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**STRUGGLING WITH SYSTEMS:
REFUGE WORKERS ACCOUNTS OF DOMESTIC VIOLENCE
SERVICE PROVISION**

A thesis presented in partial fulfillment of the requirements for the degree of Master of
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ABSTRACT

Domestic violence is thought to be at epidemic levels in New Zealand and is considered a priority in the health care sector. This research explored the topic of domestic violence service provision from the perspectives of nine Women's Refuge advocates¹. The data, in the form of interview transcripts, was analysed from a feminist standpoint and Sarbin's conceptualisation of narrative analysis was utilised. Findings from the analysis suggest that there are still many barriers to both providing and accessing service provision for D.V. related issues. The Refuge advocates expressed concerns about other organisations/agencies apparent lack of education/training in D.V., different views of D.V., and negative views of Refuge. They commented on the lack of links between organisations/agencies, the problematic systems of other service providers and the resulting propensity to subject women to structural violence. These outcomes have also been found in other literature, suggesting that despite implementation of various government initiatives, there still appear to be problems within this field of service provision. The advocates also discussed the difficulties they experience within their own jobs and further research is suggested to address this issue.

¹ The participants views and opinions, and my interpretations of the participants stories, do not necessarily represent the views and opinions of the National Collective of Independent Women's Refuges.

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TABLE OF CONTENTS

Abstract	ii
Acknowledgements	iii
Table of Contents	iv
CHAPTER ONE: Introduction	1
Where does D.V. stem from?.....	2
Who are the victims of D.V.?.....	3
The ‘cost’ of D.V.....	5
Service provision for abused women.....	6
Specific service providers – Police.....	8
Health care providers.....	10
Lawyers/Judges.....	11
Men’s D.V. intervention programmes.....	13
Shelters and refuges: The National Collective of Independent Women’s Refuges.....	14
Barriers to service.....	16
Why this topic?.....	18
CHAPTER TWO: Methodology and Method	19
Methodology: Why a qualitative approach.....	19
What is Narrative?.....	21
How to do narrative analysis.....	24
Why narrative analysis?.....	25
Method:	
Participants.....	27
Interviews.....	28
Analysis.....	30
CHAPTER THREE: Participant ‘Herstory’	33
Nicole.....	33
Mavis.....	33
Anna.....	34
Petra.....	34

Aulbry.....	35
Janet.....	35
Maxine.....	36
Lesley.....	36
Barbara.....	36
My‘herstory’.....	37
CHAPTER FOUR: Other Service Providers.....	39
Education/Training.....	39
Different view of D.V.....	45
No links between services.....	48
The system.....	51
Others’ view of Refuge.....	58
Structural violence.....	61
CHAPTER FIVE: Myths and Misunderstandings.....	69
CHAPTER SIX: Doing the Job.....	77
CHAPTER SEVEN: Being a Refuge Worker.....	83
Making a change.....	83
The bigger picture.....	84
Training.....	85
CHAPTER EIGHT: Discussion.....	90
APPENDICES: A: Information Sheet.....	96
B: Consent Form.....	98
C: Schedule of Questions.....	99
REFERENCES.....	100