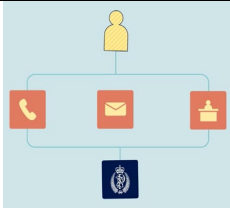
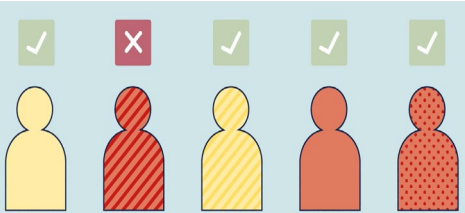

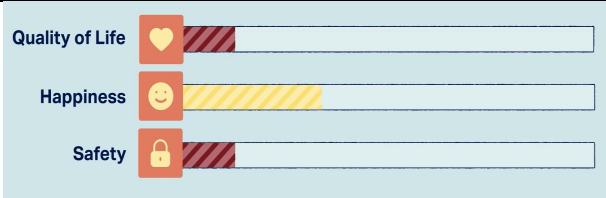
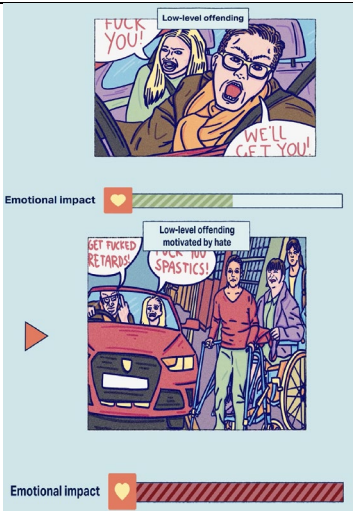


RESPOND: 1) Reduce or inflame the Harm video – 2.34min	
Script	Image
<p>Every day, we can either reduce or inflame the harm caused by hate crime and hate incidents. Whether it is over the phone, via email or letter, or in-person, our first interactions with a victim of a hate crime or someone impacted by a hate incident are incredibly important.</p>	
<p>We have listened to many stories from victims about the service they received from Police frontline staff. Some stories are heart-warming and inspirational. Some are not. Where victims felt most let down was when Police only spoke about what we couldn't do. A victim turning to Police for help should not hear - We don't have enough information. This isn't an offence. We're too busy. This isn't a Police matter.</p> <p>Whether this is the case or not, only talking about what we can't do minimizes the lived experience of the victim and inflames the harm.</p>	 
<p>To reduce the harm, we can start by talking about what we can do, not what we can't. We can verbally acknowledge the harm caused to the victim. This means active listening. We can let them know we take this seriously and their complaint will be recorded. We can let them know about any additional process for their complaint. Remember, nothing's changed. This is the same process for any complaint. And we can offer referral to support agencies such as Victim Support.</p>	<p>Officer to Camera</p>

Hate incidents that might seem small can build up over time to reduce the victim’s quality of life, happiness, and feelings of safety. They can impact someone’s sense of belonging in Aotearoa New Zealand and this feeling of alienation has an impact on all of us. While such incidents do not meet the threshold for an offence we must talk about when we can do, not what we can’t.

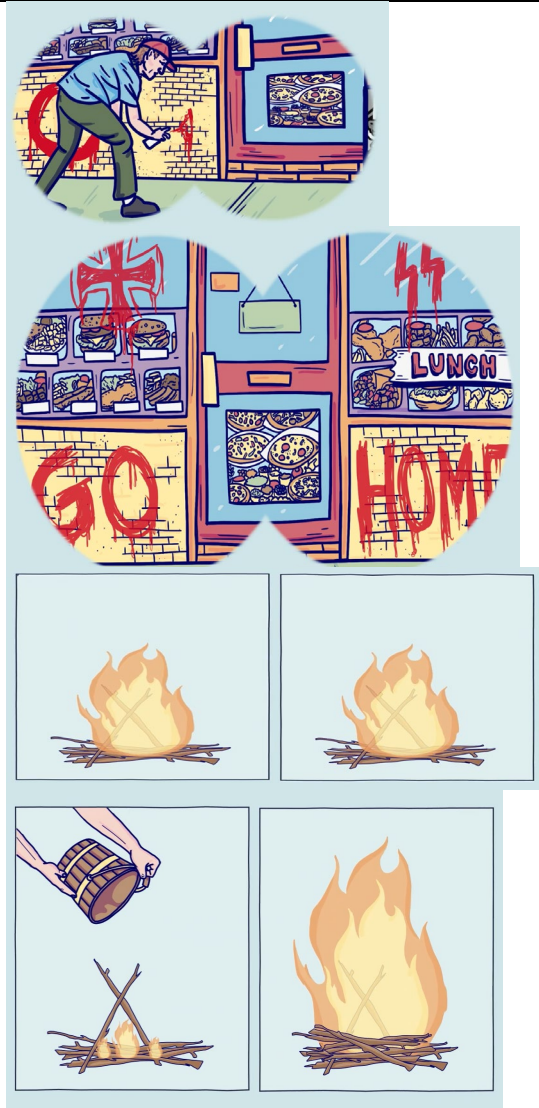


Hate incidents can escalate into hate crimes. Victims of hate crime are victimised twice – it is an attack on their property or person *and* on their identity. What could be considered ‘low-level offending’ such as offensive language or criminal damage has an increased emotional impact on a victim if this offending is motivated by hate.



Victims of hate crime may feel helpless in preventing a further attack. Normal prevention activities, such as installing locks or lights don’t have the same success when you are targeted because of part of your identity. An action that is motivated by hate can cause long-lasting and wide-reaching harm. It is up to you to reduce or inflame that harm.





What you do makes a difference.

For more information on victim impact and an appropriate response, check out the **Waves of Harm** micro-video, the one-pagers and scenario cards on the Hate Crime Learning Hub.

TERARANGA
HATE-MOTIVATED CRIME
AND INCIDENTS