



# NZ Human Rights.

Human Rights Commission  
Te Kāhui Tika Tangata

Web: [www.hrc.co.nz](http://www.hrc.co.nz) | Phone: 0800 496 877 | Email: [infoline@hrc.co.nz](mailto:infoline@hrc.co.nz)

Opening Opportunities –  
“Faka’ava Matapā”:  
Pasifika perspectives of Mediation

Pele Walker – Human Rights Commission  
Chief Mediator

Tuiloma Lina-Jodi Samu – Pasifika Advisor

## A Pasifika ā'iga/ family's story

- Who should I go to for help? Who can I trust?
- Should I go/ ask for help at all? Will there be any backlash/ repercussions?
- Nah I'm not going to.
  - Angry/ ashamed/ embarrassed/ exhausted-no energy/ too busy to continue on
  - Don't know who to trust/ who will help me?
- ***Who can this family/ these families turn to for help?***

# Opening Opportunities – Faka’ava Matapā: Part 1 - What we know and have learned

## UMR Research Findings

- Pasifika don't believe their concerns will be taken seriously & treated validly with respect
- Complaints & questioning authority are outside the cultural norm for Pasifika

# Opening Opportunities – Faka’ava Matapā: Part 1 - What we know and have learned

## Fono 2017 feedback

- “Where have you been HRC”?
- Diversity & Inclusion – Disabled, Rainbow, Women, Working Poor, All Pacific ethnic groups
- Project warmth - images, languaging, involving Pasifika people in our business at a families and community level.

# Opening opportunities – Faka’ava matapā: Part 2 - What we are doing now!

- 1st **Human Rights Advisor - Pasifika** employed
  - Key performance indicators agreed upon for 2017-2018
1. Raise the profile of the Human Rights Commission amongst the Pasifika communities in Aotearoa
  2. Develop and action a well-informed Pasifika strategy for the HRC

# Opening opportunities – Faka’ava matapā: Part 3 – A vibrant new E & C tool!

- Warmly invite people. They are welcome. They will be respected.
- Families/ communities focus – building trust & rapport
- Reframing & enhancing what we have & adding what we need
  - Vibrant colours, photos, stories, videos
  - Utilise Pasifika words, images, phrases with interactive graphics

# Our workshop questions for you

- In your own organisation/ practice – who are your clients?
- What might you do to reach out to Pasifika?



# Opening opportunities – Faka’ava matapā: Pasifika Greetings - Wishing you wellbeing

- Kia orana! Cook islands
- Fakaalofa lahi atu! Niue
- Mālō nī/ Tālofa nī Tokelau
- Bula Vinaka! Fiji
- Fakatālofa Atu! Tūvalu
- Mālō e lelei! Tonga
- Mālō lava le soifua! Sāmoa