



# Action Plan:

Improving our Response to Hate Crime Report

# Overview

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Following the March 15 terror attack on Christchurch masjidain, Police spoke to communities to better understand the incidence and impact of hate crime in Aotearoa. This is a summary of those conversations and the opportunities they identified, outlined in our Response to Hate Crime Report.

## Our Approach

Between August and November 2020, we spoke to around 350 people in 18 workshop hui held in Auckland, Wellington, and Christchurch. Our approach was to encourage open discussions so we could better understand what participants were thinking, seeing, and feeling, and enable them to share their experiences of hate crime.

People from cultural and diverse communities shared their experiences of hate crime with us. In total, they identified 191 opportunities or improvements for Police and other agencies to consider.

## What we heard

- Anyone can be a victim of hate crime and hate incidents.
- Hate crime and hate incidents are becoming normalised.
- The impact can be ongoing and inter-generational and can exclude people from the rest of society.
- Under current legislation, Police are not able to respond to hate incidents because they do not meet the threshold of being a crime, and this is leading to lower trust.
- Communities are unaware of their rights and becoming reluctant to report hate crime and hate incidents to Police.
- Police don't always empathise well with victims of hate crime and hate incidents.
- Limited Police presence in some communities is causing anxiety.

- Police are also victims of hate crime, with 39 per cent of respondents experiencing a hate crime while working.

## What we've done to date

Our immediate focus is on improving our current systems, and identifying the changes we can make now and in the long term that will create sustainable improvements for people who have suffered harm from hate crime.

- Established a programme team based at Police National Headquarters.
- Initiated a training needs analysis across all Police training materials.
- Implemented system changes to the way we record hate crime.
- Established a continuous improvement process for how we record hate crime.
- Implemented quality assurance checks on hate crime reports made to Police.
- Delivered the first round of awareness training for our comms centres staff.

## What we need to do

- Develop an end-to-end victim centred response to hate crime.
- Partner better with iwi and Māori in designing our response to hate crime.
- Continue to grow our visibility in communities and collaborate to identify local opportunities for change.
- Continue work to better enable the public to report hate crime, and police to identify and respond to hate crime.

# Te Raranga – The Weave

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Te Raranga will address many of the opportunities identified within the Improving our Response to Hate Crime report.

In July 2021, funding was received from Cabinet to formally establish Te Raranga- The Weave, a four-year partnering programme to improve our response to hate crime and hate incidents. The establishment of Te Raranga responds to Recommendation 42 from the Royal Commission of Inquiry report.

Te Raranga is responsible for improving internal systems, practices, and processes, improve the knowledge and skills of our staff to identify and record hate crime, and make it easier for victims to recognise and report hate crime. Te Raranga will also provide access and support to a restoration process for people who have suffered harm, communities, and those that cause harm.

## Te Raranga Advisory Group

To strengthen multi-agency work, a Te Raranga Advisory Group (TRAG) was established in November 2020 to inform work to Improve our Response to Hate Crime group. Confirmed TRAG members include NZ Human Rights Commission, Netsafe, Te Tari Taiwhenua | Internal Affairs, Crime Stoppers, and CertNZ.

# Complementary Programmes

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## Reframe – Te Tārai Hou

The focus of Reframe – Te Tārai Hou is to improve our frontline practice by creating an environment that enables improved quality and consistency of decision making, enhanced evidence collection practices, and interventions that reduce harm and reoffending in our communities through exceptional policing.

*"If we're going to make the greatest impact for the people we're trying to help - offenders, victims or others - we have to be able to understand them in human terms. We need to understand what got them to where they are to know what will help prevent harm in the future".*

- Commissioner of Police, Andrew Coster

## Be first, then do

Be first, then do ensures our people have the skills, knowledge, and experience to police effectively, and focuses on creating a strong culture at ease with its own identity and in tune with our communities.

# Te Raranga will:

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## Improve the way victims report hate crime

Scoping is underway to improve the way victims of hate crime can report their experiences to Police and other agencies.

We will look at the language needs of victims, ways of disclosing, and improving our existing systems and processes.



## Work with Iwi and Māori partners

Māori have experienced hate crime for longer than any other community in Aotearoa, and as such, their insights are central to this work.

Further building and strengthening our partnership with iwi and Māori will ensure Māori voices and experience will help us shape our response to hate crime.



## Record and manage hate crime

On 1 January 2021 Police began carrying out quality assurance checks on every report of hate crime made to them. This data is helping us to understand the experiences of individuals and communities, and develop new processes for recording and managing hate crime in the future.

Changes to the way hate crimes are recorded within Police systems will also be reviewed.



## Review Police training

Police and staff training on hate crime is currently under review. Refreshed training will be piloted in 2022/23.



## Prevent hate crime and hate incidents

Preventing crime is the most effective way of preventing victimisation.

Measures to prevent hate crimes are in development including improved systems and training design within Police, and community outreach so people can understand what hate crime is, why it is unacceptable, and how to report it when it occurs.



## Address policy guidelines

The definitions of hate crime and hate incidents are currently under review, along with police instructions and standard operating procedures. This will ensure hate crime can be clearly identified and recorded when it occurs.

# Report a Hate Crime

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If you, your friends, or whānau have experienced a hate crime or a hate incident, it's extremely important that you report it:

- Go to [www.police.govt.nz/advice-services/advice-victims/hate-crime](http://www.police.govt.nz/advice-services/advice-victims/hate-crime) and make a report to Police online.
- Dial 105 from any phone to make a report, or
- If you are in danger or a crime is happening now, call 111.

Visit our hate crime webpage to find out more

[www.police.govt.nz/advice-services/advice-victims/hate-crime](http://www.police.govt.nz/advice-services/advice-victims/hate-crime)

## Contact Us

Please contact us by email if you would like a copy of the report or to find out more about how Police is working to address hate crime:

[TeRarangaProgramme@police.govt.nz](mailto:TeRarangaProgramme@police.govt.nz)

If you want to give us any feedback, visit:

[www.police.govt.nz/contact-us/give-feedback-about-police](http://www.police.govt.nz/contact-us/give-feedback-about-police)