



Improving Our Response to Hate Crime

Views and Opinions of Our People
and Our Communities

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Executive summary

Introduction

The Evidence Based Policing Centre (EBPC) Service Design team was commissioned to undertake a human-centred design research approach to understand the current context of hate crime in New Zealand as perceived by our communities and Police staff, its impact on victims and our communities and the desired future-state of how we can respond in a positive way.

Eighteen workshops were conducted in Wellington, Auckland, and Christchurch where we heard the views and ideas of over 350 people from New Zealand Police, partner agencies and members of the wider community.

The following is a summary of personal views, feelings and ideas most commonly expressed by participants in these workshops. The information in this report is a representation of what the researchers heard and not the opinion or view of the Evidence Based Policing Centre or New Zealand Police. Every attempt has been made to represent these views with fairness and balance, while preserving the privacy of those involved.

Participants were promised anonymity and confidentiality and any original recordings or notes were destroyed in line with this commitment.

The Royal Commission of Inquiry

Subsequent to our research, The Royal Commission of Inquiry (RCOI) into the Terrorist Attack on Christchurch Mosques on 15 March 2019 released its findings and recommendations¹. These specifically addressed hate crime and underlined the importance of New Zealand Police's response to hate crime. Many of the themes and opportunities suggested by workshop participants align with the recommendations in the RCOI report.

In response to the RCOI report, the Government has announced several initiatives, one of which established the New Zealand Police programme *Te Raranga, The Weave* to improve New Zealand Police's response to hate crime.

Te Raranga aims to:

- weave people, whānau and communities together with a shared understanding of each other to reduce incidents of hate crime and support those impacted by the hurt of hate crime
- lift Police's response, recording and reporting of hate crime through the weaving together of lived experience, systems and training design
- provide access and support to a restoration process for those impacted by hate crime.

The insights from this report will help Te Raranga build on the work that New Zealand Police currently have underway within the hate crime space.

¹ <https://christchurchattack.royalcommission.nz/the-report>

What hate crime looks like

We asked participants what hate crime looks like to them in order to gain insight into how it is understood.

Participants told us that hate crime comes in all shapes and sizes, anyone can be a victim and there is no single target. Hate crime is the targeting of anyone who is different from perceived norms.

Although our workshops were focused on hate crime, it became apparent that most participants, including Police, are unclear of the difference between hate crime, hate incidents (i.e. does not meet the offence threshold), and hate speech.

Participants also felt there was a fine line between freedom of expression and hate speech, and that there was a lack of legislation around hate crime, which creates confusion and uncertainty for both communities and Police staff.

The impacts of hate crime

We heard from participants that discrimination has become normalised, with hate crimes happening so often in some communities that it is now difficult to determine whether it is a hate crime or just a 'normal' way of life. Some participants said this normalisation of events is one reason why they do not report hate crime to Police.

Participants stated that hate crime can often result in a loss of identity, increased isolation and exclusion. Participants talked a lot about the pressure they and their communities feel to fit in. They struggle to balance the need for a sense of belonging with maintaining their identity. Constant discrimination and abuse are making some communities and people feel socially and culturally excluded from the rest of society.

Hate crime can lead to mental health issues and a lower sense of wellbeing. A single hate crime or hate incident event can impact on a person's life for years, and those who have experienced multiple events, no matter how small, talked about the build-up of stress over time.

We heard how the effects of hate crime can be transferred from one generation to the next and how children soak up stereotypes, discrimination and hate from family members and what they see and hear on TV and in the playground.

There is often reluctance to report hate crime. Participants said their communities are frequently unaware of their rights and have little confidence in the process of reporting a hate crime, which leads to less reporting to Police.

In workshops with Police staff, participants felt trust and confidence in Police was decreasing due to Police being unable at times to respond to 'low level' incidents and not always empathising well with victims.

Some participants from the community workshops said their communities have almost lost all trust and confidence in Police as the amount of hate crime they experience continues to rise. Communities now turn to their own support networks to report a hate crime because they believe they will receive the response they need.

Participants across all workshops felt that the tragic events of 15 March 2019 created a shared realisation across New Zealand that hate crime exists and is occurring in most communities. Workshop participants felt that, while it may have united most of us, it also created rifts between some communities and more fear in others. Community participants said people are now thinking New Zealand may not be the safe haven they thought it was.

How might we do things differently?

Participants passionately thought we all must live to our values and work together to combat hate crime. They said we need a shared understanding of hate crime, a 'no wrong door' service and to start holding people to account for unacceptable behaviour. Participants thought a multi-agency response should not be limited to New Zealand Police, government agencies and communities, but should include non-governmental organisations such as businesses.

We heard that New Zealand Police and other government agencies need to consult and co-design more with communities to have a better understanding of all community needs.

There was a strong theme that New Zealand needs to make the challenges faced by minorities in this country more visible. We need to educate our communities that hate crime is not OK and teach acceptance across all community groups and ages.

We heard from community participants that communities need more support and stronger connections with Police and other government agencies.

There was a strong consensus that New Zealand Police, and other government and partner agencies need to improve their recording and sharing of hate crime data. Participants thought it was important to record all hate crime and hate incidents, even if they do not result in prosecution. They said it was important for everyone to see the entire picture.

Participants across all workshops felt Police need to improve their response to hate crime, including being able to provide more resources and make improvements to processes and systems, and being more proactive. Community participants expressed a need for greater diversity within New Zealand Police as well.

There was consistent feedback that Police need to be more visible in our communities and Police engagement with communities needs to be increased, particularly relating to specialised roles such as Ethnic Liaison Officers, community policing and specialised teams or a dedicated hate crime unit, similar to the Family Harm unit.

We heard that communities expect to see improvement in how Police respond. This includes showing more empathy, keeping communities informed, having a more personalised Police presence and increasing Police accessibility in communities.

There was also a strong consensus that all Police staff need more hate crime education and training. Training should include cultural and religious awareness, unconscious bias and empathy. They said Police staff need to be able to recognise hate crime no matter what their own values, morals or backgrounds are.

Police participants also thought that better support is needed for Police frontline staff who experience hate crime while on the job.

Introduction

The Evidence Based Policing Centre (EBPC) Service Design team was commissioned to undertake a project utilising a human-centred design approach to understand the current context of hate crime in New Zealand, its impact on victims and our communities and the desired future-state of how we can respond in a positive way.

Purpose

Hate and hate crime are not new, but there is a growing shared understanding that it is an issue in New Zealand. Addressing hate crime aligns with one of New Zealand Police's key goals, 'Safer Communities: People are safe wherever they live, work, and visit'.

New Zealand Police have undertaken a significant amount of work to improve our response to hate crime, such as increasing staff knowledge and awareness, and implementing system enhancements to ensure hate crime events are routinely tracked and monitored.

However, there is more work to be done to gain a better understanding of the current context of hate crime in New Zealand and its impact on our communities, and identifying further opportunities for improving prevention of and our response to hate events.

This report

This report represents the personal views and opinions of New Zealand Police frontline and non-sworn staff, community representatives and partner agency representatives.

This report focuses on hate crime and not hate speech and does not seek to deep dive into the drivers of hate crime, nor explain current New Zealand Police recording and practice. Rather, the report helps to paint a picture about how hate crime (i.e. the fear and harm) is experienced by individuals and communities in New Zealand as perceived by the participants, revealing some of the barriers people experience, the impacts they feel, as well as identifying a broad range of suggested opportunities to improve service delivery.

The reader is reminded that the information in this report is a representation of what the researchers heard and not the opinion or view of the Evidence Based Policing Centre, the project team leading this work, nor New Zealand Police. Every attempt has been made to represent these views with fairness and balance while preserving the privacy of those involved.

Participants were promised anonymity and confidentiality and any original recordings or notes were destroyed in line with this commitment.

Police definitions of hate crime and hate incidents

Currently, New Zealand does not have specific hate crime laws or a standard set of definitions. However, to enable Police to identify and track offences motivated by prejudice and/or hostility (for recording purposes) New Zealand Police have created the following definitions for hate crime and hate incidents:

- A 'hate crime' involves an offence which is perceived by the victim or any other person, to be motivated, wholly or in part, by hostility or prejudice based on a person's (perceived or actual) Race, (includes nationality or ethnicity), Religion (or Faith), Sexual Orientation, Gender Identity, Disability or Age
- A 'hate incident' is any non-crime incident, which is perceived, by the victim or any other person, to be motivated, wholly or in part, by a hostility or prejudice based on a person's (perceived or actual) Race, (including nationality or ethnicity), Religion (or Faith), Sexual Orientation, Gender Identity, Disability or Age.

The inclusion of a hate incident category enables Police to record reports that fall short of an offence threshold. Police would be able to share hate incident information with agencies and communities about the nature of reports made to inform prevention and social inclusion strategies.

Applying a 'perception test' at the point of reporting ensures that victims' voices are heard and reports are recorded by Police in order to; have a comprehensive understanding of patterns and/or trends, to inform Police decisions around response and investigations and target a reduction in the harm caused by such offending.

Reflecting Police's priority to deliver services that New Zealanders expect and deserve, we cast the net wide at the initial stage to encourage reporting and promote trust and confidence in Police. Of note, this practice means that the volume of hate crime and hate incidents recorded by Police will always differ from the volume of offences that Police investigate and resolve.

Section 9(1)(h) of the Sentencing Act 2002 provides the court with the ability to acknowledge the aggravating factor of an offence that has been flagged as a hate crime by Police in sentencing. Police will need to present evidence of the hostility/prejudice intent to satisfy the 'aggravating factor' criteria set out in section 9(1)(h) of the Sentencing Act.

Where that intent cannot be evidenced, or accepted by the court, matters flagged as 'hate crimes' in Police's National Intelligence Application are unlikely to be successfully prosecuted using section 9(1)(h) of the Sentencing Act. In practice, this means the volume of hate crime offences investigated by Police will likely exceed the volume of hate crime offences charged.

Similarly, as decisions on applicability of the Sentencing Act provisions section 9(1)(h) to a Police flagged hate crime offence sits with a Court Judge, the volume of charged offences (for matters identified as a hate crime) is likely to consistently exceed the volume of convictions (with the aggravating factors applied).

It is important to note that the insights in this report highlight the impact of hate crime and hate incidents on communities and Police staff, without influence from a defined by New Zealand Police definition.

Research approach

The Service Design team conducted a series of activity-based workshops using human-centred design methodologies and techniques. This approach encouraged open discussion to understand what people are thinking, seeing, and feeling and to highlight opportunities we can further explore.

What we did

Eighteen workshops were conducted in Wellington, Auckland and Christchurch. We heard the views and ideas of over 350 men and women from New Zealand Police, partner agencies and the wider community.

Victim Support was available at these workshops and Māori, Pacific and Ethnic Services staff from New Zealand Police were also there as support if needed.

As part of our workshops, we conducted surveys with participants to gain insights into whether they have experienced a hate crime or hate incident, the barriers they face when reporting to Police and how confident Police staff are at recognising a hate crime or hate incident. Please refer to Appendix One for the results of the surveys.

Research participants

The participants who took part in the workshops included a variety of groups across New Zealand Police, partner agencies and the wider community, including:

- Māori
- Other ethnic minorities
- Pakeha
- Religious minorities
- Disabled people
- LGBTQ+ people.

Due to the scope and scale of this topic, the research conducted could not be all inclusive and not all communities were represented in the workshops.



What we asked

Participants were asked to share their own thoughts, feelings, and ideas on the following topics, including variations, depending on the groups participating in the workshop.

We asked community groups:

1. What does hate crime look like to you?
2. What are the impacts of hate crime on your community?
 - a. How has hate crime changed your community?
 - b. How does it make you and your community feel?
 - c. What actions and behaviours have you seen or heard?
 - d. What do you think will happen if things don't change?
3. How might we do things differently?

We asked Police groups:

1. What does hate crime look like to you? And who might be a target?
2. Real life scenarios – Is this a hate crime? What do you do?
3. What are the impacts of hate crime on the communities we serve?
 - a. What changes do you think our communities have seen?
 - b. What are the expectations of our response to hate crime?
4. How might we do things differently?

We asked partner agencies:

1. What are the current challenges we face around the following areas:
 - a. Victims and the public reporting a hate incident or hate crime.
 - b. Communication, education and resources
 - c. Internal policies, processes and systems
 - d. Data sharing and intelligence?
2. How might we:
 - a. Provide a no 'wrong door' reporting process where the public can engage with agencies and be confident their complaints or concerns will be addressed no matter who they report them to
 - b. Form a collaborative communication package for use by multiple agencies and communities
 - c. Cultivate a single source of truth across agencies data and insight systems to ensure we are reporting coherent statistics on our response to hate incidents and hate crime?

What does hate crime look like?

We asked participants 'what does hate crime look like to you?' to gain insight into how it is understood. The following themes represent the topics, views, and feelings most commonly expressed by participants and do not reflect New Zealand Police's definition of hate crime.

P10 It comes in all shapes and sizes

- Why it happens, targeting the differences
- What victims are experiencing
- Who is doing it?

P13 It's not black and white

- 'Freedom of speech' is not illegal, but where do you draw the line?
- Some Police staff feel hate crime sits in the 'grey zone'
- How should people in communities respond?
- Thresholds dictate what is followed up
- Give it another name

It comes in all shapes and sizes

"We should be judged by value added, but instead are judged by our looks, name and accent." – Community comment

Why it happens, targeting the differences

We heard a strong theme that anyone can be a victim of hate crime. Participants felt there is no single target and that hate crime is the targeting of anyone who is different from perceived norms. The following are the characteristics participants described as being targeted by hate event offenders (in alphabetical order):

- Age, especially elderly
- Appearance
- Classism
- Colour
- Gender and sexual orientation:
 - Gay
 - Lesbian
 - Non-binary
 - Queer
 - Third gender
 - Trans people
 - Trans women of colour
- Half caste
- Homeless people
- Non white
- Physical disability
- Race
- Religion
- Sex (sexism)
- Sex workers
- Someone who is not considered 'Kiwi'
- Tā moko
- Targeted by association
- Tattoos
- Weight.

Participants also described the underlying factors they felt might be the drivers of hatred and hate crime. The main factors we heard were:

- Bias
- Blame
- By-stander culture
- Conspiracies
- Entitlement
- Extreme political narratives
- Fear
- Ignorance
- Intra-cultural bias and prejudice
- Intolerance
- Media bias
- Misrepresentation
- Misunderstanding
- Perceived injustice
- Redirected anger
- Rumours
- Superiority
- Upbringing.

Across the community workshops, we heard about intra-cultural bias and prejudice being an issue amongst some communities. Participants talked about how certain communities (sometimes their own) are against each other, even down to factors such as different village of origin.

"We should not bring our civil wars here."
– Community comment

We also heard that Police are often targets as well. The aggravating factors could be the authority they represent or their physical appearance, such as race, age or gender. The uniform does not protect them from hate crime.

What victims are experiencing

Victims are experiencing actions of hate in different forms on a wide spectrum. Participants talked about how hate is expressed in the form of subtle stereotyping through to threatening behaviour and extreme physical violence. The following are examples participants described:

Non-contact discrimination and abuse

- Abusive language
- Being ignored
- Exclusion
- Focussed meanness
- Gestures – middle finger, cocking a gun, Sieg Heil salute, etc.
- Humiliation
- Labelling
- Micro aggression
- Mis-gendering
- More emboldened bigotry
- Name calling
- Occupying disability parking
- Passive racism
- Reaction formation
- Silent treatment
- Stalking
- Stereotyping
- Swearing at people
- Told to change
- Told to go home
- Verbal abuse

"People judge and assume from my name that I don't know New Zealand. I was born here."
– Community comment

Online abuse

- Abusive phone calls and emails
- Aggressive Facebook posts (i.e. 'Muslims are terrorists' and posting pictures of burnt bodies with captions saying 'We should burn Muslims')
- Hate online spread by violent extremist and anti-Semitic groups
- Nasty comments
- Online trolling

"The thing with hate crime is you don't know how far it's going to go." – Community comment

Escalated action and physical abuse

- Being groped and touched without consent
- Being spat at
- Bullying
- Dog poo thrown at doorstep
- Drinks being spiked
- Intimidation
- Mass killing
- Offensive items in letterboxes or on property
- Physical violence
- Physical violence in public spaces such as bars, dairies and restaurants
- Pulling hijab
- Rape and sexual harm
- Road rage
- Theft – stealing property
- Threats – verbal and written
- Threatening behaviour
- Throwing eggs at cars
- Throwing rubbish on to someone's property
- Trespassing
- Vandalism – cars, building, homes and graves

"People literally trying to grab my genitals at bars to find out what gender I am."
– Community comment

Loss of opportunities

- Being unemployable
- Blaming other ethnicities for joblessness
- Constructive discrimination in a work environment and at job interviews
- Denied rental properties
- Discriminating against people with disabilities
- Ignoring minorities' opinions – "What we think doesn't count"
- Inappropriate jokes at work
- Not being understood
- Not being valued
- Not getting the same medical service as others
- Students dropping out of courses because a lecturer or teacher is homophobic
- Systems that empower one culture over another
- Unfair recognition and job opportunities.

"I got grief for taking a job. And I explain the job was vacant for three months. I didn't take anyone's job." – Community comment

Who is doing it?

Participants described who they perceived the typical hate crime offender might be. The overall response was *"Someone outside who wants to harm me and my community"*. Participants also thought a lot of hatred and abuse is generational within families and offenders can include those being targeted by others.

Some participants asked why New Zealand Police is not running workshops like the ones used for this research, but with convicted hate crime offenders to hear their point of view. They felt the views and opinions of offenders would be valuable.

It's not black and white

Freedom of speech is not illegal, but where do you draw the line?

In every workshop there was discussion and debate around where the line sits between freedom of speech, hate speech and hate crime.

Most participants (from both the community and Police workshops) felt freedom of speech comes with responsibility, and some thought if it hurts someone it should no longer be considered 'freedom of speech'. Some participants viewed hate crime as an action following hate speech.

Some Police staff feel hate crime sits in the 'grey zone'

Due to the fine line between freedom of speech and hate speech, and there being no New Zealand legislation around hate crime, Police participants felt New Zealand Police needs a clear definition in legislation or from the courts describing what meets the 'hate crime' threshold, and both New Zealand Police and the courts need to understand and apply that definition consistently.

"I thought when I joined Police everything would be black and white, good guys and bad guys. But we work in the grey, which is where hate crime sits." – Police staff comment

*"Reporting hate crime will be easy but responding to it falls into the grey."
– Police staff comment*

"What if it's people outside holding signs saying, 'go home'? It's not an offence." – Police staff comment

When we asked Police participants how confident they were at recognising a hate crime, one third said they were confident. However, the majority of Police participants said it is hard to recognise a hate incident or hate crime without all the necessary information. They said a victim may feel they have been a target due to their appearance or background, but it may just be opportunists taking advantage of an 'easy' target. They said having all the relative information, such as past experiences, is important to understanding the victim's perception and the offender's intent.

Some Police participants said, while they were confident at recognising a hate crime or hate incident, they do not feel comfortable asking a victim whether they thought it was motivated by hate or not, especially if the victim had not already brought it up.

"Sometimes we see things that we believe are racial incidents, but what if we don't feel comfortable asking if they are? For example, we had a Muslim family come into the front counter because they had been kicked out of their house. We think it's racial. They haven't brought it up, but do we?" – Police staff comment

Some participants said they rarely see hate crime events and hadn't recognised it existed in New Zealand until the mosque shootings.

*"Confident [I can recognise hate crime]. This is a large portion of our [intel's] work now since March 15, but if you asked us before March 15 the answer would have been different."
– Police staff comment*

During the Police workshops, we noticed that there was a lack of understanding of New Zealand Police's current policies and processes relating to hate crime. The majority of participants did not have a clear understanding of how to apply section 9(1)(h) of the Sentencing Act when charging.

How should people in communities respond?

In all workshops, participants felt there is uncertainty around how communities can respond to hate crime. They said there is nowhere victims, witnesses, employers and business operators can go to learn how to respond appropriately to an incident of hate. We heard that people need more guidance to understand when and how to report a hate crime or hate incident.

"People don't know how to respond to hate crime or if it is safe to." – Community comment

"At what point do companies have a responsibility to help and do something about hate incidents happening on their grounds. Maybe they don't understand how?" – Police staff comment

the offence will result in prosecution. However, prosecution is not always possible when dealing with hate crime.

Some Police participants expressed a desire to change the term 'hate crime' to 'crime of prejudice' or 'discrimination offence' until there is specific legislation for hate crime.

"Bias, hate, prejudice, hostility, discrimination: it's all wrapped up in the same. In the States it's called bias crime. It's about recognising the links and getting them joined up."

– Police staff comment

"Labelling things like hate crimes increases the fear." – Police staff comment

"Hate crime is a strong expression. Crime immediately makes me think legislation. We need a title all staff can work with." – Police staff comment

Thresholds dictate what is followed up

Community participants said their communities could not understand why Police do not take stronger actions to hate incidents. Community participants expressed if it makes the victim feel unsafe, there should be a Police response.

"I think we're there to help regardless if it is a prosecution or not. There should not be a threshold." – Police staff comment

Police participants felt communities expect more from them, which results in Police often being criticised for passing over minor incidents. They felt the thresholds for an incident to be classed as a hate crime do not meet the expectations of communities and expressed the importance of follow up regardless of whether a threshold is met.

Give it another name

Some participants felt the term 'hate crime' was the wrong label. The word 'crime' suggests

What are the impacts?

We asked participants what the impacts of hate crime on their communities are to gain insight into the consequences it has. The following themes represent the topics, views, and feelings most commonly expressed by participants.

P17 Normalisation of discrimination

- Normalised prejudice
- Politicians and leaders make it normal
- Media fuels the fire
- Online anonymity
- Police frontline becoming desensitised

P20 Loss of identity

- Pressure to fit in
- Hiding who you are

P21 Increasing isolation and exclusion

- It is safer not to intermingle
- How we label and categorise has an effect

P23 Diminishing mental health and wellbeing

- It leaves a scar
- Always on alert

P25 Intergenerational impacts

- Children learn to hate
- Intergenerational trauma
- Polarisation and radicalisation

P27 Growing reluctance to report

- What's the point of reporting?
- People don't understand their rights
- Fear of repercussions
- Lack of support

P29 Decreasing trust and confidence in Police

- Community expectations versus Police priorities
- Perceptions
- Conscious and unconscious bias

P31 March 15 changed us

- It united most
- It divided some

Normalisation of discrimination

"When people make inappropriate jokes all the time, it normalises it. Mean jokes about Chinese takeaways or Asian drivers, we all know it's wrong."
– Community comment

Normalised prejudice

In most workshops, there were discussions around the normalisation of microaggression, prejudice, hate incidents and hate crime.

"People express their opinions all the time. Often, they aren't opinions. It's just hate."
– Community comment

Most community participants said hate incidents and hate crimes happen in their communities so often that it is now difficult to determine whether it is a hate crime or just a normal way of life. Some participants said this normalisation of events is one of the reasons why some communities do not report to Police.

"Sometimes we laugh it off, even though it's serious." – Community comment

"There will be young girls having a good time at a drag bar, wondering if we are a boy or girl and trying to find out, for example, go for genitals. The girls abuse drag folks 'for fun'. That's life. Can't really imagine it changing."
– Community comment

One participant told us they experienced microaggression and hate toward them at work and outside of work over many years, and for the majority of that time they felt it was normal, but only now realised that it's not OK.

Some participants said refugees have lower confidence because of spending years in refugee camps. They said refugees feel there is no point reporting a hate incident or hate crime, because they have been treated badly for so many years.

Participants spoke about how prejudice is normalised and embedded in our society, such as the Mount Hutt ski run and restaurant named after former Nazi soldier Willi Huber, the term 'paddy wagon' being offensive to Irish people, and movies and video games where certain minorities are portrayed as the enemy with an 'us against them' theme.

"[It is] something most people would see as unacceptable.... but nothing happens. It makes it OK for more discrimination and we need more support from authorities."
– Community comment

Some participants said prejudice and hate crime is nothing new to New Zealand, it has been in our communities for a long time. They talked about how Māori have been living with this for decades and little has been done to address the issues. They felt this systemic bias we have in New Zealand needs to be addressed first.

"After March 15, Māori came out and said this is our life every day. We need to start there."
– Police staff comment

There was also a strong theme around how 'the behaviour you walk past is the behaviour we accept'. The majority of participants from both Police staff and the wider community were concerned that ignoring patterns of prejudicial behaviour and treating hate crime catalysts with complacency encourages offenders and demoralises victims. Participants also worried that this could result in more violent attacks, similar to what is happening overseas in the United Kingdom and the United States of America.

"We [as a society] responded well to the positive impacts but we're not confident responding to the negatives. By not addressing it, we create space for hate groups." – Police staff comment

*"Minor prejudice gives real racists support."
– Community comment*

Politicians and leaders make it normal

Across our workshops, we heard a common theme around political polarisation and how participants felt powerful politicians and leaders get away with hate speech.

Participants felt this kind of behaviour influences and normalises discrimination. They shared many examples of New Zealand politicians publicly making racist, sexist and ageist statements. Some participants also shared examples of religious leaders making anti-Muslim or antisemitism statements.

*"When politicians and community leaders make hate speech, it has more impact."
– Community comment*

Media fuels the fire

Another common theme was around how people believe 'normal' is what is presented in media. Participants felt the media is responsible for spreading misinformation and discrimination which plants hate in New Zealanders. Participants also felt the media obsesses over topics and stories and uses specific terminology that target minority groups.

*"Say 'terrorist' not 'Muslim terrorist'.
Say 'supremacist' not 'white supremacist'.
– Community comment*

Online anonymity

In both the community and Police workshops, participants were highly concerned about increasing online bullying and abuse. Community participants said most of the cyberbullying and cyber abuse they experience or see happens on social media platforms and is often anonymous. Police participants said these platforms were used for abusing Police also.

The majority of participants expressed their concern about the lack of consequences for individuals or groups saying hateful things on social media.

Participants felt if things don't change online, gangs created within minority groups will continue to grow.

Police frontline staff becoming desensitised

A strong theme we heard from Police participants was how Police frontline staff are becoming desensitised to hate incidents and as a result may not be providing the empathic service the community deserves. They felt there were two reasons for this desensitisation:

1. Police frontline see verbal and physical abuse often
2. Bullying and discrimination is happening to them as well

"Police are desensitised, but every interaction with police counts." – Police staff comment

Police participants shared stories about how Police frontline staff are often targets of hate events themselves. They said it's common that members of the public try to wind Police up by being prejudiced towards them.

*"There's a Chinese guy on my section and he always gets abused [by the public]. He takes it on the nose of course and never reports it. I think we have become desensitised."
– Police staff comment*

38 per cent of Police participants we surveyed said they have experienced a hate crime while working. 44 per cent of those said they would never report it (see Appendix One for further survey insights). Some Police participants said Police often do not respond or report the abuse because they consider it a part of the job and do not want to cause a fuss. There is also a perception within Police that the courts will not act on hate crimes against police.

"When I'm called a pig, I just consider that as a part of the job." – Police staff comment



Loss of identity

Pressure to fit in

"We get told 'you're in New Zealand now, you should do things our way'." – Community comment

In the community workshops, participants talked about how people view New Zealand as being safe and diverse, but the reality is quite different.

"Victims have to 'change' to become a 'New Zealander' to fit in." – Community comment

Participants talked a lot about the pressure they and their communities feel to fit in. They said they struggle with balancing the need for a sense of belonging with maintaining their identity. They feel they have lost autonomy and self-expression.

We heard that people just want themselves and their families to be safe, but instead they often feel unwelcome and targeted. This is resulting in people moving away from who they truly are, the values they believe in and their religion or their culture.

"Being Muslim or Jewish is an identity, not just a religion." – Community comment

Some participants spoke about the pressure put on them to quickly learn the New Zealand culture. They also mentioned they do not know the Māori language and it makes them feel left out.

"People need to know we are just new; we don't understand the culture here yet." – Community comment

Hiding who you are

In the community workshops, participants felt hate crime sends the message that their community is not welcome. They talked about the actions people in their community take to hide their differences to avoid standing out and being a target, such as:

- Not using their first language in public
- Not wearing their preferred or cultural attire in public
- Not wearing Jewish-related attire
- Muslim women not wearing their hijab
- Muslim men shaving off their beards
- Children disguising their Halal dietary habit by calling themselves vegetarian.

"The more feminine I present myself, the more likely I am to be yelled at." – Community comment

"We managed to keep our culture and language alive in war zones, poverty or in refugee camps. Why can't we keep it in New Zealand?" – Community comment

Many community participants spoke about how people in their communities change their names or how they look to stop discrimination when applying for jobs, especially if they "want a decent job". Sometimes, employers ask people to change so they are more 'Kiwi' or acceptable.

Participants were concerned that children within their communities were growing up not knowing their own cultural language. Some told us this is similar to challenges faced by Māori children who grow up and lose their language and identity.

Participants were also concerned that if things don't change, New Zealand will lose its range of diversity and lose the benefits of cultures coming together.

Increasing isolation and exclusion

"They'll say I don't belong here, and I think, maybe they're right and I don't belong here." – Community comment

It is safer not to intermingle

Community and Police participants in most workshops told us hate crime destroys communities.

They felt constant discrimination and abuse is making some communities feel socially and culturally excluded from the rest of society. They said people are feeling increasingly isolated, influencing their personal confidence and the ability to interact in a positive manner with others outside their community.

Community participants often talked about how they feel safer staying within their own community groups because they have become wary and scared of others. Some said they avoid certain places such as streets, bars and doctors where they will most likely experience discrimination or a hate crime. Some said females and gender minorities avoid male dominated and 'testosterone fuelled' spaces. They encourage each other to walk in groups, especially when dressed more feminine or eccentric. Some told us it feels like they are "locked up in a bubble".

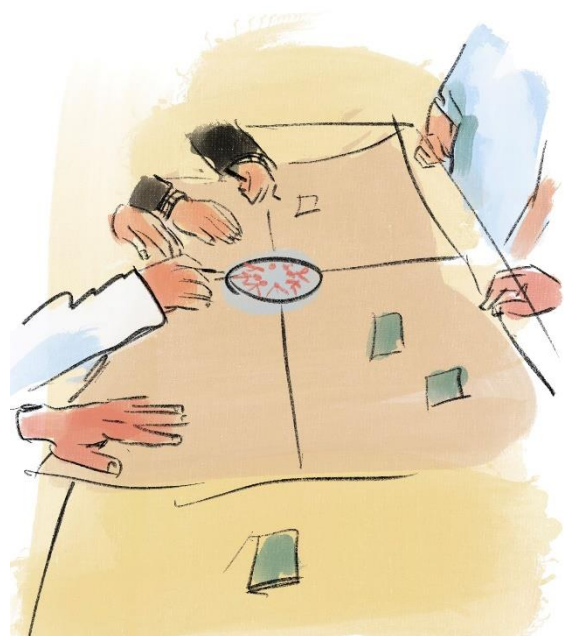
"Unity through necessity brought us together, isolated together." – Community comment

"We walk in groups and avoid major main streets like Courtenay Place. Places that are male dominated, testosterone level feels/is unsafe." – Community comment

They were concerned that, if things don't change, the following things might happen:

- A fear to participate fully in society and intermingle will grow
- Rifts between different communities will increase
- Racist groups will become more inwardly focused
- There will be more "ghettoisation".

"Communities are getting bigger and more diverse, yet communication between people is increasingly less." – Police staff comment



How we label and categorise has an effect

Across the community workshops, participants expressed their distress at being put in a box and having to live with stereotypes. For example, if you talk about gangs, the media often emphasise Māori participation, people often assume it is a Māori issue and therefore some believe all Māori are associated with gangs. If you are Muslim, people often assume you are a terrorist. If you see a bad driver on the road, people assume the driver is Asian. If you are transgender enjoying a night out in town, people think you're a sex worker.

Some participants who were born in New Zealand or have spent most of their lives here said it was frustrating being labelled as a foreigner and constantly being asked where they are from.

“Where are you from?’, ‘Auckland’, ‘No, but where are you really from?’” – Community comment

“A quarter of New Zealanders weren’t born in New Zealand. I am always called an immigrant even though I have been here for thirty years.” – Community comment

Participants also expressed frustration around how world events often result in a backlash against minority groups in New Zealand. Participants felt this stereotype-based allocation of judgement and blame can influence and provoke some people to commit hate crime.

Community and Police participants felt the label ‘refugee’ should be removed. There was much discussion about whether the label ‘refugee’ was harmful, as it can lower people’s status in society and create feelings of exclusion. Some participants expressed they are no longer refugees because they are now New Zealand residents or citizens.

“People of this country take it for granted. Migrants are fighting to make this home.” – Community comment

“We must call New Zealand home because there’s nowhere else to go.” – Community comment

Diminishing mental health and wellbeing

"I've relayed an incident and been told to 'build a bridge and get over it' but after 25 years it starts to leave a scar." – Community comment

It leaves a scar

In all workshops, participants discussed how hate crime breaches people's basic human rights and leads to mental health issues. Some of these impacts include:

- Anger
- Disappointment
- Frustration
- Lack of confidence
- Low self esteem
- Post-traumatic stress disorder
- Self-hate
- Shame
- Stress
- Suicidal thoughts and feelings.

Participants talked at length about the impacts of hate crime on a person's mental health. A single hate incident or hate crime event can impact a person's life for years, and those who experience multiple events, no matter how small, talked about the build-up of stress over time. They also explained how events can resurface negative feelings and trigger past trauma. Furthermore, witnessing discrimination against one's own community can also lead to psychological distress and lower self-esteem.

"We have lived with this our entire lives only to be told things like 'get over it'."
– Community comment

"A generation of children in Christchurch impacted by the earthquakes and now this. We still don't know what the impacts on them will be." – Community comment

Some participants talked about how overwhelmingly stressful it is trying to find a rental home. Often landlords would not accept their applications based on gender, religious beliefs, race, etc. They said sometimes people have nowhere else to go and become homeless and this had a huge impact on people's mental health and wellbeing.

Participants felt their communities were spending a lot of time and energy battling hate crime, which is mentally draining. Many said, "we're tired".

"We have to grow up quickly and become the leaders we don't have... A lot of pressure and really unfair." – Community comment

Community participants talked about the diminishing Police presence in their communities and the need for more support. Participants told us people are feeling unsafe and afraid which is causing anxiety throughout their community.

Participants said COVID-19 brought new issues to their communities, which increased feelings of isolation as New Zealanders began blaming different communities such as the Asian, Pacific and Indian communities which added to existing trauma.

Across all workshops, participants expressed their concerns that if things don't change, suicides and mental health issues will increase within our communities.

Always on alert

Community participants told us people in their communities are on high alert all the time. They explained how people in their communities must always be cautious because hate crime is unpredictable and can happen at any moment, and you cannot predict what an offender will do next.

"I'm afraid my husband will be shot at the shop." – Community comment

Many community members felt there were additional restrictions placed on them, as well as a lack of freedom regarding their activities and movements. They talked about always having to explain what they're doing because they are suspected of doing something inappropriate, 'un-Kiwi' or wrong.

For example, one participant went to a Police station to make a report. There was a long queue and the wait took longer than she had anticipated. The time spent waiting went into her prayer time, so she decided to pray in the station in front of the other people. She said everyone looked at her with concern and she had to explain what she was doing: praying and nothing else.

"Feel like living in a fish aquarium, centre of attention." – Community comment

*"Feel like we are being spied on."
– Community comment*

"As a white man, I can walk down the street and I'm fine, but my wife walks down the street with her headscarf and she will have trouble. We walk together and we get a lot of funny looks, some disapproving, wondering what we're doing together." – Community comment



Some community participants told us that people in their communities are now too afraid to attend mosques and synagogues.

Muslim community participants said after March 15 they remain vigilant throughout their daily lives. Many are now socially isolated due to fearing for their own safety and the safety of their families. They said, all around the country, fewer people are visiting their mosques. We heard the number of children visiting mosques after March 15 has dropped by half in some instances.

"After March 15, other communities started to take their own security measures in case they were next." – Community comment

Jewish community participants said their community has always been on high-alert due to multiple hate crimes that have happened to them in New Zealand and around the world. They regularly have security guards at schools and events, and train volunteer community members to prevent and mitigate threats and risks. The extra security measures have meant their community has generally been less open to outsiders than it would otherwise wish.

Intergenerational impacts

Children do it as well

In almost every workshop, participants pointed out the disturbing problem of children and teens directing hate-related harassment, bullying and crimes at one another.

Participants explained how children soak up stereotypes, discrimination and hate from family members and what they see and hear on TV and in the playground.

"[I feel] some school bullies can become tomorrow's hate crime offenders." – Police staff comment

Participants said if parents show discrimination or hate towards others based on differences, children will likely repeat the same behaviour. Participants asked 'how do you reach the parents who have hate towards other groups?'

We heard a story about two children who were friends: one child was Muslim, the other Pakeha. One day, after school, the Pakeha child's parent saw the Muslim child's mother in a hijab. After that, those kids never played together again and the friendship stopped.

Some participants felt the majority of schools are not educated in or equipped to deal with hate-related harassment and bullying.

"I worry about my boy and the future ahead for him. I thought racist issues would be better than when I was at school, but it's not. I've had many conversations with his school and it's sad that they're not equipped to deal with it, nor do they know how." – Community comment

We heard how some communities have stopped their children walking to school because of them being constantly targeted.

Across all workshops, participants felt there was a lack of education for children about discrimination and why it's not acceptable. Participants were concerned that if we fail to act now and choose to do nothing, children will continue to act in hate. We will see increased bullying and more serious violence.

Intergenerational trauma

We heard a strong theme around how the effects of hate crime can be transferred from one generation to the next.

Participants across both the community and Police workshops felt that constant discrimination and hate driven attacks that affects an adult victim may carry over to impact their children's mental health and wellbeing.

Some participants felt the racist behaviour we see in New Zealand stems from bias and tolerance of intergenerational and systemic racism. They said New Zealand has a history of intergenerational poverty, racism and trauma, with high rates of child abuse, child poverty, bullying in schools, suicide and family harm. They felt inequities experienced by Māori, Pacific populations, disabled people, new migrants and the LGBTQ+ people stem from both direct and structural racism.

"Māori have experienced this for centuries. We need to recognise that beforehand." – Police staff comment

"Hate crime terminology has not just arrived. Go back to the Treaty; the removing of Māori identity goes back that far. It's been within our communities for a long time. Understanding the Treaty in a foundational sense of it in New Zealand is needed. Racism is and has been alive and well for years." – Police staff comment

Community participants also talked about how their children's schools had their own bias which results in their children being excluded and missing out on educational opportunities. A Police participant told us about his New Zealand born son who had started school. When he went to visit his son's school, he found out that his son was in an English as second language class. His teacher assumed he was not from here because of his name and ethnic background.

"He's Kiwi, he was born here. It's scary, the decisions people are making on very limited information and how those decisions directly affect people." – Police staff comment

Some participants in the community workshops said some immigrants may compare the type of hate they experience here to the hate they experienced back in the countries they came here from, and feel New Zealand is not as bad. However, the next generations compare the hate they experience to how everyone else in New Zealand is treated. They said children are blaming parents for the received hate.

"Kids are now blaming parents and asking 'why did you bring us here? We aren't welcome!'" – Community comment

"My child asked me 'Mummy, why do people want to kill us?'" – Community comment

Across a majority of the workshops, participants were concerned that if things don't change, dynamics in families will worsen, future generations will not be accepting of each other and younger generations will grow up disempowered.

Polarisation and radicalisation

Across community and Police workshops, we asked participants what they think might happen if things don't change. We heard strong concerns around the potential radicalisation of victimised groups.

Participants felt if New Zealand Police and other government agencies take no action, then some people might take matters into their own hands. They said we will see a negative backlash and more fighting, polarisation, violence, revenge and extremists.

"If we do nothing, people will search for someone who will do something." – Police staff comment

"Shopkeepers are already taking matters into their own hands." – Community comment

The majority of participants felt there will be bigger rifts between offender groups and anti-hate crime groups and victims. They said the chain of hate will go on and on. Supremist abusers will rise, we will see more copycat attacks and we will start seeing revenge attacks.

Growing reluctance to report

"No point in calling, no one takes it seriously." – Community comment

What's the point of reporting?

There was a strong consensus amongst community participants that it is futile to report a hate crime, especially to Police.

Community participants said their communities have a lack of confidence in the process of reporting a hate crime. They felt there's no point reporting because nothing will happen and there will be no response. They also said some feel the responses they receive from Police are not genuine and they are just ticking boxes.

"What's the point of reporting, nothing is going to be done anyway." – Community comment

"Police ne su kam report Kariye? Evan To Kye Ni Kare." (What's the point of reporting, what will they do?) – Community comment

Police participants also felt the lack of reporting was due to the community's lack of confidence in Police. They said there is a strong expectation that Police won't do anything.

"People don't contact us because it takes too long. We need it to be faster and respect their time." – Police staff comment

Community participants told us the reporting process is cumbersome or difficult for some people in their communities. For some, it's easier to ring 111 or do nothing than fill out a 105 form.

People don't understand their rights

Community participants stressed that people don't know how to respond to hate incidents and hate crime, or if it's safe to respond. They said people are unaware of their rights, which is one of the key reasons they are uncomfortable reporting hate incidents and hate crimes.

Many participants said they do not understand what would meet the threshold for reporting an event, for example 'should they report a person cycling past making a comment?'

Participants also expressed confusion around their rights and the process for reporting online hate incidents and hate crime. Many did not know that online hate could be reported through Netsafe and they felt there is no education about existing ways to report online threats.

Fear of repercussions

"People are scared to come forth." – Police staff comment

One of the main reasons participants were apprehensive about reporting a hate incident or hate crime, was fear of repercussions that the victim or witness might receive after reporting it to Police.

"Fear of the unknown; what will the outcome of the report be? Will it be more harmful to me?" – Community comment

Community participants said people are afraid of retaliation from the alleged offender. They explained how victims often have no choice but to continue interacting with the offenders in their daily lives, for example with neighbours, customers or as part of an alternative resolution process. They said people are unsure how the Police can protect them.

"People don't report what they're dealing with, especially sex workers." – Community comment

"If wanting to help another person being attacked, there is a fear that you will also be attacked." – Community comment

"People in drag get a lot of abuse but don't report for fear of being ridiculed." – Community comment

Some community participants said people feared reporting incidents in case it impacted their resettlement, application for citizenship or permanent residency or finding a job. Participants also said there was a perception that by reporting a hate incident committed by an employer or colleague, they would miss out on future job opportunities or possibly lose their job.

Some community participants talked about the shame that exists in their communities and how this restricts people reporting a hate incident or hate crime. They said this was especially limiting for women and youth who want to come forward but are concerned about the shame that might be imposed on them in doing so.

Lack of support

We heard from many of the community workshops that participants felt they are being pushed into a European based process to report and respond to hate crime, which does not suit the majority of their communities.

Community participants talked about how language is a barrier to reporting, call takers often do not understand them over the phone and online reporting instructions and forms are hard to understand. They also highlighted that access to the internet is an issue for some people and this was another reason why people are not reporting minor incidents online.

"They don't understand us on the phone. We have nowhere to go to talk. Only the largest [and] busiest stations are open and they don't have time for us." – Community comment

Community participants expressed frustration around how there is no dedicated group within government to deal with hate crime. They said it's frustrating there is no clear support and a lack of follow up and updates. They said when they have reported to Police, they have been referred to someone else and then that agency refers them on to others.

Some community participants said there are people in communities who are too shy to make connection with government agencies, such as Ministry of Social Development and New Zealand Police. They would feel more comfortable reporting a hate incident or hate crime through their community leaders. However, some community participants told us people in their communities who have relayed a hate incident to their community leaders have been told to *"build a bridge and get over it"*.

"People view New Zealand as safe, as diverse. But we get here and the reality is different. There are no facilities to support migrants." – Community comment

Decreasing trust and confidence in Police

“People want you to listen. People want you to care.” – Police staff comment

Community expectations versus Police priorities

Across Police workshops, participants felt trust and confidence in New Zealand Police was decreasing as a result of our response to hate crime. They said “it’s our own fault” because they are unable to respond to ‘low level’ incidents and do not always empathise well with the victim.

Police participants felt one of the main expectations communities have is for Police to make them feel safe. They said Police presence, communication and empathy are key factors to achieving this. However, they believe Police often struggle to exercise these actions due to other priorities.

“The expectation is that we would make them feel safe, but instead we send them a letter and send them on their way.” – Police staff comment

“We don’t do a good job because we have so much BAU. We don’t make time to follow up and talk one-on-one.” – Police staff comment

“If a victim reported [a historic incident] to 105, we are most likely not going to attend. We’re not going to give the victim the service they want or expect. We can’t attend all 105 calls.” – Police staff comment

Some participants from the community workshops said their communities have almost lost all trust and confidence in Police as the amount of hate crime they experience continues to rise. They explained how people in their communities now turn to their own support services to report a hate crime because they believe they will get the service they need. Those services do not often communicate or share this information and data with New Zealand Police.

“I called Police once. They said, ‘I’m sorry that happened to you’ and nothing was followed up. I knew someone and they followed it up with Police, but what happens to those people who don’t know anyone who can follow it up?” – Community comment

“We need to build confidence in the community even if we can’t improve our response. We want to build engagement with communities, so they start to report incidents.” – Police staff comment

Some community participants praised New Zealand Police for the response to the March 15 terrorist attacks. Police participants felt this response improved trust and confidence in Police for a while after the event. However, both community and Police participants felt trust and confidence in Police was decreasing as it is perceived Police move back into business as usual and few ‘visible’ changes are being implemented to prevent and respond to hate crime.

“Our trust and confidence went up big time after March 15... but we lost that trust and confidence by not continuing on with the good work. It’s hard because you can’t start high and come back down with how we deal with these things.” – Police staff comment

Although some Police participants felt improvement in New Zealand Police's response to hate crime was needed, they also felt that some community expectations are unrealistic, in particular expectations that Police will prosecute any hate incident and that Police will urgently attend to hate speech or freedom of speech incidents.

"An expectation [of the victim] is that an arrest is going to be made, but we can't if there's no offence, and they [the victim] get upset when we explain that to them. We have to balance the expectation with reality." – Police staff comment

"How far can we go? Are expectations realistic?" – Police staff comment

Across the Police workshops, it was agreed that Police response to hate crime varies between individuals and districts. Police participants agreed that there needs to be a consistent response across New Zealand.

"Not all front counters can fulfil [people's] expectations, but that comes back to creating more consistency and providing better messaging." – Police staff comment

"Police is a function of the community. We need to understand the community expectations and how these crimes are impacting them, and only then we can respond better. Isn't that a part of Our Business, working partnerships to find out what they want?" – Police staff comment

Perceptions

Community participants, especially those who have immigrated to New Zealand, talked about how some people in their community are used to overseas Police being untrustworthy, corrupt and acting in a paramilitary fashion. For some, there is a perception that Police in New Zealand are likely to operate like this also, creating mistrust and reluctance to report all crimes, especially hate crime. This issue is magnified when they

have a bad experience with Police in New Zealand.

"We all come with baggage from home and we don't trust Police." – Community comment

"In every country, people either don't trust Police or hate Police." – Community comment

Some community participants who identify as being from an ethnic minority felt there is a perception within New Zealand Police and in other government agencies that, because they are 'ethnic', they only want to talk to an ethnic representative. However, this is not the case with every group or individual who identify as being from an ethnic minority. Some would appreciate being treated like other New Zealanders and want to meet with Police leaders and not an 'ethnic' representative.

"Leaders don't come to see us. They just send an 'ethnic' rep. It's just lip service." – Community comment

Conscious and unconscious bias

There were some strong views from community participants that Police have unconscious and conscious biases. Participants were concerned that Police racially profile select minority groups. Some participants also believe there are gatekeepers within Police who protect the right wing.

"Police tend to take the privileged person's perspective over the victim's/minority." – Community comment

Police participants also believe some Police and support workers bring their bias to the job. They think New Zealand Police and all of government need to have a united position on discrimination and bias if we want to provide communities with the service they deserve.

March 15 changed us

It united most

The horrific Mosque attacks that happened on March 15, 2019 shocked the country and brought hate crime to the forefront of our consciousness. Participants across all workshops felt this tragic event created a shared realisation across New Zealand that hate crime exists and is happening to all communities.

Participants talked about how this event brought us together as a nation and motivated communities to create advocates and greater awareness around hate crime. Some participants felt there is now more desire to educate, increase support and provide guidance to community members.

"We are united in our love of New Zealand."
– Community comment

"It's ironic that March 15 brought communities together." – Community comment

Police participants said there has been more reporting of less serious incidents to Police since March 15. People who previously remained silent are now speaking up and are more willing to report hate crime and provide witness statements. They also felt people are more prepared to call out other people for racist and bias comments.

"People, family and friends are now calling out racist behaviour of each other." – Police staff comment

Police participants said they now have an increased understanding about Islam and the Muslim community. Many felt the Muslim community and other communities have become more co-operative with Police.

They said they noticed a difference in people being friendly to Police on the street.

It divided others

March 15 created a shared realisation across New Zealand that hate crime exists. Although it united most of us, participants across workshops felt it also increased fear in communities. Community participants said people are now thinking New Zealand may not be the safe haven they thought it was.

"Who knew a terror attack would happen in New Zealand? New Zealand is meant to be a safe place! If things don't change, New Zealand will become like the rest of the world."
– Community comment

Some community and Police participants think March 15 has focused our communities on prejudice against Muslim people. They feel March 15 has incited more hate and that polarisation resulting from the event has provided fuel for a lot of groups.

Participants felt March 15 created a culture of "tokenism" towards Muslim people. They said after March 15 there was more support and attention from the public and support services at first, but now everything is back to business as usual and the support has mostly dissipated. Some participants also felt that parts of the Muslim community are feeling disconnected and left out. They told us there are divisions within the community around the management of the March 15 support funds. We heard there are perceptions that some communities are getting more than others.

How might we do things differently?

Opportunities for New Zealand Police

We asked participants for their views on how New Zealand Police might do things differently. The following themes represent the ideas and opportunities expressed by participants and do not necessarily reflect the improvements New Zealand Police are already undertaking.

P33 Educate our communities that hate crime is not OK

- Create awareness that hate crime is not acceptable and why reporting it is so important
- Teach acceptance by learning about others
- Ensure our youth do not tolerate hate crime

P35 Better support our communities

- Support connections and acknowledge inclusiveness
- Enabling communities to address hate crime

P36 Improve reporting to show what's really going on

- More reporting of minor incidents
- Acknowledge hate crime directed at Police

P37 Improve Police response

- More resources and increased diversity
- Creation of specialised teams to deal with hate crime
- Improve our processes and systems
- Police to be more proactive

P39 Improve how Police respond: The response communities expect

- Acknowledge, empathise and keep informed
- A greater and kinder policing presence in our communities
- Communities want to report face-to-face

P41 Improve education and training for Police

- Training to understand hate crime and how to respond
- Unconscious bias education and training
- Empathy training
- Culture and religion awareness training

P43 Better support for our Police

- Support for our people who experience a hate crime

Educate our communities that hate crime is not OK

There was a strong theme that New Zealand needs to make the challenges faced by minorities in this country more visible.

Create awareness that hate crime is not acceptable and why reporting it is important

Participants in all workshops thought it was important to build awareness and confidence in our communities so they can identify, respond to and report hate crime.

"Shine a light on the people who are calling out racism and turn it into an ad campaign, for example, the 13-year-old on the bus who stood up to the racist lady abusing the Chinese man."
– Police staff comment

Potential opportunities we heard

Creating Police awareness campaigns educating the public that discrimination and hate crime are not acceptable and not normal, for example if you see something, do something. Speak up as it happens, report it

Police publicly sharing and raising awareness of hate crime statistics

Police messaging on ethnic broadcasting channels about hate crime and how to report it

Police engaging more with those spreading hate to understand what is driving it, to educate them and redirect their thinking

Teach acceptance by learning about others

Participants in all workshops thought it was important to teach acceptance across all community groups and all ages. They felt it was fundamental that people learn about the diversity we have here in New Zealand to create more empathy and empowerment.

"People see black people as African, but there are fifty-four different countries; there is not one Africa." – Community comment

"It's really important to see myself in ads, so Pacifica people telling their hate crime story. It's nice to see Police, the only major New Zealand agency really, celebrating language weeks on their social feeds; it shows they care. We need to see more of this."
– Community comment

Potential opportunities we heard

The Police media team working more with the general media to share good news stories and shine a light on the positive, not the negative

Establishing Police awareness campaigns teaching acceptance of others

Police supporting community groups in holding public events around inclusiveness

Police supporting religious centre open days

Police celebrating other cultural holiday events on social media, such as, Chinese New Year, Eid al-Fitr and Diwali

Ensure our youth do not tolerate hate crime

Across all workshops, participants thought it was important to educate youth so they do not tolerate discrimination and hate crime. They felt education needs to start at an early age and continue through primary, intermediate and secondary school.

"Our youth are our future." – Community comment

"If children are experiencing this then we need to be having conversations down at their level." – Police staff comment

Potential opportunities we heard

Police collaborating with the Ministry of Education to develop an initiative to address violent behaviour in youth

Police running workshops in schools about hate crime and why it's not acceptable, this could be similar to the Drug Abuse Resistance Education (D.A.R.E.) programme

Police collaborating with Netsafe to run workshops in schools about what's acceptable to put online

Developing tools to empower youth to positively influence other youth



Better support for our communities

We heard comments from community participants that a lot of hate incidents could be dealt with by communities themselves. In order to do this, participants said more support and stronger connections with Police and partner agencies are needed.

Support connections and acknowledge inclusiveness

In most workshops, participants thought it was important for Police to work with communities to build stronger connections and more inclusiveness within communities.

Potential opportunities we heard

Police helping facilitate mediation between conflicting parties

Ensuring Police and community Hate Crime Advisory Boards communicate and engage with the community

Police helping to connect communities and encourage diversity

Creating a Muslim family buddy programme: Police staff to befriend and learn from Muslim families in their locations

Communities inviting Police to holiday programmes to help build a strong connection with youth

Ensuring communities and Police share a meal regularly to create space to talk about what's happening in their communities

Creating designated prayer spaces in public spaces, for example; at Police stations, offices, schools and universities

Enabling communities to address hate crime

In all workshops, participants thought it was important for Police to support and enable communities to address and respond to hate crime happening in their communities.

"We see a solidarity with us, but we, the ethnic community, have to lead it. More people need to become experts in racism and help lead with us." – Community comment

"Communities need help to be able to deal with it. Communities can deal with a lot below the threshold if they are resourced." – Police staff comment

Potential opportunities we heard

Police working in partnership with communities and support agencies in developing 'How to respond to hate crime' programmes for communities

Police supporting groups such as Community Watch, who could be the 'go-to' between Police and community

Police introducing more volunteer community policing members

Establishing school community officer training programmes for youth who aspire to become Police or volunteers

Delivering information by Māori in a way Māori understand

Providing government funding for ongoing security needed for some communities

Improve reporting to show what is really going on

There was a strong consensus that Police, government agencies and other support agencies need to improve their recording and sharing of hate crime data.

More reporting of minor incidents

Across most workshops, participants thought it was important to record all hate incidents, even if they do not directly result in prosecution. They said it was important for everyone to see the complete picture.

"We need the data to show that there is racism in this country and make the challenges visible for all." – Police staff comment

"The lack of data leads to feelings of unsafety. Who will help if people can't see the problem?" – Community comment

Potential opportunities we heard

Police building a narrative for the frontline to justify why we need to collect hate related data

Providing more intelligence information to Police to help fill the information and knowledge gaps

Improving the Police collection of ethnicity data to understand how different groups are affected

Police and partner agencies using data to track hate crime to see which communities are most affected and what is changing

Police and partner agencies to start building a true picture that influences change in policies

Establishing an independent governing joint agency body to triage hate crime reports

Acknowledge hate crime directed at Police

In Police workshops, participants thought it was important for Police to start acknowledging and recording hate crimes that happen to Police frontline staff while on the job.

Potential opportunities we heard

Police encouraging staff to record incidents against them

Police updating their recording systems to enable flagging of a hate crime experienced while working

Changing Police culture around the 'toughen up' mentality

Improve Police response

There was a strong theme that Police need to improve their response to hate crime by being more proactive, creating specialised teams and improving Police processes and systems.

More resources and increased diversity

Across all workshops, participants thought Police need more resources, with community participants expressing a need for more diversity as well.

"Recruit Police recruits from communities. We have kids who have been around Police a lot since March 15 and want to be officers. They see themselves in that role."
– Community comment

Potential opportunities we heard
Increasing diversity in Police so New Zealand Police reflects the country's diversity
Recruiting officers from mosques
Ensuring ethnic groups are represented in the Police Executive Leadership Team
Ensuring Police have the capacity and capability to carry out future commitments in our response
Increasing the number of community and Ethnic Liaison Officers and non-sworn community liaison staff

Creation of specialised teams to deal with hate crime

Across all the Police workshops, participants thought there was a need for specialised teams or a dedicated hate crime unit, similar to the Family Harm unit.

Potential opportunities we heard
Creating a dedicated hate crime unit
Creating a specialised team to monitor online hate crime
Ensuring liaison officers focus on hate crime
Establishing a hate crime advisory group

Improve our processes and systems

Police participants thought there needs to be clearer Police processes for hate incidents and hate crimes, as well as improved systems for recording.

Potential opportunities we heard
Ensuring Police Communicators are part of the solution, as this is usually the first point of contact victims have with police
Creating easy to read and simple flow charts of what to do when dealing with a hate incident or hate crime
Introducing a policy not to close a hate incident without proper investigation

Potential opportunities we heard
Using Artificial Intelligence to recognise key words in calls to highlight to the communicator an incident could possibly be a hate crime
Ensuring national consistency between the front counter, Crime Reporting Line (CRL), 105 non-emergency and Police Communications
Improving our reporting channels to be more intuitive
Improving 105 so it is user friendly
Adding a hate crime option to 105 reporting
Adding a hate crime question in Crime Stoppers form
Redesigning the victim impact form for ethnic communities
Providing information and forms in multiple languages
Enabling the public to make reports in their own language and then translate afterwards
Ensuring the Police Acknowledgement Form provides specific hate crime advice and responses
Improving National Intelligence Application (NIA) noting
Recording hate incidents in NIA notings
Improving online reporting system so incidents go straight into NIA to help improve statistics and data

Police to be more proactive

In all workshops, participants thought Police need to be more dedicated to preventing hate crime. This included better monitoring, being proactive with online incidents and more support resolution pathways for offenders.

"Don't wait until there is a victim; act now."

– Community comment

"I think of Brenton Tarrant not as a drug dealer, but a hate dealer. He got caught, but what about all of the other hate dealers out there? We need the ability to track and record them."

– Community comment

Potential opportunities we heard
Creating a hate crime perpetrator register
Surveying offenders to understand what they did and why
Providing specific counselling and alternative resolutions services for offenders
Using the 'Crowded Places Strategy' to recognise risk
Monitoring anyone associated to a hate group and not just a minority for terrorism
Tightening gun control
Ensuring Ethnic Liaison Officers are involved in social media
Using cyber tools and monitoring for hate speech and violent extremism
Investigating identified online hate speech and violent extremism
Introducing the ability to tag Police into an online hate post or comment so they can respond (participants told us Mumbai Police do this already)
Ensuring the Police frontline understand what is happening around the world. For example, world events that may affect communities in New Zealand

Improve how Police respond: The response communities expect

All participants felt strongly that communities expect to see improvement in how Police respond to hate crime. This includes showing more empathy, keeping communities informed, having a greater Police presence and increasing the accessibility of Police in communities.

Acknowledge, empathise and keep informed

Participants thought no matter how small the hate incident or hate crime might seem, Police should treat the event as serious until they have all the information.

"First thing the police ask on the phone is if you have insurance." – Community comment

"Sometimes us attending is enough for the victim even if we can't do much; they feel like they've been taken seriously." – Police staff comment

"There is obviously a background if a person thinks they are a victim of hate crime and we need to respond to that." – Police staff comment

"Should be similar to how we handle family harm: we don't always prosecute someone but we wrap support around them." – Police staff comment

Potential opportunities we heard

Ensuring Police show more kindness and empathy, and acknowledge the seriousness of the event

Asking "How did it make you feel?" not "What happened?"

Ensuring Police are victim-focused and recognising that not everyone responds to trauma the same way

Police treating hate crime the same as sexual assault cases

Initiating victim support immediately after an event, similar to how it is initiated after a sexual assault or family harm incident

Ensuring Police follow up with victims to provide information and updates about the investigation

A greater and kinder policing presence in our communities

The majority of participants said there needs to be a greater Police presence in our communities and more ways for Police to become part of the community. Community participants said they want a personalised Police presence so they can approach and interact with Police easily rather than just seeing them drive by.

Some participants felt Police are not sensitive enough to the impacts their presence or uniform can have on some community groups. They told us the Police uniform can make the Police seem more threatening, for example Police wearing a hat visor over their eyes or resting their hands on their vest collars.

"Walking in Pride is our thing; Police can protect from the outside." – Community comment

"You should hang up that uniform. If you're walking with us [at Pride], take it off. The uniform represents oppression." – Community comment

"If Police want to walk with us at Pride, switch out of the traditional uniform. Wear a Police/Pride t-shirt similar to the t-shirts worn by Police on Waitangi Day." – Community comment

Potential opportunities we heard
Increasing personalised community Policing
Increasing Police presence on the street and online
Police completing more foot patrols (3F's)
Increasing the number of officers on bikes as they are more approachable to talk to and engage with
Creating a more approachable Police uniform
Police to be more mindful about turning up to Pride or other community events in the traditional uniform

We want to report face-to-face

Some participants told us that people in their community would prefer to speak to Police in person. They thought Police need to revert to the face-to-face service they provided in the past and act less 'like a business'.

91 per cent of the community participants we surveyed said they or someone they knew had experienced a hate crime or hate incident, but 53 per cent of those did not report it to Police.

The 47 per cent who did report the incident told us they used the following reporting channels:

- 32 per cent visited a station
- 24 per cent called 111
- 18 per cent called 105
- 17 per cent reported online on 105
- 9 per cent called their local Police officer.

"Some people don't trust websites and won't report online. They want a uniform at the door." – Police staff comment

Potential opportunities we heard
Providing hate crime victims with face-to-face follow up
Reopening local Police stations to the public so people can report in person

Improve education and training for Police

There was a strong consensus that all Police staff need more hate crime related education and training. Participants thought this should also include training on cultural and religion awareness, unconscious bias and empathy. They said all Police staff need to be able to recognise hate crime no matter what their personal values, morals or backgrounds are.

Training to understand hate crime and how to respond

Police participants thought all Police staff need to have a better understanding of what a hate incident or hate crime is and training on how to identify and respond to it.

Potential opportunities we heard
Training on how to identify hate elements of incidents: <ul style="list-style-type: none"> • Providing additional training for Police Communicators as they are often the first point of contact • Enabling call takers to listen to their own calls to help educate them
Providing examples of how we deal with hate crime and hate incidents
Training with specific scenarios, using real life stories from the community
Training on coding of hate crime and hate incidents
Training on hate crime support agencies and victim support groups
Understanding of end-to-end processes
Training in courageous conversations

Modernising hate crime awareness across all levels in Police

Making hate crime training mandatory for all Police staff

Ongoing refresher training

Empathy training

Across most workshops, participants thought Police frontline staff need more training on how to listen, stay calm, communicate and empathise with the public.

Potential opportunities we heard
Increasing or improving training on empathising with a victim
Training on treating people with dignity and respect
Training to ensure people have a voice in Police encounters
Training in crisis intervention

Unconscious bias education and training

Nearly all participants thought it was important for Police frontline staff to be educated in unconscious bias, and the majority of participants felt there was significant conscious and unconscious bias within Police. It was felt that Police should see 'person first, identity second', and that people's identity is not defined by one factor.

"Because I'm trans, doesn't mean I'm only trans." – Community comment

Potential opportunities we heard
Training to recognise bias within themselves, in others, and in organisations
Understanding the impacts of bias
Mandatory bias training for all Police staff
Ongoing refresher training
Providing 'Understanding gender expression' training. Possibly using materials from INSIDE OUT and community support groups
Providing identity training

Culture and religion awareness training

Participants in all workshops thought all Police staff need to understand how a person's culture, religion or experiences may influence their behaviour, actions and sensitivities.

Potential opportunities we heard
<p>Training to increase knowledge about different cultures and religions including, but not limited to understanding:</p> <ul style="list-style-type: none"> the importance of appropriate communication for different groups behaviours and beliefs of people within different groups that not everyone identifies with their cultural or religious heritage different cultural and religious histories of discrimination
Providing Te Tiriti o Waitangi training
Educating Police call-centres, staff and supervisors about how to pronounce words correctly
Providing religious centre tours for Police staff

Better support for Police

Support for our people who experience a hate crime

Police participants thought it was important that New Zealand Police continues to focus on the safety of Police staff and better support is needed for staff who experience hate crime while on the job.

Potential opportunities we heard

Increasing support for Police staff who experience hate crime

Police working with Justice to provide support and legal mandate for Police staff who report a hate crime

Supporting and encouraging individual staff not to tolerate hate toward their colleagues



How might we do things differently?

Opportunities for all-of-government

We asked participants for their views on how all-of-government might do things differently. The following themes represent the ideas and opportunities expressed by participants.

P45 Coordinate a multi-agency response

- We need a shared understanding of hate crime
- Policy improvements and changes
- Provide a service with 'no wrong door' access
- Improve data and information sharing between agencies and communities
- We need New Zealand based research on hate crime
- Hold people to account

P49 Gain a better understanding of our communities

- Consult more with communities

Coordinate a multi-agency response

Participants passionately thought we all must live to our values and work together to combat hate crime. They said we need a shared understanding of hate crime, a 'no wrong door' service and to start holding people to account for unacceptable behaviour. Participants thought a multi-agency response should not be limited to New Zealand Police, government agencies and communities, but should include non-governmental organisations such as businesses.

We need a shared understanding of hate crime

Participants in all workshops expressed frustration around there being no agreed understanding of the term 'hate crime'. They strongly thought it was time that New Zealand developed a clear definition and understanding of hate crime and other associated terms, as well as addressing and communicating the extent of the issue.

"We need a definition! Sometimes we don't know what hate crime is because we've been living with it all our lives." – Community comment

"We have a team of 5 million fighting COVID-19. We need a team of 5 million to fight hate." – Police staff comment

Potential opportunities we heard
Changing legislation to make hate crime unacceptable
Changing legislation to be tougher on all kinds of hate crime
Revising hate crime legislation following the Royal Commission of Inquiry into March 15
Defining 'freedom of speech' and 'hate speech'

Defining definitions of 'hate incidents' and 'hate crime'
Setting a low tolerance to discrimination
Changing 'hate crime' to 'Crimes of Prejudices' or 'Discrimination Offence' until specific legislation is formed
Adopting the International Holocaust Remembrance Alliance (IHRA) definition of discrimination
Clarifying who does what when responding to hate incidents and hate crime
Ensuring agencies have knowledge and a shared understanding of what hate crime by providing workshops, training and resources
Enabling one specialist agency to provide hate crime information to all
Forming a multi-agency communications team
Communicating the extent of the problem by sharing statistics with the public
Running an information and awareness campaign, such as a hate crime week, where the issue is highlighted
Providing information in a format that is accessible and user-friendly

Creating a range of accessible formats, for example easy-read, sign language, braille, and other languages

Potential opportunities we heard

Ensuring communication is appropriate in terms of ethnicity, language, gender, age, etc

Creating and applying agreed terminology

Enabling government monitoring of discrimination in employment/ethnic quotas

Increasing the number of incentives for inclusion and diversity at the workplace

Including diversity, empathy and acceptance of others in the New Zealand curriculum by the Ministry of Education

Schools to deliver workshops about religions, cultural values and acceptance

Identifying children growing up in violent and psychopathic environments and divert their behaviour 'Break the Cycle'

Enabling New Zealand Police to have closer engagement with New Zealand Security Intelligence Service (SIS)

Ensuring the SIS conduct surveillance on extremist organisations and people

Policy improvements and changes

Some participants thought it was important for the Government to look at making policy improvements and changes to help counteract hate crime. They said any policy changes should be done in collaboration with partner agencies, universities and communities who are dealing with hate crime.

"Wishful thinking does not stop bullets."
– Community comment

"Get to the root cause. Find those avenues to root out the problem rather than dealing with the symptoms." – Community comment

Potential opportunities we heard

Establishing a hate crime advisory board

Forming a Ministry of Multicultural Ethnic Community

Establishing a human rights mediation service

Making the Human Rights Commission more visible

Changing 'Office of Ethnic Communities' to 'Office of Communities'. 'Ethnic' highlights a difference

Allowing communities to be consulted in redesigning the criminal justice system

Provide a service with 'no wrong door' access

Most participants thought the idea of having a 'One Stop Report Shop' would make it easy for people to report hate crime, hate incidents, hate speech or related suspicious behaviour. They said having multiple channels to report through, such as a freephone number, online forms and texting, and the ability to report anonymously would give people more confidence in reporting.

"It's not always appropriate for a Police response; sometimes other agencies should act." – Police staff comment

Potential opportunities we heard

Seeking feedback from communities to review reporting processes and identify areas for improvement

Standardising incident information and data collected no matter the agency

Potential opportunities we heard
Enabling any agency to take a report of hate crime and pass it to the right agency
Ensuring consistent communications from agencies on the value of reporting
Running a 'No wrong door' campaign
Creating a dedicated 0800 (freephone) hate crime number
Training all call centres for trauma response
Creating a form for reporting a hate crime or hate incident which connects the relative agencies to the event
Creating a form for reporting a hate incident that does not meet the threshold to report to Police
Creating an option to use text messaging to report a hate crime or hate incident
Creating a register to report a hate crime or incident when the victim does not want to lay a complaint
Creating the option to report anonymously until trust is built
Creating a process for hot handovers
Following up online, phone and station reporting in a consistent manner
Starting the follow up clock with the first reporting of an incident to an agency
Adding contact details for all partner agencies on the 'One Stop Report Shop'
Ensuring the reporting process is simple and audience centric
Providing options to view information and forms in multiple languages
Establishing an independent governing body to triage, share and disseminate reports

Improve data and information sharing between agencies and communities

Participants in most workshops thought it was important for Police, other government and partner agencies, and communities to improve how data and information is shared so that we have a shared understanding of hate crime and how it affects people in New Zealand.

Potential opportunities we heard
Creating a shared understanding about why we need to share information, and a process to do it
Agreeing on categories and definitions that works for all partner agencies databases
Agreeing on common data points
Establishing an academic central point for collection of data
Aligning reports and insights across partner agencies in a central location
Data sharing agreements
Engaging Judges to access court information
Creating a list of key data people across agencies – Police Chief Data Scientist and equivalents from all agencies
Police holding hate crime focused meetings similar to the existing SAM (Safety Assessment Meeting) as other agencies will often be aware of hate incidents happening to the people they serve that Police do not know about
Identifying repeat victim and offenders across agency systems

Potential opportunities we heard

Working with communities around gaining access to community intelligence

Community leaders reporting back to Police to represent what is happening in their communities. This could happen through dashboards and databases

Creating a live hate crime dashboard which can be accessed by all partner agencies and community groups

Creating NIA hate crime flags that can be shared with Justice

We need New Zealand based research on hate crime

In some workshops, participants thought it was important for New Zealand Police and other government agencies to better understand what hate crime looks like in a New Zealand context. We need to commission and use New Zealand based research on hate crime instead of 'buying it offshore'.

*"We need local research around hate crime. Don't buy it in from offshore. That is not us!"
– Community comment*

Potential opportunities we heard

Enabling government agencies, New Zealand universities and community groups to work together to produce local research and develop hate crime knowledge

Sharing learnings between Police and partner agencies about what we know regarding offenders to understand the drivers of hate crime

Sharing lessons learnt between Police, partner agencies and communities

Hold people to account

Across all workshops, participants thought New Zealand needs to start holding people to account for their actions when it comes to discrimination, hate speech and hate crime. They told us politicians need to understand the impacts of what they say, the media needs to be held ethically accountable and the bias in our media must stop.

Police participants thought we need an all-of-government approach towards people and offenders who need to change.

Potential opportunities we heard

Ensuring politicians and leaders who demonstrate discrimination and hate are held accountable by the government

Establishing clearer paths to challenge media misrepresentation

Identifying racist officials and Police officers

Naming and shaming people who continually display bad behaviour

Establishing a programme and/or workshops for people who need to change

Forcing name changes on establishments named after people who have caused harm to others, for example, Mount Hutt ski field's restaurant, Huber's Hutt

Gain a better understanding of our communities

Consult more with communities

“Organisations just want to tick the box and say they are doing something.”
– Community comment

Across most workshops, we heard that New Zealand Police and other government agencies need to consult and workshop more with communities to have a better understanding of all community needs. Good consultation gives communities the opportunity to voice their opinions on proposed changes, for example, the Armed Response Team trial.

“Police need to talk to the community prior to proposing changes like ‘armed police’.”
– Community comment

“Every victim is different; a cookie cutter response won’t work.” – Police staff comment

“The elephant in the room is that one solution does not fit all communities. We need to take into consideration the elderly and other groups who will not use online tools. We need to understand people’s needs.” – Police staff comment

Participants thought Police should deal with communities differently to how they deal with community leaders. Consulting with community leaders instead of communities directly can make it political, and leaders do not always reflect the voice of community. They said Police and other government agencies must talk to everybody.

Potential opportunities we heard

Ensuring communities are a part of Police and government decision making, and not only involved in a feedback session after the fact

Increasing transparency from Police and other government agencies on proposed changes and trials

Ensuring transparency from Police with regards to reports such as the evaluation of ART and response to hate crime

Police and other government agencies to hold more workshops with communities, similar to the responding to hate crime workshops

Holding interorganisational workshops on understanding different cultures and religious values

Community mapping to understand which areas need more support with hate crime

Conclusion

This report concludes an initial discovery phase where Police staff, partner agencies and community representatives were given an opportunity to tell us their current lived experiences relating to hate crimes and shared their suggestions on how New Zealand Police could improve our response to hate crime and hate incidents.

All suggestions and opportunities within this report were made by the participants and does not contain the opinions of New Zealand Police or commitments to the suggestions made.

New Zealand Police have undertaken a significant amount of work to improve our response to hate crime, such as improving staff knowledge and awareness and system enhancements to ensure hate crime events and hate incidents are routinely tracked and monitored.

The insights from this report will help New Zealand Police build on the work that has already been delivered and is currently underway within the hate crime space.

We express our gratitude to all who contributed to this research, and the fantastic work our communities and our Police staff do daily across New Zealand.

Appendix One: Survey insights

As part of our workshops, we conducted a survey with community participants to gain insight into whether they have experienced hate crime and the potential barriers faced when reporting to Police.

The following visual insights describe the results of the survey.

118 Community participants completed the survey



Participants were based in Auckland, Hamilton, Wellington & Christchurch



The **average age** of community participants surveyed was

46 years old

Participants surveyed identified themselves as:



Participants listed their nationality as follows:

Afghanistan, African, African British, Assyrian, Bhutanese Nepalese, British Asian, Burmese, Chinese, DAK, Egyptian, European, Fijian, Fijian Chinese, Fijian Indian, Indian, Indian English, Iraqi, Japanese, Karen, Kiwi, Malaysian, Malaysian Chinese, Maori-European, Middle Eastern, Muslim New Zealander, New Zealander, New Zealand Egyptian, New Zealand Indian, New Zealand Iraqi, New Zealand Long-date Congolese, New Zealand Somali, New Zealand South Asian, New Zealand South Sudanese, Niue, Pakeha, Pakistani, Somali, Sri Lankan, USA – White, Vietnamese



91% said **they** or **someone they knew** had experienced a hate crime or hate incident

47%

Of those who had experienced a hate crime or hate incident reported the incident to Police via:

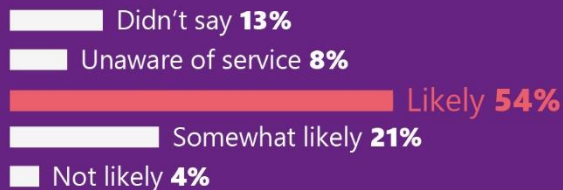


Barriers to report include:

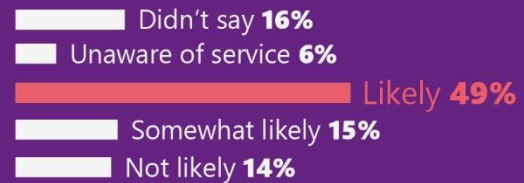
- Language barrier
- Lack of trust and confidence in Police
- Lack of follow up from Police
- Fear that Police will not take report seriously
- Don't know the reporting process
- More comfortable resolving outside a Police report
- Unsure what defines a hate crime and whether to report 'low level' incidents

The workshop concluded with a presentation about how Police currently record hate crime and hate incidents and how to report them.

We asked participants how likely they are to **report a hate crime online**:



We asked participants how likely they are to **report a hate crime via 105**:



We asked participants how they would prefer to **report a hate crime or hate incident in future**:



Participants were mostly aware of 105 from:

- Online advertising (social media, website content etc.)
- TV and radio advertisements
- Word of mouth
- Flyers about it in communities
- Police visits to communities



Participants felt Police could **better communicate** the **105 online service** to community groups by:

- Police visiting and involving communities with workshops, discussions and presentations
- Creating posters and pamphlets about hate crime for communities and public places
- Creating social media and TV campaigns for youth
- Sharing hate crime statistics with the public
- Ensuring that all outreach material is translated into other languages
- Ensuring all government and community agencies share the same messaging on their websites and social media feeds about hate crime

We also conducted a survey with Police participants to gain insight into how confident they are at recognising a hate crime or hate incident and whether they have experienced hate crime while on the job. The following insights describe the results of the survey.

149 Police participants completed the survey



The average tenure of Police staff surveyed was **11 years & 9 months**



Participants were based in Whangarei, Auckland, Hamilton, Palmerston North, Porirua, Wellington, Christchurch & Dunedin

Participants included both constabulary and non-constabulary staff from all areas of policing



44% said they were **confident** recognising a hate crime



We asked Police participants how often they attended incidents of hate crime:



69% Said they had received **no training** on how to identify or handle a hate crime or hate incident event

38% of Police participants said they had experienced a hate crime or incident **directed at them while working**



44% said they would **never report the incident**

