's Refuge.

Started in 2019: Te Whare Tāne Trust started in **2016** and began providing transitional housing for men. ManKind grew out of this to provide support for the men in 2019. The accommodation was designed as a safe space to go when things got too difficult for them to remain at home or if they were involved in a Police Safety Order (PSO)⁵ and did not have anywhere else to go. ManKind fills a gap in the family violence sector of Wellington for men who needed support and accommodation.

A small service: ManKind is run by one staff member who works with all participants involved in the programme. He manages the programme, provides counselling, engages with the community, and represents ManKind and brings a male perspective in the IPV sector. The housing is managed by Te Whare Tāne Trust, the umbrella organisation within which ManKind operates. The ManKind staff member is involved with assessing men before they are inducted into the accommodation.

The counsellor: The ManKind counsellor lives and works in the Hutt Valley and has strong community connections. He is a qualified counsellor who has worked in the IPV sector before coming to ManKind.

Entry criteria: There are no entry criteria for ManKind, however the counsellor often talks to referrers to ensure the service is a good fit. ManKind works primarily with men, but has occasionally also worked with the men's partners. Being involved in IPV is a soft criterion (and may only become apparent through building a relationship with the participant).

Aims of ManKind: The overarching goals of ManKind include:

⁴ <https://www.tewharetane.org.nz/>

⁵ A Police Safety Order (PSO) may be issued by Police when they attend a family violence incident. The PSO means the person being violent must leave the home temporarily, even if they own the property and live there. The PSO can last up to 10 days. This allows time for both the protected person and the person bound by the PSO to get help. (<https://www.justice.govt.nz/family/family-violence/whats-a-police-safety-order/>)

- Decreasing domestic violence in New Zealand
- Changing perceptions on attitudes toward men in family violence instances
- Reducing the number of people involved in the justice system.

ManKind set out to achieve these goals by⁶:

- Providing participants with a safe place from a stressful situation and/or PSO
- Helping to keep whānau safe through defusal of situations
- Reducing the chance of reoffending
- Increasing participant's awareness and self-control
- Counselling to lead to changes in participant behaviour.

⁶ Provided by ManKind.

3. The evaluation

The purpose of this evaluation was to provide information to ManKind to demonstrate any differences they are making in their community and in the lives of the men they support. ManKind will use the information to develop the service and as evidence of the service performance for funding applications. The evaluation was predominantly informed by qualitative data with some administrative data showing the quantity of work.

3.1. Methods

Malatest provided an administrative data template for ManKind to use over the duration of the evaluation to help produce a consistent approach to collecting information about engagement with participants. Qualitative information was gathered through interviews with people involved in ManKind shown in Table 1.

Table 1. Data sources

Interviewee	Count
Staff	1 staff interviewed twice
Stakeholders ⁷	8
Women's Refuge group participants ⁸	4
ManKind participant initial interview total	13
<i>Current participant</i>	3
<i>Past participant</i>	10
ManKind participant follow-up interview total	9
<i>Current participant</i>	3
<i>Past participant</i>	6

The 13 interviews with participants at the beginning of the evaluation were predominantly with participants who were still engaged with ManKind (10 of 13 were currently engaged, three had stopped in the previous three months). We attempted to interview the ten (initially engaged) participants again three to seven months later, and were able to follow up with nine.

⁷ Included: Women's Refuge, Te Whare Rokiroki Māori Women's Refuge, Police, Lower Hutt City Council, the Family Violence Community Network, Hutt Valley DHB.

⁸ A women's group run by Women's Refuge that is co-facilitated by the ManKind counsellor.

ManKind provided us with contact details of all stakeholders and participants. They talked to stakeholders and participants in advance to ask for their consent to be contacted by us. Our process involved calling consenting contacts and scheduling a time for a phone interview. Staff interviews were conducted *kanohi ki te kanohi* (face-to-face), all other interviews were completed over the phone.

The participants we interviewed were men who were more engaged with ManKind as they were easier for the counsellor to contact about the evaluation and their current wellbeing and situation was well understood by the counsellor.

3.2. Strengths and limitations of the evaluation

Small programme: As ManKind is a small programme, the findings are based on the work of one individual and should be viewed in this context. However, this in-depth look at a small programme shows what aspects have worked well and the associated sustainability risks.

Range of participants: Speaking to participants who had just begun the programme, participants who had been involved with the programme for a while as well as participants who had finished working with ManKind provided a range of perspectives of those experiencing ManKind support and what they gained through their journey.

In the administrative data we received, two to three times contacts with the counsellor were recorded. However, all the participants we interviewed had more engagement. The evaluation therefore provides the perspectives of the most engaged men who wanted to work with ManKind but not the men who received short-term support.

Self-reporting is limiting: Relying on participants' descriptions of their experiences may be biased by their own personal perspectives. We interviewed a small number of women who attended a group at Women's Refuge (some of whom had partners that had worked with ManKind) to bring a different perspective and help clarify the outcomes of the programme. We asked all the participants we interviewed if there was someone else in their lives that might be able to talk to us about the changes they had made since working with ManKind. Although some said they would ask their partners or friends, these interviews never eventuated due to the men never getting back to us with contact details⁹. Those that declined straight away were

⁹ Participants who said they might be able to find someone to speak with us were followed up with text messages as a reminder that we were interested in speaking with someone in their lives. After this prompt all the men eventually said their people declined or that they decided not to ask anyone. We did not push the matter and left it as an open invitation.

often no longer involved with their partner and/or did not have someone in their life they thought could comment on their journey with ManKind.

Speaking to whānau from the Women’s Refuge group: While it was helpful to speak with the whānau we interviewed, we acknowledge the broad experiences and perspectives of other whānau of participants were not captured in our evaluation.

High follow-up rate: We managed to interview nine of the ten participants we attempted to follow-up with for the second interview. The one we were unable to contact no longer lived in Aotearoa.

Ethics and safety: As interviews had the potential to involve emotionally charged situations, topics and themes, we sought and were granted ethics approval from the New Zealand Ethics committee (application number: NZEC Application 2020_33).

Our strategies to reduce risks to participant wellbeing included:

- Making it clear it was voluntary to take part in the evaluation interviews
- Only approaching participants who were considered by their counsellor to be stable and not currently in crisis
- Anonymising all responses to ensure no one outside of the ManKind and Malatest team would be able to identify participants
- Treating participant data with the utmost confidentiality

During the interviews we made it clear the interview was about the work participants had done with ManKind, not on the specific events that led to them to working with ManKind.

4. Support provided by ManKind

Te Whare Tāne is the trust set up to **own the accommodation and provide** governance for the ManKind service. Te Whare Tāne trust is a not-for-profit community organisation which relies on ongoing funding from various sources including local government and philanthropic organisations. The initial funding received by ManKind was for three years.

Counselling: ManKind offers free one-on-one sessions for those who participate in the service. In one-on-one sessions, the counsellor predominantly uses narrative therapy which involves talking about experiences, examining how participants perceive themselves and finding new ways to frame the past. An evaluation of the Ministry of Justice-funded Domestic Violence Programmes found that narrative therapy was included in the types of programmes that led to positive outcomes in Aotearoa¹⁰.

There is no set length of time or number of sessions available for participants. The intensity and type of support is instead driven by the needs and wants of the participants and the availability of ManKind. When participants were actively engaging with counselling, it was common to have weekly or fortnightly sessions. There could be even more intensive support when participants first engaged or were going through a crisis. Counselling sessions were predominantly held at the ManKind house in Lower Hutt. However, counselling and support was also provided elsewhere if needed by the participant (this included public places or the participant's house).

He's worked around my schedule... I was able to arrange with him certain times it suited me... I went and had a meeting with him right after the court which was getting two birds with one stone. He's been very pretty flexible, very flexible lately because he's been meeting me at my house so you know that's really convenient. (Participant)

I went and saw [the counsellor] at ManKind, just talking about my, my fears, talking about myself, talking about what's going on my life. Also, the advice that he gave me was absolutely amazing. (Participant)

ManKind also offered joint counselling sessions with whānau although this was not common.

The content of the counselling sessions was not limited to IPV or the event that led to the participants being involved with ManKind. Many of the participants spoke

¹⁰ Artemis Research. (2018) An Evaluation of the Ministry of Justice-funded Domestic Violence Programmes.
<https://www.justice.govt.nz/assets/Documents/Publications/Domestic-violence-program-evaluation-report-Nov2018.pdf>

about how they were working through past trauma in their lives, their challenges with addiction, finding out who they were and who they wanted to be. This was different for every participant but focused around reflecting on how participants reacted in certain situations and looking at why they reacted in a certain way, where this response came from and how they would like to respond in the future.

Housing for men: ManKind offers a residence to men who need a place to stay including men who had been issued a PSO and were required to leave their homes. When ManKind was set up there were five beds available for men. However, there was not enough demand to fill the house so the number of PSO beds was reduced to two and the remaining beds and an additional house were changed to transitional housing for men who needed somewhere to stay to get back on track. ManKind has set rules for those occupying the residence and runs through these rules with all men who stay at the house. There is zero tolerance for alcohol and drug use at the residence. The counsellor had a presence at the house and would check in with new residents regularly to make sure they were okay and to talk to them about their situations.

[A room at the ManKind house] got offered to me but then me being a self-reliant person I was too proud and so I ended up on my own dwelling in my own place and that's what kept me going. But the house was recommended to me and a room was going to be provided for me, but I kindly declined on that offer. (Participant)

The men's group: ManKind ran a men's group once a week. The group was facilitated by the ManKind counsellor and included men who had been invited by the counsellor (often the men living in the ManKind accommodation). It was a chance for the men to discuss the current challenges in their lives, share how they were feeling and discuss possible approaches and solutions to their challenges with the guidance of the ManKind counsellor.

You get collective wisdom in a men's group. [There is an] advantage of looking at someone else's situation. Rather, the yarn gives you perspective that you don't get when all you've got is inside. Looking out. (Participant)

General support for men: ManKind offered general support to the participants, the counsellor acted as a sounding board for men and provided meaningful advice in a non-judgemental way. General support came in many forms including:

- Going with men to important events (such as family group conferences, court appearances or meetings with lawyers)
- Discussing these events before or after it happened to help make sense of the situation and what the outcomes meant for the men
- Talking over the phone or text messaging to see how it was going

- Helping with other community organisations the men were involved with such as the Police or probation officers to update them about the work participants were doing with ManKind
- Helping to connect to opportunities in the community such as employment opportunities and/or other courses.

Participants' descriptions of the support they received

They might not have social work qualifications, but they do the work of social workers, they look about employment, do advocacy with work and income, etc, etc. Also, there's counseling. (Stakeholder)

[How has ManKind supported you?] Sounding board for some of the stuff that was going on at the time. I was dealing with the Police and courts, a lot of emotion involved there. [The ManKind counsellor] helped me through things. I guess he had enough of a level-headed perspective to portray some things to me as well as taking in my perspective. (Participant)

[What do you talk about?] Talking about things, courts, Police and that stuff, the hurt, and life and moving on. (Participant)

Yeah there was a lot of talk about hobbies and sports and things we were into. Developed a personal relationship quite quickly. (Participant)

I got that clarity talking to [the counsellor]. There were definitely things that were blurred in my mind. (Participant)

But [the ManKind counsellor] has just been there for me every single week. You know, to listen, which has been, obviously, you know, you have a lot of things going on your head. And, you know, the healthy way is get it out, get it out. Sometimes you have to do that multiple times. But so he's been there for me for that, since I first met him. Very, very helpful. (Participant)

Brings a male perspective to the local family violence sector and an understanding of the men involved with IPV: ManKind advocates for men in the IPV sector.

ManKind has a working relationship with Women's Refuge and works collaboratively with other family violence services to bring the male perspective to discussions around IPV in the Hutt Valley.

4.1. Defining features of support provided

Voluntary engagement: Participation in ManKind was voluntary. Participants were not forced to attend by the courts or as part of any other agreement. Most men we interviewed heard about ManKind when talking to other organisations/services about their situation (none had heard about ManKind until they needed to engage with them).

Non-judgemental support: All participants mentioned the ManKind counsellor's ability to make them feel comfortable right from the first time they met him. He gains their trust and respect, often by sharing stories from his own life, allowing participants to feel comfortable sharing their own stories.

Participants' descriptions of the support they received

Seriously, like he's a really approachable person. From my point of view. And for me, that makes me feel safe, that makes me feel welcomed. That makes me feel understood. (Participant)

He's done a world of wonders for me and like for someone that I feel comfortable to talk to, in regards to my own personal stuff in my life. And the advice that he's been giving me, and also he's just been a bloody good listener like, he doesn't judge me. He doesn't look down upon me. He basically put things in a clear perspective in regards to my situation. (Participant)

First, I was apprehensive. I was scared, I was nervous, I was shy, I was embarrassed, basically, in regards to what I'd done, basically, actually talk about the whole series of events that happened then to see someone and then actually, them to not look down upon me and judge me for what I'd done, that really meant a lot to me. (Participant)

First time it was obviously the nerves and awkwardness of where he's based but quickly realising that I can connect straight away he was really easy to talk to about anything. (Participant)

No set duration for ManKind programme: The mean number of days engaged for men currently engaged with ManKind was 228 days. Duration varies from participant to participant. It is up to the participant as to how long they feel they need to engage with ManKind. Some participants are looking for short-term help while others require long-term engagement.

With the way my living without violence programme was going I felt lucky to be in ManKind. The length it went for made it even better that it wasn't over after eight weeks, it was over when we mutually agreed. (Participant)

Most of the participants we spoke to (who had stopped working with ManKind) stopped engaging when they felt ready to step back and mutually agreed with the counsellor to either end the engagement or reduce the intensity.

We had just discussed things over and over. It got to the point where we were moving on. We put a date, a month out before we stopped our sessions. (Participant)

Having no set duration for participants and having them decide when to stop engaging may lead to some men disengaging before the counsellor might hope. This is one downside to having a voluntary service. The impact of this is outside the scope of this evaluation.

Reliable: Many of the participants spoke about how ManKind was a reliable service and how the counsellor was there for them when they needed. This included phone calls, text messages and even home visits outside of business hours when the participants needed some support.

He's just been every week, every week from the first time I met him. He hasn't missed a week so you know that's the most foremost thing. (Participant)

He is just so reliable, whenever I need him he is there you know. Even if he's busy he'll text and say that and then we'll find a time later. Just really reliable. (Participant)

Even if the counsellor was unable to make a specific time when something came up, participants felt he kept them in the loop and worked with them to find a time that would work.

5. Who is ManKind reaching?

5.1. Who are the participants?

ManKind will support any person willing to participate regardless of their demographic profile.

He covers a broad range. Anyone can go through strife, he will deal with any ethnicity or culture, rich men poor men, whatever. (Stakeholder)

Close to two-thirds of men that came to ManKind were New Zealand European (63%), with one-quarter being Māori (24%), 6% Pacific and a small number of other ethnicities.

Many of the men we spoke to were on low incomes or on a benefit so did not have much money to spare. This meant the only way most of these men could access a service like ManKind was because it was free.

'Cause like I've done counselling before and it comes at a cost, at the time and still currently I just can't afford it so that was a big tick in my side of things. Being able to afford counselling [it was free] with someone like [ManKind] when I needed it. (Participant)

The thing about ManKind is that I haven't paid for a minute of time. There's one more thing that's really amazing. Yeah, all the time I've been there. I've not contributed one cent. So it wouldn't have mattered if I was working or not working. (Participant)

All the men interviewed talked about the challenges in their lives (both past and present) and grappling with their own wellbeing and identity. These included:

- Negative childhood experiences such as growing up in abusive homes (physical and psychological abuse), often with heavy drug and alcohol use
- Neurological challenges like attention deficit hyperactivity disorder (ADHD), antisocial personality disorder, oppositional defiance disorder and suffering from brain injuries
- Long-term drug and alcohol addiction
- Long-term mental health conditions, predominantly depression and anxiety
- Being involved with antisocial peer groups.

Talking about the challenges in their lives was often the focus of engaging with ManKind rather than focusing on the incident that led them to ManKind in the first place. These men saw the IPV they were involved with as a symptom of their past. All the interviewed participants spoke about wanting to live a better life and wanting to make changes.

The voluntary nature of ManKind creates an automatic bias towards people that are motivated to try and change their behaviour compared with court mandated courses where men are forced/strongly encouraged to attend.

What participants hoped to gain from coming to ManKind: Participants we interviewed said they started ManKind wanting to talk to someone about their situations, to put their feelings into words with someone who was willing to listen and provide advice.

To talk about things and get some clarity around the situations I was put in. When things happen, it can become very fuzzy. (Participant)

5.2. Referrals to ManKind

Over the last 16 months (June 2020 to October 2021), ManKind has received 65 referrals and has worked with 49 of these men. The 16 men who did not engage with ManKind were not included in interviews for this evaluation.

Table 2. Referrals to ManKind.

Referral source	Number of people referred
Unknown	14
Women's Refuge	13
Police	12
Oranga Tamariki	8
Other ¹¹	18

Some men heard about ManKind from other services and contacted ManKind themselves, however ManKind recorded this as a referral for the organisation that suggested it.

[Oranga Tamariki] was involved and so I just asked what is the process for guys in my situation and there wasn't much of a process at all to be honest [...] so one of the OT ladies said hey, look this guy [counsellor] works for Te Whare Tāne so I gave him a call and we went from there. (Participant)

*I was recommended by a social worker..., I knew I would eventually have to, I was going through sh*t so I started the process early. (Participant)*

¹¹ Includes: self-referral, Department of Corrections, Probation services, local marae, Ministry of Justice, Bail support, Probe, Salvo, Te Rito, and a range of other local community organisations

One participant was assigned by the court to another IPV programme but preferred to work with ManKind because he felt it suited him better. ManKind was able to liaise with the courts to make this work.

[Was it easy to start working with ManKind?] No, it wasn't, there was a bit of a process because I was assigned to [another IPV programme], there was a court order because I didn't go because I went to [ManKind], but we got around and it and submitted the reports, it was fine. There were some hoops with funding. (Participant)

How referrals work: The process for making a referral was an organisation calls or emails ManKind and provides them with the background of the person being referred. ManKind then makes contact. ManKind does not require any specific form to be completed, all they need is a name and phone number. However, some organisations do complete official referral forms.

It's fine making referrals. It's just a bit of paper you fill out, you can fill it out with them and get all their details so no problems with how the referral works. It's good doing it with the person. You just print off a hard copy and sit down with them and fill it out. You get their email address and phone number and stuff then I send it to ManKind. (Stakeholder)

The women usually ask, and I will say I know a few places... so [we] will encourage the women to make a referral to [ManKind]. (Stakeholder)

Sometimes the woman makes it, sometimes I do, it's about where they are comfortable. Our model of practice is an empowerment model, we never tell the woman, we just make suggestions. It works the other way too, [ManKind] calls and says there's a women who might need to be referred and will say to expect a call. (Stakeholder)

Not all referrals were related to IPV as ManKind was able to work with men more generally in need of support.

He told me that you're not in the category to come to group sessions, you're in a category where violence isn't an issue but we can still see you. So, he was happy to engage with me even though I didn't fit into his regular criteria you know. (Participant)

How Police referrals work: Police were one of the most common sources of referrals to ManKind. When an IPV incident was reported to the Police, if appropriate, the Police officer suggested to the man involved that there are services that could help. If the man was interested, the family safety team could email a referral to ManKind or leave it up to the man. Information in the referral is limited to a name, phone number and a comment usually saying the Police had spoken to the man and they are expecting a call from ManKind. Once ManKind receives the referral, they call the man and invite him to meet, or offer to go and visit. If appropriate, the Police may follow up with ManKind to find out if they are engaging with them.

*In our role every harm incident gets attended by Police, gets reviewed by our team, we look at a situation and try follow up with people to try and get interventions in place. We deal with men that have anger and drug and alcohol issues who need assistance to get back on track. I would normally give [ManKind] a call and run the scenario by him, if he says yes, I'll forward the details and we go from there.
(Stakeholder)*

There can be ongoing communication between ManKind and the referrer: Once they have referred a person to ManKind, staff from organisations like Women's Refuge or the Police may keep in touch with ManKind as they both work with their respective parties. ManKind and organisations working with women share information that is critical to the safety of both individuals. No other information is shared (e.g., content of conversations, personal information). As ManKind has created a collegial working relationship with the other community organisations there has not been any issues of trust when sharing information. However, some stakeholders mentioned it would be helpful to have more feedback about progress, although this may not be conducive to ManKind building a strong therapeutic relationship with the men.

So far he hasn't said no to anyone we have referred. He is receptive to do what he can. It would be helpful to have some more feedback to update us on clients. Bit more regular feedback would be good. (Stakeholder)

5.3. How often men see the counsellor

How often participants see the counsellor totally depends on the specific men and their situation. Some participants were looking for a long-term therapeutic relationship to work through their challenges while others were looking for brief crisis support.

Most (71%) participants saw the counsellor four times or fewer, however a small number of participants saw him over ten times. These numbers do not include the phone calls and text messages or men's group sessions they attended.

6. How does the service meet the needs of different groups?

It is widely accepted in therapy and psychotherapy that better relationships with participants help lead to better outcomes, this includes a trusting relationship where the participant and therapist create a partnership where both parties are equal partners in the process¹².

In interviews, ManKind participants described how they trusted the counsellor. Many talked about how the ManKind counsellor was more like a friend, and it was an easy chat. Other reasons participants trusted the counsellor and built a strong relationship with him are outlined in Table 3.

He was able to give his own feedback as he found fit. Just sharing his own experiences what he's gone through and he's continued to do that throughout as I talk, obviously he doesn't listen the whole entire time... like that you know when you have an open honest conversation with somebody something I might say that strikes a memory or a nerve with him you know and he shares that. So it's just a healthy back and forth more or less which has been instrumental to me. (Participant)

Table 3. Reasons participants trusted the ManKind counsellor.

Reason	Examples from participant interviews
Had been through his own challenges and was willing to share his own personal experiences	<i>He talks about his own life experiences too. He's easy to relate to him he's really personal, rather than a text book, he adds personality. (Participant)</i>
Felt welcomed by someone who was not judgemental	<i>In general he's one of the easiest people to get on with in a long time. I've done lots of counselling in the past but I find him a very approachable person and he's non-judgemental which is nice. So yeah he's been better than anyone else I've talked to in the past. (Participant)</i>
Not considered a "textbook warrior"	<i>He's not just one of those book people. Like you can actually talk to him and he gets it, he knows, he's had his own stuff to deal with.</i>
Able to have a laugh	<i>It feels like going to chat with a friend, it's relaxed, you have a laugh. (Participant)</i>

¹² DeAngelis, T. (2019, November). Better relationships with patients lead to better outcomes. *Monitor on Psychology*, 50(10). <http://www.apa.org/monitor/2019/11/ce-corner-relationships>

<p>Talked in a way participants understood</p>	<p><i>He knows things when you understand me and get to know me its good to know people and understand them. He knows me, he talks in a way that I get it you know, I understand. I don't just nod my head with him cause he actually explains it so I can relate. (Participant)</i></p>
<p>Participants felt truly listened to and understood</p>	<p><i>One of the things that's quite prominent is that [the counsellor] knows I am a Christian and have religious beliefs and so he never really you know like belittles that... he's not the same as me so he never really belittles me. [He] kind of incorporates that as if he's putting himself in my shoes... So it's quite good to do that like he doesn't ever say I can't really say anything because I don't believe what you believe. He puts himself in my shoes. (Participants)</i></p>

The counsellor attempts to understand where his participants are coming from and understanding their cultural background when working with them. All of the participants interviewed spoke about at least some of the above themes which indicates ManKind was able to successfully engage with them.

I think that some of the [men] that have been more difficult and obstructive [during an IPV incident], he's been able to get through to them, it's about personality, initially. He is able to approach them at that level where they connect around their self-esteem. He doesn't put the mirror up to them as such and say you're an ass, he says you're a good man because xyz. He is able to capture that. (Stakeholder)

I think he's very good at having empathy for the men, respecting them and creating a safe environment for them, talking about patriarchal society and how their behaviour would be effecting the family environment. (Stakeholder)

ManKind is a tauwiwi service (not a Māori service). The counsellor acknowledges he could never fully understand Māori or other worldviews as he has his own history and understanding of the world. Understanding his own limitations has allowed him to take this into account and try to understand his clients as best as he could.

The counsellor has made an effort to incorporate te reo Māori into his practice.

What I do want to do and engage is their customs protocol. Learning about values, ways of working and te ao Māori which is their worldview. That stuff is interesting. So, the we're really pushing that. (ManKind)

ManKind is aware of the potential shortcomings of having only one tauwiwi staff member, but in the wider Te Whare Tāne trust, they have hired Māori and Pacific workers. It is ManKind's goal to have Māori and Pacific facilitators.

I think it's really important to have facilitators and staff, obviously, Māori and or Pacific. So yeah, staffing in our organization is representing that we got a good mix. (ManKind)

The counsellor does not currently have formal cultural supervision, but it is something he is working towards and he actively engages with the Māori Women's Refuge to discuss how he can incorporate te ao Māori in his work.

I think they are doing the best they can [responding to the needs of Māori]. They don't have consultation, they don't have Māori on board every day, though [the counsellor] does come to us and ask us questions how to best engage etc. Plus, he has his own contacts. (Stakeholder)

I think, we have [some cultural] knowledge, we want to grow that knowledge. We want to be inclusive in terms of staff and mix that we represent some of that awareness. And the other thing is, we work really closely with Māori Women's Refuge. One of my goals this year is to get here actually, as a sort of a cultural adviser to my practice. (ManKind)

Through feedback from participants and stakeholders, it is clear ManKind works hard to create trusting real relationships with participants. If the counsellor thinks it a participant is not a good fit for the support he can provide, he does not hesitate to talk about the issue and sees if he can recommend someone else that might be more suited.

[When I first see someone I tell them] It is primarily dealing with me at this stage and say, it will be based around the clip with me. And if it doesn't work for you. Can I recommend someone else? Do something? Yeah. You got to find someone that works for you. (ManKind)

Participants who had completed other programmes because of IPV incidents could compare these to working with ManKind. The participants we interviewed overwhelmingly preferred working with ManKind.

The other course I went to it was just saying "you're bad, and you only have to stop being a bad person. Just deal with whatever you've done wrong," but ManKind is what you [go] on to make you better. You can ask for what kind of support you like. You can use your hobbies, what kind of sport you like to play, he uses those because it's your life, that's who you are and you have to use what you enjoy to make you how you want. You use those skills to help you face what you need. (Participant)

I think that I already went through a lot of family violence, but the first thing I was sad to go into those courses. I went to this [ManKind] as a volunteer, and I already have my sentence, I quite enjoy [the ManKind counsellor's] humility and I can easily take in his advice. (Participant)

*We did a [another IPV] programme, but its not the same [as ManKind] because that's [the other programme is] a crock of s***... and I'd gone to another programme locally and was shocked with what I found. (Participant)*

7. How does ManKind work with the community?

ManKind worked collaboratively with other organisations in the IPV sector. Organisations included: Police, the courts and court mandated courses, Women's Refuge, Oranga Tamariki, city council and Āhuru Mōwai O Te Awakairangi (the Network for a Violence-Free Hutt Valley).

Working with Women's Refuge: There was no requirement for ManKind and the Women's Refuge to work together. However, when either organisation wanted to discuss safety concerns, both organisations felt able to get in touch with each other.

Working together to discuss the safety of participants had not created any privacy concerns at either organisation and any sharing of information was considered on a case by case basis. ManKind always informed their participants about how they work and if they were going to talk with Women's Refuge. Some of the men found this a positive step to help re-establish communication with their partners or to have a focus on safety. Any sharing of information was limited to safety concerns and situational risks or changes.

ManKind and Women's Refuge have discussed working more closely by doing some couples work, but this has not yet happened.

So, he is cautious about everybody's safety, even before we talked he talked to Women's Refuge for a safety point of view to make sure I'm not being abusive. So, very thoughtful with that. I think yes that's definitely a good thing. Its always good to have my partner's safety in mind. (Participant)

He can get a general understanding of the whole situation, talking to them [Women's Refuge] is ideal really. [Participant]

[Once men are in ManKind, do you keep each other updated with progress?] We do but in a very generic way, it isn't like how he is doing, more about intent. We are also finding out through her. (Stakeholder)

We need that holistic wraparound. What really is glaringly obvious is that we need to work with him and her. If they are going to get back together, we need to make sure family violence is eradicated. (Stakeholder)

One of the participants who was complimentary of ManKind and the service had reservations about the work ManKind was doing with the Women's Refuge. He felt Women's Refuge were an adversary in his life so found it harder to trust ManKind because of the collaboration between ManKind and Women's Refuge.

I did detect his experience with women's welfare shone through, I didn't really like that because I knew what was going on in the background. Quite subtle sort of things, I think he even told me he was writing reports for them. If there was any sort of – that would be the only thing that got my back up a little bit, it didn't get my back up but I was like, oh. (Participant)

Co-facilitating a women's group for Women's Refuge: The ManKind counsellor co-facilitates a women's group at Women's Refuge once a week where women talk about the cycle of violence within relationships. Women's Refuge run four ten-week programmes a year.

It was through Woman's Refuge and it was a women's group for us to basically talk about the cycle of violence and [ManKind] was just a facilitator there, he gave us some understanding from a guy's point of view. (Women's group participant)

We have him on board as the male facilitator at Women's Refuge. He comes in on Thursdays. It was the best thing we've ever done. (Stakeholder)

Attending the Āhuru Mōwai O Te Awakairangi (the Network for a Violence-Free Hutt Valley): "Āhuru Mōwai O Te Awakairangi consists of approximately 45 agencies who are actively involved in the Hutt Valley Violence Free Network. The Network consist of representatives from non-government and government agencies who work within the Hutt Valley. The Network endeavours to meet monthly at rotating venues hosted by local community agencies."¹³ ManKind attends Āhuru Mōwai O Te Awakairangi to network with the other agencies involved in the sector and to stay abreast of any changes in the region.

Involved with IPV training: The ManKind counsellor was regularly involved with IPV training for local DHB staff.

[The ManKind counsellor] is very good at support our training. We train ten times a year, he is part of the panel that come and talks for an hour. [He] always comes and explains lots of things, ... then the audience ask questions of the panel, that's one way he is involved. (Stakeholder)

Care and protection panel: The ManKind counsellor was involved in the Oranga Tamariki care and protection resource panel in the Hutt Valley. Each Oranga Tamariki site has a care and protection resource panel to consult¹⁴. The panels have a broad community focus and expertise in specialist areas. They provide advice to social workers, coordinators and the Police about the local community and what's available to help Oranga Tamariki provide coordinated services to whāna/family."¹⁵

I'm also involved in the care and protection panel with Oranga Tamariki, [the ManKind counsellor] is on that panel as well so that's the way we liaise. ... He is very good at explaining things to us and he is a valuable member of part of the care and protection and resource meetings ... it can be hard to understand the male perspective so he can represent the father. (Stakeholder)

¹³ Information blurb from the group's Facebook page.

¹⁴ Care and protection resource panels are statutory bodies under the Oranga Tamariki Act 1989.

¹⁵ <https://practice.orangatamariki.govt.nz/practice-approach/practice-standards/work-closely-in-partnership-with-others/care-and-protection-resource-panel/>

8. Outcomes

8.1. Mechanisms which enable outcomes

8.1.1. Increase in self-awareness

ManKind participants spoke about thinking and reflecting about their thoughts more thanks to ManKind. They said they were more likely to examine who they were and who they wanted to be and there was more consideration of how their past trauma led to how they act today. All participants talked about how this increase in reflection led them to make positive changes to their lifestyle and feeling better about themselves.

Participant examples

After our conversation, which went on for two and half hours. [...]I woke up with real good depth and clarity on how to move forward. So it was instrumental to helping me to come right in and have enough strength and courage to move forward in this difficult time. (Participant)

It highlighted that a lot of things I was keen to do I didn't actually follow up. Like now I'm playing sport two to three times a week and that's a big thing for me is having that release and exercise. (Participant)

*That's something that I got out of working with him and the guys, how do you fill your tank? So there are all these concepts that get brought up. Like one example was, you know, if we're all all watertank, you know, happy, joyous and free, and then some F***er, put the shotgun shells through through it, you know? And so all of a sudden, your tanks like, what do you do to fill a hole? What do you do to fill your tank? So these are some of the questions that in the men's group, you've got to contemplate that stuff to create it. (Participant)*

By the third sessions I really realised how beneficial it was. You think you have dealt with things and you've worked through them you know. [He] helped me realise that in actual fact these things are always with you. (Participant)

8.1.2. Awareness of triggers and strategies to calm down

Some participants spoke about how working with ManKind helped them identify the triggers that lead them to getting angry and to figuring out a plan to remove themselves from dangerous situations and to respond to conflict in a healthier way.

This happened when I was drunk. Most of my violence is when I was drunk, but I realise that if I [don't] do that, then I can stay away from that, so if I am drunk I will get myself in trouble and hit, so when I feel that arguing start then you don't just stay there, you leave. That's when the boxer knows he will get hit. So, if you know you're going to get hit, you block or duck and you choose what one you're going to

use. He explains that when you hit the brake and don't blow up, you come back with a far different idea. (Participant)

[One thing I learnt from ManKind] when you're stressed, just write it all out, laid out, and then you ground yourself, then your senses, your senses of five senses. And then you basically use the buzzer, you come to your senses, and you relook at what was stressing you out. But you've got your mind back. So you've got a whole different world of practical, sensible resources and perspective on whatever it was that stopped you acting like a frickin loving adult in the first place. (Participant)

8.1.3. Decrease in negative thought patterns

Participants we interviewed reported a decrease in negative thoughts they had about themselves and others, through becoming aware of their thought patterns and how they framed situations. They found themselves making changes to their thought patterns to benefit them and others around them.

[ManKind] Stopped me being so critical of myself. Well, I was so critical of myself it was quite draining daily thinking about stuff I shouldn't be thinking about. ... hang on I don't need to worry about that. (Participant)

[ManKind taught me] Just don't let myself get sucked into negative stuff and remember to help myself so I can help others. I'm always trying to help other people. Whereas I need to help myself. (Participant)

8.1.4. Making positive changes in their lives

Participants reported that working with ManKind led to changing the way they thought and made decisions. Participants changed their perspectives on their jobs and families. This sometimes meant putting more effort into their relationships or realising that it might be better to not hang onto a relationship that was no longer positive in their lives (partners or friends).

I've got a sense of purpose and belonging again which is my job. And my ex-partner's [got] me in their life and I'm still able to go and see my kids whenever I like and hang out with them. And I still have a really good friendship with my ex. (Participant)

Yeah I have [changed], I looked at the way I talk to people, hold myself and just reassess and doing the things that are my values. (Participant)

There's every chance that if I had gone through [an alternative programme] I would have lost my mind. He helped me through a hectic part of my life, avoided going down deeper darker paths. (Participant)

8.1.5. Reducing isolation

The participants who attended the groups talked about how it was good to know they were not alone. To hear other people's experiences gave them hope for their own situations.

We're always sharing and we all have different situations. Some days I think that some situations are worse than mine. Sharing stories with other people is a good part of it and hearing their stories. (Participant)

Participant case study: Jackson (pseudonym)

Who is Jackson: Jackson is introspective and eager to better understand himself. He talks about masculinity and wishes discussions of masculinity weren't so stigmatised. *I've learnt a lot about the masculine persona and the social image of who we think we are as men [from ManKind].* Jackson's father was an alcoholic and growing up with his dad has informed his current relationship. *He was a drinker in my life. And it was my job to stop him drinking and nothing I did would work... the way [my partner treats her son] reminds me of my mother when my father was drunk.* Jackson has been sober for many years and alongside ManKind he also attends an AA group and a mental health service ManKind referred him to.

How did Jackson start with ManKind: Jackson vividly remembers the altercation with his partner that led to him joining ManKind. In late 2019, after an argument with his partner, he called the Police to help diffuse the situation and was told by them not to return home that night. Jackson was relieved that he hadn't hit his partner as he knew that would lead to him being arrested but he was upset about being out of his home. A work friend he was talking to suggested talking with the counsellor from ManKind. Talking to this counsellor gave instant relief to Jackson, who was scared of going to jail and frustrated by his circumstance:

I told him my story. And he just laughed because he understood. The way he laughed, he understood me, he just got it when nobody else gets it. That made me feel safe. It made me feel normal. And he made me feel like it was okay.

How did ManKind support Jackson: Jackson credits his counsellor at ManKind with keeping him out of prison. *[Counsellor] is the guy who stopped me going to jail and he got me home safe.* Jackson had one-on-one sessions with the counsellor and valued the book suggestions that were shared with him. *And that [book] was really practical, incredibly useful.* This book gave him grounding exercises and ways to deal with being stressed. Jackson worked hard with these tools. *I was probably an hour a day into studying maximum. And I was having an incredible, an incredible gift of new thoughts.* He recently stopped working so hard on honing these techniques and Jackson regrets getting distracted and stopping pursuing these learnings.

In the one-on-one sessions, the counsellor would lend his ear. Jackson deeply valued this compassion and empathy. *He's instantly there with compassion and curiosity. There's not an ounce of judgment in him.* Jackson said he gained a better understanding of the impact of his upbringing on his behaviour with his partner. *I'm just now seeing what you call character defects. I'm just now seeing how I maintain my own character defects. I hadn't seen that before.* Jackson speaks with an insightful maturity about his personal shortcomings and how ManKind has improved his compassion for himself.

That's what ManKind has done for me, they are able to hold my rage, hold my anger, hold my confusion and bring a light of understanding to it. So that I can be kind to myself and have a bit of a laugh about it.

ManKind men's group: One of Jacksons favourite parts of ManKind was the weekly men's group he participated in. *I found value in the men's group.* Jackson speaks highly of the other men in the group, sharing stories and discussing the challenges and successes in their lives. Many of their own stories resonated with Jackson and refined his perspective on his own circumstances. He saw the men's group as having community wisdom, and he took their advice to heart.

One of the guys in the men's group said, "you got to know where you're going". And most of my time, all I'm doing is trying not to go backwards. So I'm looking back. I'm not looking forward. Forward looks a lot like yesterday. Slowly, slowly, slowly I'm getting to see how I can put more love into my life.

Unless you're in a group that's talking about these things, you don't get the collective wisdom, you're an isolated man in an isolated home.

Jackson was disappointed when some of the men left the group and felt the new men who attended did not have the same commitment and focus.

[The men] weren't invested in resolving [their trauma], having these conversations, and they weren't even there for that, they just needed a place to live. ... So, the men's group fell down about that stage.

Where is Jackson now: It has been over a year since Jackson began working with ManKind. He is still with the same partner and wants to work out his own difficulties instead of passing it on to another partner. Jackson is frustrated that his journey to know himself and untangle his problematic behaviour is still ongoing. *I still have no resolution on those emotional patterns that drive through my life.* Jackson doesn't see the ManKind counsellor regularly anymore but will call him up when he's in a difficult spot. *I rung him up last month actually. I just said, "hey, I'm a bit f**ked, You have time to talk?" And he's like "yeah whats going on?" and I could go home after I've talked with him.*

8.1.6. Having safe housing

All stakeholders agreed there was a need for safe housing where men could stay during stressful times. This could be when they received a PSO or if they needed space to get back on track and set up their lives.

It's a really stressful time for our guys, a lot can happen but ManKind can give them that stability either short or long-term but they also wrap them around with the other supports. (Stakeholder)

We know he has rooms there for men to stay their short-term/long-term. It is a definite need in the community. We have been issuing Police Safety Orders for a long time, normally the man has to leave the house, if the man hasn't got somewhere to go, they sleep in their car a few days or a week. (Stakeholder)

The ManKind house provided participants with a safe place to stay if they had nowhere else to go. This was sometimes short-term for a few days or a week or on a longer-term basis. If it was a longer-term stay, ManKind charged a specific percent of their income to make sure the men were not financially disadvantaged by staying

there and they had money to sort out their affairs no matter what their income. Shorter stays did not cost the participants any money, which was very important to participants who had limited money.

The house was completely safe with the doors always locked and the guys have respect. So, there wasn't strangers coming and going and that means you don't have to run it with an iron fist, cause everyone respects it. Mainly just 'cause of the relationships that [the counsellor] has with everybody, they all respect him so much.

It was good, I knew all the guys from tāne talks the weekly [group] anyway. It was good, with all the food and financially it was awesome I couldn't have done without it. It helped me keep commitments to paying rent at the ex's even though I wasn't there, it made it easy to move out in a hurry. And when I left [my house] I didn't feel like I was being pushed out, it was because I had somewhere I to go. (Participant)

Being in the house provided the men with a safe and supportive space where they could work with ManKind.

Yeah [the counsellor would] pop in to the [ManKind] house and we'd have a chat. Yeah, so everyday he'd touch base with me and have a chat when I was there. Just checking in making sure I'm alright and see what's going on. (Participant)

The safety of the housing was an important feature as some of the men talked about the other places they may have stayed at would have put them in more dangerous situations, potentially surrounded by drug and alcohol use.

I wish [the house] was around the first time I went to prison. That time I got out and I ended up in a really unsafe place with heaps of drugs and it's just not safe. But here is somewhere to actually come back to society. (Participant)

So the urgent requests from people that request bail but they don't have anywhere to stay but they don't always have a place to stay that's where ManKind is good as they can quickly assess and take them in. (Stakeholder)

8.2. Outcomes

8.2.1. Increased wellbeing

The participants who spoke about their mental health often talked about how they had struggled with depression and anxiety throughout their lives. Some of the participants said that working with ManKind had allowed them to make progress towards working through their depression and putting themselves in a better position to live a happier, healthier life.

[ManKind] has just been so helpful for me, you wouldn't believe, I have no idea where I would be at without his support, just mentally. I still struggle with it but [he] has helped me so much with my depression. All these other people I've talked to over the years it's all theoretical but [he] has given me actual tools, tools that I can use you know. (Participant)

Seeing [ManKind] it's good to see him for my mental health, I need to learn things and he helps me get out and enjoy life and socialise and get along, it gives me some good advice to move on and forward with my life. Do things differently. (Participant)

It's embarrassing to say but I used to be achieving short-term goals and long-term goals, one of the things was realising that I've been procrastinating and we talked about that quite a bit it as very evident how much of a rut I was in. I didn't realise how much I was procrastinating all the time. So, I'm in a much better head space now and more able. (Participant)

8.2.2. Improved relationships

Participants said that the ManKind programme helped them become closer with their family/whānau. Conversations with the counsellor helped them prioritise their relationships with their partner and children and understand the value of quality time.

[ManKind] helped with my relationships with my partner and my kids. Trying to spend more time connecting with my family. We are close but it's about prioritising that. (Participant)

Participants spoke about more than just changing whānau relationships, they talked about how they had a different perspective on relationships and interacted differently with everyone in their lives.

Yes with my family, yes, it makes me become a better man myself, and then it is gonna work with your family, but it's about becoming a better man yourself. Because you become a different way and be more kind. You become a ManKind, you be kind anyway, to whatever people you may be associated with. (Participant)

I learn a lot from [the ManKind counsellor] about how I can with my relationship we don't need to argue to win, we don't need to argue to find a solution, so sometimes I need to accept that the women need their own time and have their own thing. We don't need to look at each other other 24/7. Sometimes she wants to do her own things so I learn about that and it's same with the men too, and it's good to tell the women that I enjoy this and you should go enjoy yourself too. It's a good thing. He says expressing yourself is important. (Participant)

8.2.3. Decreasing the chance of future IPV

Most participants spoke about how they felt working with ManKind would reduce the chance of them being involved in IPV incidents in the future because they:

- Were more aware of their triggers and understand themselves better
- Have removed themselves from dangerous situations
- Have reduced or stopped using drugs and alcohol
- Were in a better headspace than before

- Understand why they react in certain ways
- Refocused their priorities in life to be the person they want to be.

I want to be able to violence free. To become a better husband and a better father to my kids. Yes, I think it is helping with that, yes. I think that I can easily walk away from whatever situations, I can comfortably walk away. That is a big difference for me, yes. (Participant)

Every participant's response to the questions we asked about the difference ManKind made was different and related to how they saw the world and their own challenges. For some it was being in a healthier relationship that was why they thought this, for others it was their own revelations about how past trauma has shaped them and others it was realising what kind of person they wanted to be.

Participant case study: John (pseudonym)

Starting the journey: John described himself as *in and out of prison and had a rough childhood*. He also had a long history of drug and alcohol use and struggled to trust anyone *because almost everybody I've trusted in my life has done a dirty on me*. Without ManKind, John said *I'd probably be back in prison by now if I wasn't trying to deal with my problems... And [ManKind has] helped me out a lot*.

John was approached 18 months ago by someone he knew who asked him if he wanted to talk to someone about his challenges with his partner. John was really interested and wanted *clarification on a few things, know that I'm not going crazy, to know there is a light at the end of the tunnel... Two, three days later I got a call from [ManKind] and then a couple days later I was in there talking to him. So pretty handy really*.

It took a few sessions for John to open up, but the fact that his counsellor had been through similar experiences helped him to relate and he didn't see his counsellor as just another *textbook warrior*. John felt it was more than his counsellor's life experiences that made him easy to relate to. It was his general demeanour, his mannerisms and his ability to listen and pose questions in a constructive way. *[It was] just his mannerisms, the way he listens and then throws things back at you, not in an aggravating way. He thinks about what you're saying and then asks if this makes sense, he sort of thinks about it before telling you what to do. I'd say it's the atmosphere too, because he's a relaxed sort of guy, straight to the point, but at the same time he makes sense*. It didn't feel like a counselling session for John, it felt like a relaxed chat with a friend.

Support from ManKind: John felt the one-on-one counselling was the most helpful part of working with ManKind. Although the initial reason he went there was to talk about his challenges with his partner, he ended up focusing on himself. ManKind is helping him to work through his childhood trauma, his anxiety and depression as well as how to deal with these challenges in stressful situations. During counselling John talked about *things from my childhood, things from my past things from now, just what's bugging me, what I've been having struggles with my anxiety, depression, stuff like that*.

After a year of working with ManKind, John started attending the men's group once a week. It took him so long to attend because of his challenges trusting people. Since he started, he found it invaluable to be part of a community because

Just knowing that there's other guys out there with similar problems, you know?... I know I'm not alone with my mental [health] problems, and things like that, and my anxiety and stuff, but it's good to hear other people out there are going through the same thing and how they deal with it too.

John found it helped to be able to share his challenges and discuss possible solutions and strategies.

I was like, "I don't want to sit here and have a moan and complain, but I really got a problem." And, you know, for the next 10 to 15 minutes we we're all sitting there discussing what was on my mind. And it was quite good.

The difference it's made: John felt that ManKind has changed the way he thinks and reacts to stressful situations. He now slows down, thinks more before he acts and is more *passive*.

It's helped a lot, actually... Because my train of thought and that sort of thing, when I get into certain predicaments, has totally changed... I don't get upset as much, annoyed at certain situations. I learned to turn things that have been nasty in the past into positive things.

There was a situation throughout the lockdown where normally I would have probably gone off the roof, you know, sort of gotten really angry and things like that. Instead, I'd sort of brushed it off and just went and had a breather.

Where is John now? Since working with ManKind, John said his life had still been up and down with stressful situations, but he hasn't returned to drugs. This has been big change in his lifestyle, and he has not had any involvement with the Police. John is still working through his challenges with mental health but has found working With ManKind very helpful.

I've being pretty unstable for a long time now. You know, lots of demons floating around in my head. And [ManKind] has been helping me out a hell of a lot... He's a miracle worker. He's a good bloke. I strongly and utterly advise [having] more people like him around, because there's too many blokes out there like me that are screwed in the head admittedly. But, you know, there's no one for them to talk to and things like that. Because not many people know about these services... I am very, very grateful for the services because I'd hate to think where I'd be otherwise.

John had broken up with his partner near the start of his journey with ManKind and felt working with ManKind would help him avoid similar trouble in the future with his new partner. He now gets along with his ex-partner and regularly sees his children and grandchildren. He describes his family life as the most important thing in his life.

8.3. Whānau outcomes

We spoke with four women who had been part of the ten-week programme run by Women's Refuge and co-facilitated by the ManKind counsellor. Some of these women's partners had worked with ManKind.

Some of the women were initially hesitant about having a male at the group but after spending a short time with him all the women interviewed really appreciated

his input. They felt his personality and the way he acted enhanced the group dynamic.

When he establishes the ground rules, he makes the rules based on what the women want. He uses humour, most of it is his personality. He's quiet, and lets the women speak, asks if he can add something. (Women's Refuge group participant)

Once I got past and I actually had a chat to him after class and stuff, it was fine, it was actually quite good, it was actually quite insightful. (Women's Refuge group participant)

All the women appreciated hearing a male perspective. He helped explain how language can be interpreted differently and the potential ways things can impact on the men in various situations.

Just hearing the male's perspective about certain things and their behavioural patterns and stuff like that. Not that it's an excuse or anything like that, just how they think, when we say things and how they take that on board and how they kind of change it. (Women's Refuge group participant)

Having ManKind at the group also gave the women more knowledge around what support there was available for other men in their lives. One of the women referred her current partner to ManKind, not because he was abusing her, but because he was dealing with the ongoing challenges with his partner, and he was looking for some support for his own wellbeing. She said her current partner:

is actually really enjoying it, he has managed to get a lot of stuff off his chest... So it's been really helpful, he loves it. (Women's Refuge group participant)

A partner's perspective of ManKind: Sue (pseudonym) attended the Women's Refuge group that ManKind co-facilitated and her partner Bobby (pseudonym) worked with ManKind for a short period of time. This is her story.

Sue was engaged with Women's Refuge who were trying to convince her not return to her partner, but because she wanted to stay, they suggested Bobby could engage with ManKind. Sue hoped *"that he would realise his abuse and stop and it would be okay."* She felt Bobby was interested in engaging with ManKind and that *"He was very open to it and it did go really well, initially."*

Sue attended the first few sessions at ManKind with Bobby, but the counsellor wanted to focus on Bobby so she stopped going. Bobby continued to attend weekly for around another month but stopped engaging when his life became busier with work.

As soon as he started work he just got rid of all of that [support from ManKind]. [ManKind] offered also for the evening guys group thing... He went once to that, and that's if he actually went.

Sue felt ManKind supported Bobby well and that it got him to a better place where he understood himself more and felt he would not reoffend, but Sue was not as confident of this as her ex-partner.

[ManKind] has been really supportive in calling Bobby and when he's not seeing him and things like that, to see where he is at... [ManKind] did help, I believe, Bobby understands things now... I think he's now sort of self-soothed himself and thinks he's all good and he doesn't need it anymore. I think when he started it would have been good... He thinks that now he is working and he is doing all these things, he is not going to reoffend, he's not gonna do this and that... he is not actually taking the time to sort out what deep down is going on. So he is going to continue to damage people and himself.

After their relationship ended, Sue did not want to have to interact with Bobby so she was able to reach out to ManKind to help facilitate the practical issues around their separation.

[ManKind] has been good for me to be able to go to [ManKind] so I don't have to communicate with Bobby [directly].

Sues experience of the group: Sue felt having the ManKind counsellor co-facilitate the Women's group brought a helpful male perspective and allowed them to see a male they could trust and who could validate their experiences.

Sue talked about how the counsellor *"The way he is, it made that male thing feel safe."* The way he acted made her and the other women feel safe around a male This was important when they had suffered abuse from a male. Sue also appreciated the support from him and the extra effort he put in when she had other questions and wanted to talk.

[The ManKind counsellor] has been pushing me to concentrate on myself and positive things for myself. [Like] making positive choices and thinking about me, not Bobby, because that is all I've done for three years... I wanted to talk to him about studying and what would be better options and he rang and talked to me about that.

The ManKind counsellor also followed up when he noticed Sue was not doing very well. This *"meant the world"* to Sue.

He got me to do a little exercise, which was really good and he told me what he thought [about my situation]. That was huge for someone to notice that and say it to me. I found that really uplifting.

Summary: Sue greatly appreciated the work that ManKind had done with both herself and her ex-partner. Even though she didn't think Bobby had changed very much, the support she received had helped her through a very difficult time and felt that if Bobby was more willing to engage with ManKind it could have been beneficial.

8.4. Community outcomes

Working closely with a range of stakeholders in the community resulted in four main outcomes:

- Provided a more cohesive and connected sector in response to IPV incidents
- Helped ManKind get referrals from other community providers
- Upskilled professionals that may come across IPV

- Represented a male perspective in the IPV sector who understood the men involved.

I think they are putting a stake in the ground, so whānau know they are there. They are becoming a safe space for people to go to. There was always an issue of where men to go with they have a PSO. It is safe but they can get treatment. Before you had to go to a stopping violence group [and] they just teach men how to be abusive in a better way. Other men are holding them accountable in the house. That has a big effect on the community. (Stakeholder)

[If ManKind didn't exist] Please don't let that happen! There would be a lot of sad people. Women would be less likely to ring the Police because they got nowhere to go. Women don't want their men arrested, they just want the violence to stop, having the house there is great, its a good outcome. It would be opportunity lost. What would happen if women couldn't ring and get them out of the house? The children? Having one agency like that is a key to change. (Stakeholder)

[He] is a counsellor, a group facilitator, an advocate. He does all those things. [He] faces some unique challenges, he manages staff and such, he manages contracts and he does internal stuff that supports the operations and the operational stuff as well. Design and planning too. In that process [he] has some great ideas, some are forward thinking, others are in the here and now. He comes up with great ideas. Any idea [he] implements has impact on us so we talk about the things he wants to do and how well its working etc. (Stakeholder)

As ManKind is now an integrated part of the IPV sector, stakeholders know what is going on in their community. This helps the community to respond more effectively to IPV incidents. For example, the Police send ManKind the names of people involved in IPV incidents. If ManKind is currently working with the man, then they can follow up and provide the appropriate support.

We started forward him names and address of people who have been involved in stuff. If its someone he's already working with he might ask for more information. (Stakeholder)

A male perspective in the domestic violence conversation: Stakeholders appreciated the discourse ManKind brought to community discussions around IPV. The interviewed stakeholders felt the perspectives ManKind brings about the male side of the issue encouraged more critical thought and a move to a more constructive approach to IPV. The biggest change stakeholders talked about was the idea of having more focus on the men to help them change their behaviour.

From groups that I work with, most of them know [ManKind], they've all said, "why can't we have more like that?" All these people in family harm spaces, they have said that there's a need for a male voice, a need for all that. (Stakeholder)

A place for the community to refer men to for support and accommodation: Before ManKind, community organisations had fewer places to refer men to for this kind of free, individual support.

We are very blessed to have them around, I hope they can grow and build on what they have. They do fantastic work, hopefully they can get more properties and expand so we can continue to work with them and they can provide wrap around support. (Stakeholder)

Yeah I do think they fill a gap in the community that no one else fills right now, especially around, anyone can go, like any race as long as you're a male and prepared to get help and have identified you need help and are willing work on it, then ManKind fits. (Stakeholder)

I use [ManKind] a lot ... it's not for me to say whether you can leave your partner or not, we can suggest to them ManKind if their partner needs support. I got three or four now where [ManKind] is working with the partner and I'm working with the woman. (Stakeholder)

9. Risks, ongoing challenges and areas to develop

9.1. Promoting the service

ManKind is embedded in the IPV sector in the Hutt Valley and is well known by other local stakeholders. One area for further development is promotion to the general population in the Hutt Valley to reach men before there is an IPV incident that reaches the Police or Women's Refuge.

I had never heard about ManKind, but I say don't wait until something happens and then go into ManKind, come and learn what tools you can use to make you a better man. Come and see what ManKind offers you. (Participant)

Many of the participants we spoke to said they wished they knew about ManKind earlier in their lives. Some participants had been looking for a service that was accessible (both financially accessible and culturally accessible: a space where these men could feel comfortable).

I do appreciate his services. If I had have known about this sort of thing 20 years ago, I probably wouldn't be the same person I am now. Yeah, which sucks in a way, because 20 years ago, they weren't even thinking about mental health like this, you know? (Participant)

Further promotion needs to be balanced against ManKind's capacity and risks to the quality of the support.

9.2. Cultural appropriateness

ManKind works hard developing their understanding of Māori and Pacific cultures and using Māori and Pacific frameworks in their work. There were plans for the ManKind counsellor to have some form of cultural supervision. This kind of supervision could benefit ManKind. If expanding the service, it would be helpful to recruit staff who were embedded in the local community and who shared cultural and ethnic backgrounds with participants.

9.3. Effective handover when men come to the house

The ManKind houses are not equipped (both staffing and practically) to meet the needs of all men who might need accommodation. Some may have intense mental health issues or behavioural challenges that could create safety issues for the potential tenant, the staff, and other residents. As their goal is to create a safe space for men, some people might not be suited to staying in the house.

To enable a safe induction to the house it is essential that ManKind has a set process and expectations when a referral and handover occurs. At a minimum, processes need to include:

- A chance for ManKind to assess the suitability of the potential person (ideally before they arrive at a house expecting accommodation)
- The handover to happen between specific hours to not unduly interfere with the other tenants and the small number of ManKind staff.

*I get this call, got this guy going through court, can he have a bed? Can we come around here, but there needs to be a proper handover, Good. So this health worker brings this guy around and basically just gaps it, just wanted to go home was glad to have somewhere to dump him. And it was just starting to feel wrong, so me and [two other people working with Te Whare Tane trust] so they say another new guy in the house. We should be involved. So those two and me, and this guy sits down there, I got about one minute into this conversation and thought sh*t ... (ManKind)*

There are now processes in place to address this but, it is vital to continue these.

So anything after 12:30 middle of the day they won't take that day. The reason for that is that they don't have enough time to assess that person and screen them before they go home as they finish about five. In the past [the ManKind counsellor] had to hang round and supervise the handover and it all caused a problem with health and safety. (Stakeholder)

9.4. Sustainability

One of the biggest risks highlighted by stakeholders and some participants was the dependency of the service on one counsellor who took on all aspects of the programme. The ManKind staff member and others talked about how the role could be challenging, and of the potential for burning out.

He is always there when you really need him but he has so much stuff going on that it can mean he's busy. He does a lot [the counsellor], it must be a lot of work for him to talk with people like me and actually listen like he does. (Participant)

Only one person doing whole service so if he goes then the service is dead in the water, he provides a respected male voice in the sector that is very appreciated by other stakeholders if he goes then the male perspective to family violence is lost. (Stakeholder)

Stakeholders saw a large need for services like ManKind in their community but knew that ManKind only had one employee and that there was only so many men he could work with.

Part of the challenge is that we need more [of the ManKind counsellor]. (Stakeholder)

At the end of the evaluation, the counsellor advised he was leaving ManKind. The positive feedback about the programme and the role of the counsellor in the IPV sector highlights the need to continue the service.

Sustainability requires more than one staff member so they can support each other and provide back-up. Recruiting the right people in the role is essential. Many of the participants spoke about how the counsellor talking about his own challenges and past helped them connect with and trust him. Hiring more men who have their own journey of relationship challenges may be beneficial for continuing to create a safe space for participants to feel comfortable sharing their experiences.

ManKind understood this risk and were actively trying to find more staff members but had trouble finding the right person for the role.

9.5. Participant feedback

Many social programmes in Aotearoa have embedded monitoring and evaluation to help them show the difference they are making on an ongoing basis. A simple way to do this would be to have standard participant feedback forms for participants to complete at set intervals. These can help create a partnership approach between ManKind and the participants to ensure the programme is helping the men with the goals they want to achieve as well as give ManKind the ability to report on participant feedback.

10. Summary

ManKind was set up to achieve specific goals outlined in the table below. Qualitative information from the stakeholders and participants we interviewed provided evidence that ManKind was achieving these goals.

Table 4. ManKind Aims and how they are achieving them.

ManKind aims	Evaluation conclusions
Provide participants a safe place from a stressful situation and/or PSO	ManKind has successfully provided short- and long-term housing to men involved with IPV. Due to safety concerns and the need for an appropriate induction, the house may not be available to men the night of a PSO however if there is room and the person meets ManKind's safety requirements they can offer a safe space for them to stay. Men who had stayed in the house felt it was a safe environment.
Help to keep whānau safe through defusal of situation	<p>Short term: The ManKind counsellor was extremely responsive to the needs of participants, answering the phone and replying to text messages outside of business hours. Although this level of support was not sustainable for one person it did provide participants with someone they could turn to if they needed advice or support in moments of stress.</p> <p>Long term: In the longer term, ManKind helped to defuse tense situations by helping participants work through and understand their situations.</p>
Reduce the chance of reoffending	All of the men interviewed reported they were less likely to end up in a situation like the one that brought them to ManKind. Most of the men spoke about finding themselves in situations which they thought they would have reacted to badly in the past and now they were able to use the skills and strategies they had learned while at ManKind to take a better course of action. This often-included thinking more about their actions before reacting, removing themselves from a dangerous situation, better understanding the communication challenges between them and their partners that could lead to dangerous situations.
Increase participants awareness and self-control	One of the main changes the men talked about was thinking before acting. Participants talked about learning about their triggers and understanding their own emotions better so they could process them in a less harmful way.

Counselling to lead to changes in participant behaviour

Most of the interviewed men talked about how support and counselling had changed their lives for the better. They talked about examples including:

- Removing themselves from dangerous situations
- Stopping or reducing drug and alcohol use
- Ending relationships that were no longer positive (with friends and partners)
- Becoming a calmer person.

Although ManKind is a small service, it has had a substantial impact on the participants we interviewed. They struggled to articulate how good they thought ManKind was not only for the help they received to make their lives better but to help them through extremely emotional and challenging situations involving people they love.

Every person we interviewed indicated that ManKind was helping the local community get closer to the overarching goals of ManKind:

- Decreased domestic violence in New Zealand
- Changing perceptions on attitudes toward men in family violence instances
- Less people involved in the justice system.

The evaluation provides evidence that supports the continuation of ManKind but also highlights the risks associated with a service that is focussed on one person.