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

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Chief Mediator

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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?
<table>
<thead>
<tr>
<th>Pasific Greeting</th>
<th>Country</th>
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</thead>
<tbody>
<tr>
<td>Kia orana!</td>
<td>Cook islands</td>
</tr>
<tr>
<td>Fakaalofa lahi atu!</td>
<td>Niue</td>
</tr>
<tr>
<td>Mālō nī/ Tālofa nī</td>
<td>Tokelau</td>
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<tr>
<td>Bula Vinaka!</td>
<td>Fiji</td>
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<tr>
<td>Fakatālofa Atu!</td>
<td>Tūvalu</td>
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<tr>
<td>Mālō e lelei!</td>
<td>Tonga</td>
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<tr>
<td>Mālō lava le soifua!</td>
<td>Sāmoa</td>
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