



# THE ANGER CHANGE PROGRAMME RESEARCH REPORT

An investigation of the efficacy of  
the Jigsaw Anger Change for Mothers Programme,  
and its short- and long-term effectiveness for  
participants and their communities

September 2013

**The Anger Change Programme Research Project  
was undertaken by Dr Tina Darkins**

**RN, MHSc Nsg (Hons) PhD**

**100 Pigs Head Rd**

**RD4 Hikurangi**

**0184**

**027 454 4027**

**[tina@tdprojects.co.nz](mailto:tina@tdprojects.co.nz)**



## Executive Summary



## Executive Summary

The purpose of this study is to test the efficacy of the Anger Change Programme for Mothers.

The Anger Change programme is a New Zealand-based child abuse prevention programme, developed in 1990 by Pye Bowden, a therapist with Parentline Manawatu, as a specialised therapeutic intervention for mothers who were abusing their children or who were afraid that they might do so. The format is a therapeutic group process, using discussion, mind/body techniques and psychodynamic processes to create healing. An initial search for current literature, both internationally and nationally, has shown a paucity of research into programmes that assist anger change for women.

As far as can be determined, it would appear that this programme is unique, in that it facilitates one-to-one counselling in a small group environment, where other members of the group assist with the mother's anger change process. At present the programme is being delivered in four locations in New Zealand: Whangarei, Hawkes Bay, Whanganui and Timaru.

## Method

A mixed-method observational evaluation study, based on the development design outlined by Greene, Caracelli and Graham<sup>1</sup> was used to answer the research question of:

*How effective has the Anger Change for Mothers Programme been, from the perspective of graduate mothers over the past four-plus years, and from the perspective of other stake-holders associated with the programme, and what is the current level of community need for the programme?*

The research was carried out in four sequential phases, which were purposely chosen for their ability to produce sufficient information within each phase to inform the next phase.

## Research phases

### Phase 1

Phase 1 was the compilation of a database that profiled the participating programme provider organisations in New Zealand. The four organisations who agreed to take part in the research were:



- Jigsaw North (Whangarei)
- Family Works - Hawkes Bay, East Coast Family Works (Hastings)
- Family Support Service – Whanganui Trust (trading as Jigsaw Whanganui)
- Presbyterian Support Services - South Canterbury (Family Works).

## Phase 2

Phase 2 was to gather qualitative and quantitative data from interviews of 43 mothers across the four research areas. The mothers were chosen by a purposeful sample method from the records of the participating organisations.

## Phase 3

Phase 3 was a survey of the programme providers. The four provider organisations were sent a questionnaire to be completed by the programme facilitators, in order to determine their perspective of the programme's effectiveness.

## Phase 4

Phase 4 was a survey of the stakeholders of the programme. The stakeholders or referrers to the programme were sent a questionnaire, the responses to which would provide the stakeholders perspective of the programme's effectiveness and relevance.

Against the backdrop of the outcomes sought, the results of the surveys were entered on Excel spreadsheets, summarised and analysed for trends, which were further refined into themes using a general approach to thematic analysis.

## Outcomes and conclusions

The conclusions were listed under the nine identified outcomes sought from the study (Study Outcomes), and are summarised below:

- **Study Outcome 1** sought to determine the level of co-operation between stakeholders and providers of the programme. The conclusion was that the level of co-operation was in need of improvement. The survey of stakeholders demonstrated a general lack of awareness of the programme, although once informed, there was great interest in and support for the programme.
- **Study Outcome 2** aimed to develop a resource for improving the effectiveness of the programme. Results from the participating mothers showed that 77% of respondents thought that the programme had helped them, and 88% of these

thought that the programme was continuing to help them. The providers reported some minor adjustments to the programme's original design over the years, borne out of experience, the ongoing training of the facilitators and the outcome of research carried out in the past.

- **Study Outcome 3** was to identify which aspects of the programme created sufficient "safety" for the mothers to speak of their behaviour. The three most quoted aspects were "sharing with other mothers", the effectiveness of the programme and the skill of the facilitators. From the providers perspective the important aspects were to never "judge" the mother and ensure that her experiences of the programme did not give cause for more hurt or increase in vulnerability.
- **Study Outcome 4** sought to determine what it was that the mothers had learned that maintained their change in behaviour. The mothers' responses were: understanding the real source of their anger, the strategies learned from the programme, or simply "the whole programme".
- **Study Outcome 5** sought to determine which aspects of the programme gave the mother greater confidence in her parenting. Overwhelmingly, the mothers reported that it was identifying the real source of their anger, learning how to better manage their anger and their improving relationship with their child.
- **Study Outcome 6** was to determine what impact the programme would have on reducing child abuse if it were expanded across the country. Of the 43 mothers interviewed, 28 thought that the programme would reduce child abuse. Many expressed the view that it was difficult to comment because the mother had to be "ready" to make the necessary changes.
- **Study Outcome 7** aimed to identify any unintended consequences for the mother as a result of attendance at the programme. There were predicted consequences that are managed by the facilitators through the programme. There were also unexpected consequences; all of a positive nature. For example, improved relationships with family members and a greater sense of worth and empowerment.
- **Study Outcome 8** was a comparison of the original programme design with what is being delivered today. The providers reported very little change to the original programme; those changes which have occurred are as a result of experience, on-going training for the facilitators, and information gained from research.

- **Study Outcome 9** sought to determine the current level of need for the programme. All three groups of respondents reported knowledge of the need for this programme in their communities, and child abuse statistics for New Zealand support this view.

## Recommendations

The recommendations derived from this study are:

- **Recommendation One**

To improve the level of cooperation between stakeholders and providers by establishing a process that ensures an informative two-way relationship, and increasing awareness of the Anger Change programme, on behalf of the stakeholders and potential stakeholders.

- **Recommendation Two**

To improve the effectiveness of the programme by:

- Developing a standardised pre-programme applicant interview guide for provider organisations to ensure accuracy of information given to mothers undertaking the programme
- Considering a longer programme, with greater provision for the availability of one-to-one counselling, to further improve outcomes for mothers
- Undertaking a review of the programme's content and structure to determine if there is a more efficient and economic way of delivering the programme without compromising its effectiveness.

- **Recommendation Three**

To continue to provide the programme in its current successful form, utilising small supportive groups, with skilled of the facilitators and a strong emphasis on confidentiality.

- **Recommendation Four**

To increase the availability of the Anger Change for Mothers programme throughout New Zealand, and to determine the feasibility of introducing a similar programme for fathers.

- **Recommendation Five**

For programme providers to improve their monitoring process to specifically identify any unexpected consequences for participant mothers, and to provide assistance for mothers to address these issues.





## The Report



# Contents

<b>Executive Summary .....</b>	<b>3</b>
Method.....	5
Research phases .....	5
Outcomes and conclusions .....	6
Recommendations .....	8
<b>Acknowledgments .....</b>	<b>13</b>
<b>Introduction to the research .....</b>	<b>14</b>
Overview of the research process steps taken .....	14
The Anger Change Programme.....	15
<b>Literature Review .....</b>	<b>17</b>
Child abuse .....	17
Definitions of child abuse .....	17
International child abuse statistics and legislation.....	18
The consequences of child abuse.....	28
Child abuse prevention .....	29
Child abuse prevention approaches.....	31
Anger as a factor in child abuse.....	31
<b>The research .....</b>	<b>34</b>
Methodology .....	34
Research design.....	34
Ethics.....	35
Research method .....	35
Process evaluation.....	36
Sample .....	39
Interview content and schedule .....	39
Surveys of programme providers and stakeholders.....	44
<b>Results.....</b>	<b>45</b>
Research phases .....	45
<b>Findings.....</b>	<b>56</b>
Study Question 1—Demographic information .....	56

Study Questions 2 to 7—Summary of responses .....	56
Responses to supplementary questions.....	57
Summary of responses from programme providers.....	61
Summary of responses from programme stakeholders.....	69
<b>Conclusions.....</b>	<b>72</b>
<b>Recommendations.....</b>	<b>77</b>
<b>Glossary of Maori terms.....</b>	<b>82</b>
<b>References .....</b>	<b>83</b>
<b>Appendices .....</b>	<b>93</b>

## List of Tables

Table 1: Community organisations by geographic region and service type .....	46
Table 2: Study questions 2-7.....	47
Table 3: Themes from participant mothers’ responses to study questions .....	49
Table 4. Themes from supplementary questions .....	50
Table 5. Summary of stakeholder responses .....	53
Table 6. Summary of responses to study questions—All centres by % .....	56
Table 7. Summary of stakeholder responses .....	69

## List of Figures

Figure 1. Sample interview schedule.....	40
--	----

## Acknowledgments

I would like to thank the many mothers who took the time to be interviewed for this important research and the following for their contribution: the Boards and staff of Jigsaw North (Whangarei), Family Works - Hawkes Bay; East Coast Family Works (Hastings); Family Support Service - Whanganui Trust (trading as Jigsaw Whanganui); and Presbyterian Support Services - South Canterbury (Family Works).

Beth Rumney

Carol Elliot

Celia Hall

Denise Robins

Fay Lillian

Fliss Newton

Joe Darkins

Karina Rakete

Liz Nolan

Lois Mouldey

Mary Stanley

Molly Rapana

Noelene Brydon

Pam McCann,

Patty Green

Pye Bowden

Tania Metherell

Te Puawaitaga O Otangarei Healthcare Centre

Terri Cassidy

Terri-Lynn Mitchell

The Otangarei Trust

Tim Metcalf

## Introduction to the research

In 2011, Jigsaw North with the backing of a NZ Lotteries Research grant, commissioned research in order to test the efficacy of the Anger Change Programme for Mothers. The programme had not been evaluated since 2002, when a smaller scale review was carried out by Patty Green.

The Anger Change programme is a New Zealand-based child abuse prevention programme, developed in 1990 by Pye Bowden as a specialised therapeutic intervention for mothers who were abusing their children or who were afraid that they might do so. The programme grew out of the realisation that the one-to-one therapeutic process had limitations with seriously abusing parents, or those parents with the potential for serious abuse. The Anger Change programme utilises a therapeutic group approach that targets women.<sup>1</sup>

The research team was led by Dr Tina Darkins, PhD, and involved a mixed method observational evaluation study.<sup>2</sup> The research question was:

*How effective has the Anger Change for Mothers Programme been from the perspective of graduate mothers over the past four-plus years and from the perspective from other stakeholders associated with the programme' and what is the current level of community need for the programme?*

## Overview of the research process steps taken

The research involved the following steps:

1. Confirming the parameters of the study with the Board and Management of Jigsaw North
2. Applying to the Northern X Regional Ethics Committee of the Ministry of Health for ethical approval
3. Completing an international and national literature review
4. Identifying and selecting participant organisations and participant mothers and preparing interview questions and protocols
5. Piloting the questionnaire
6. Identifying and informing research assistants/ interviewers
7. Data gathering
8. Data analysis



9. Developing findings, conclusions and recommendations.
10. Writing the research report (with appendices) including recommendations and submitting this to the Board of Jigsaw North, Lotteries and interested parties in September, 2013.

## The Anger Change Programme

The Anger Change Programme is based on the premise that anger which targets children, more properly belongs with an unresolved situation in the parent's life or childhood. Identification of this connection is used both as an intervention in itself and to guide further therapeutic processes. The programme targets women who are the primary caretakers of their children, who have either physically or emotionally abused their children or fear that their anger towards their child/ren is getting out of control.<sup>1</sup>

This therapeutic group programme is

...not a parent education course: it does not set out to provide parents specifically with parenting skills or knowledge about child development; neither is it a programme designed to teach parents how to manage their anger. The major goal of this programme is to identify anger towards a child that is out of proportion to what the child is doing and to help parents to let go of their resulting anger so as to keep the child safe.<sup>1(p17)</sup>

Pye Bowden describes her programme as:

The Anger Change Intervention is almost totally focused on giving the parents an understanding of this phenomenon and of putting them in such a situation whereby they have the opportunity to discover and recognise, if it exists, their own individual version of it. Where this recognition occurs, and it does for most participants, there are outcomes throughout the six week intervention that range from making little difference to the parenting, to the parent taking responsibility for the problem instead of blaming the child, to the parent beginning to really try to change their behaviour, to there being a distinct decrease in the intensity (and therefore the danger) of their rage, to far fewer abusive incidences, to the parent seeing their child as if for the first time (instead of as a 'ghost from the past') which would in turn pave the way for the development for a quite profoundly different, more positive relationship. (Refer to Appendix 1, page 2 of Pye Bowden's letter of support).

The position statement for the Anger Change programme at Jigsaw North<sup>3</sup> explains that it is a healing programme for mothers that addresses inter-generational trauma in families and the impact of this on the mother's relationship with their child. The programme aims to change unhappy and/or abusive dynamics between a mother and her child/children. The format is a therapeutic group process that that uses action methods such as discussion, bioenergetics (mind/body techniques) and

psychodrama to bring about change.<sup>1</sup> The principles of bioenergetics and psychodrama are defined in Appendix 2 (page 100).

The programme acknowledges that mothers are the primary caregivers of children and that it is mothers who do most of the constant and demanding childcare. Therefore it is not surprising that that much of the reported physical and emotional abuse of young children's is done by mothers.<sup>4</sup> Addressing this concern is the aim of the Anger Change programme.

As far as can be determined it would appear that this programme is unique, in that it facilitates one to one counselling in a small group environment, where other members of the group assist with the mother's anger change process.

### **Programme outline**

Following a referral from another agency or a self-referral the referred mother attends an introductory one-on-one interview or an introductory group discussion. Once enrolled on the programme the mother participates in the following programme plan:

- Group-building - connections, resources, goals
- Making the distinction between feeling anger (inevitable at the moment), understanding it and retaining it in a manner which keeps children safe and taking the anger out on children which is not acceptable
- Body Map - identifying the target child, and the trigger
- Mapping Present and Past Genograms - identifying the source
- Reading the Maps - creating a hypothesis
- Resolution or Biogenetics and Role Play
  - Set out the present trigger situation
  - In the past context, have the mother experience something different Role development or re-assessment in the present situation.
- Integration phase - this match of intensity forms the basis for further therapeutic processes. What each region does at this stage depends on the training and modality of its therapists, although all aim to create a separation between the mother's past experience as a child, and her child in the present situation - to take the heat off the child.<sup>1</sup>

The key definitions outlined above, which are necessary for understanding this unique programme, are defined in Appendix 2 (page 100).

## Literature review

### Child abuse

A 2010 World Health Organisation (WHO) publication about child maltreatment warns that child abuse is a serious global health problem. Although most studies on child abuse have been conducted in the western world, there is compelling evidence that the phenomenon is common throughout the world: much more can and should be done about the problem.<sup>5</sup> The WHO acknowledge that in many countries, there is still little recognition of child abuse. Although being aware and recognising the extent of child abuse is essential, the United Nations explain the solution lies in a multifaceted approach that provides effective and measurable prevention efforts. This needs to include policies that directly address children, their caregivers and the environments in which they live in order to prevent potential abuse from occurring and to deal effectively with cases of abuse and neglect that have taken place.<sup>6</sup>

### Definitions of child abuse

In 1999, the World Health Organisation (WHO) Consultation on Child Abuse Prevention compared definitions of abuse from 58 countries and drafted the following definition:

Child abuse or maltreatment constitutes all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power.<sup>6(p59)</sup>

In New Zealand law family violence is known as Domestic Violence and defined in the Domestic Violence Act 1995 as:

Violence against that person by any other person with whom that person is, or has been, in a domestic relationship... It defines domestic violence as more than physical abuse. It includes sexual or psychological abuse. Abuse includes but is not limited to intimidation, harassment, damage to property, threats of physical abuse, sexual abuse, or psychological abuse.<sup>7(p3)</sup>

In relation to a child, a person psychologically abuses a child if that person causes or allows the child to see or hear the physical, sexual, or psychological abuse of a person with whom the child has a domestic relationship or puts the child, or allows the child to be put, at real risk of seeing or hearing that abuse occurring.<sup>7</sup>

Other Acts of Parliament that are relevant to family violence include: The Domestic Violence Act 1995; The Criminal Justice Act, 1985; The Children, Young Persons and

their Families Act, 1989; Care of Children Act, 2004; The Crimes Act 1961; Victims' Rights Act 1987; Summary Proceedings Act (1982).<sup>7,8</sup>

Finkelhor and Korbin<sup>9</sup> describe child abuse as "...that portion of harm to children which is proscribed (that is, socially disapproved of), proximate (that is, perpetrated by the child's immediate caretakers) and preventable"<sup>9(p4)</sup> and includes physical abuse and neglect, and emotional or psychological abuse and neglect.

Physical abuse has been defined as "...violence and other non-accidental, proscribed human actions that inflict pain on a child and are capable of causing injury or permanent impairment to development and functioning."<sup>10(p5)</sup>

As explained by Littlewood,<sup>11</sup> concerns of the emotional abuse of children only emerged publically in the 1990s. It remains under-reported. "This type of abuse is the least studied of all forms of child abuse and has been described as the hidden form of maltreatment.<sup>1</sup> It is one of the most difficult forms of abuse to identify and define."<sup>12(8-19)</sup> One definition of emotional abuse is: "...if a parent inadvertently or deliberately engages in a pattern of inappropriate emotional responses, the child can be said to have experienced emotional abuse."<sup>12(8-19)</sup> Types of emotional abuse include threats, verbal abuse, inciting fear, controlling behaviour, the witnessing of domestic violence<sup>8</sup> and can result in non-organic failure to thrive.<sup>12</sup>

## International child abuse statistics and legislation

Available statistics worldwide astound—this is despite child abuse statistics being substantially under-reported.<sup>5</sup> Vulnerable and marginalized children are being largely overlooked in international development plans. If this was not so children's lives could be dramatically improved. Children need a protective environment to shield them from harm. All levels of society, from families and governments to teachers and the media, have a part to play individually and collectively to prevent abuse and to ensure that children are not made invisible or forgotten.<sup>13</sup> Children, who are victims of abuse, exploitation and discrimination, suffer exclusion from education, healthcare and other vital services.<sup>13</sup>

According to the WHO, in the year 2000 there were an estimated 570 000 deaths attributed to homicide among children under 15 years of age around the world. Global estimates of child homicide suggest that infants and very young children are at greatest risk, and those who live in developing countries.<sup>13</sup> One prominent international study, across Chile, Egypt, India, the Philippines and the United States of America (USA) reported that up to 80 to 98% of children suffer physical punishment

in their homes, with a third or more experiencing severe physical punishment resulting from the use of implements.<sup>14</sup> This information is highlighted in Appendix 3, page 103). Further examples include a recent study in the Republic of Korea, where parents were questioned about their behaviour towards their children. Two-thirds of the parents reported whipping their children and 45% confirmed that they had hit, kicked or beaten them.<sup>14</sup> A survey of households in Romania found that 4.6% of children reported suffering severe and frequent physical abuse, including being hit with an object, being burned or being deprived of food. Nearly half of Romanian parents admitted to beating their children “regularly” and 16% to beating their children with objects.<sup>15</sup>

In Ethiopia, 21% of urban schoolchildren and 64% of rural schoolchildren reported bruises or swellings on their bodies resulting from parental punishment.<sup>14</sup> Researchers measured the frequency of parental discipline behaviours’ found that in Egypt, 37% of children reported being beaten or tied up by their parents and 26% reported physical injuries such as fractures, loss of consciousness or permanent disability as a result of being beaten or tied up.<sup>14</sup>

### **United States of America**

In studies carried out in the USA estimates range from 200,000 annually to more than four million. Most child abuse statistics refer to reported cases of child abuse rather than self-report studies. Self-report studies provide the most suitable method of establishing the prevalence of abuse. Available records in the USA from 2010 indicate that approximately three million child abuse reports are made each year out of a population of 31,323,204. On average a case of child abuse is reported every 10 seconds.<sup>15</sup>

The USA has a minimum definition of child abuse of:

Any recent act or failure to act on the part of a parent or caretaker which results in death, serious physical or emotional harm, sexual abuse or exploitation; or an act or failure to act, which presents an imminent risk of serious harm.<sup>16(p19)</sup>

Under-reporting remains an issue, with nine out ten of Americans polled regarding child abuse as a serious problem, yet anecdotal evidence suggests that only one in three reported abuse when confronted with an actual situation. The actual incidence of abuse and neglect was estimated to be three times greater than the number reported to authorities”.<sup>16</sup>

Every day in the United States, more than three children die as a result of child abuse in their home. Most of the children who die are younger than five years-of-age. More

children (age four and younger) die from child abuse and neglect than any other single leading cause of death for infants and young children. Of these fatalities, more than three-quarters were under the age of five; 38 percent of the children were under the age of one.<sup>16</sup> Of further relevance to this current research is that nearly two-fifths (37.2%) of child abuse victims were maltreated by their mother acting alone.<sup>14</sup>

Statistics from the USA outline a growing trend that mothers are almost twice as likely as fathers to be involved in child maltreatment.<sup>17</sup> Compared to fathers, mothers are also more likely to abuse or neglect their children in every category of maltreatment except sexual abuse. Federal data in 2005 indicates that mothers are involved in 64% of child maltreatment cases, whereas fathers (including stepfathers) were involved in 36.7% of such cases.<sup>17</sup> In particular fathers were the sole perpetrators in 18.3% of the cases, they acted with the mothers in 17.3% of the cases, and they acted with someone else in 1.1% of the cases. In turn, mothers were the sole perpetrators in 40.4% of the cases and acted with someone besides the father in 6.2% of cases.<sup>17</sup> Romantic partners (usually men) made up 5% of all child abuse cases in the thirty-three states that reported such data. Mothers are more likely to neglect or abuse their children since they are the primary caregivers for children, especially in single-parent households, which are disproportionately involved in cases of neglect and abuse.<sup>17</sup>

Canada (population 34,030,589) reports a high ratio of child maltreatment with 103,297 substantiated cases in 2003. Of these proven cases, 43% involved children who lived in a family led by a lone parent (39% by a female parent and 4% by a male parent). They define five main categories of maltreatment: physical abuse, sexual abuse, neglect, emotional maltreatment and exposure to domestic violence.<sup>18</sup>

### **Australia**

Statistics from Australia (population 21,766,711) highlight that during 2009-10, there were 286,437 reports of suspected child abuse and neglect made to state and territory authorities.<sup>19</sup> Of these statistics female parents committed 69.5% of the child abuse, 2.3 times the rate for male parents.<sup>20</sup> Scott<sup>21</sup> explains that additionally, experiences of domestic violence may result in women abusing alcohol in order to cope with violence, and where two adults are intoxicated the risk of conflict is increased. This in turn greatly increases the likelihood of children being traumatised by witnessing these disturbing events.

In Australia, child maltreatment or abuse definitions refer to any non-accidental behaviour by parents, caregivers, other adults or older adolescents that are outside



the norms of conduct and entails a substantial risk of causing physical or emotional harm to a child or young person. It is commonly divided into five main subtypes:

1. Physical abuse
2. Emotional maltreatment
3. Neglect
4. Sexual abuse
5. The witnessing of family violence.<sup>21</sup>

In an audit of child abuse prevention programmes in Australia, it was noted that primary and secondary programmes were commonly perceived as forming the major constituent elements of child abuse prevention. However, an increasing emphasis on “offender” programmes has brought the need to include these programmes under the category of child abuse prevention. This fits with the New Zealand literature in relation to anger management programmes for men that are increasingly being included in the child abuse prevention programmes category, as they broaden their focus from partner abuse to include the abuse of children.<sup>22</sup>

The main programme types found in this Australian audit included community education programmes, personal safety or protective behaviours programmes, family support programmes providing counselling, support and parent education, child focused programmes and offender programmes that incorporate elements of tertiary and secondary prevention.<sup>1</sup>

### **United Kingdom**

The United Kingdom (UK) (population 62,218,761) does not publish statistics that clearly indicate the incidence of child abuse. Child protection registers show the number of children who are known to be at risk of abuse at the current time. This therefore does not indicate how many children have been abused. Latest available figures show that there were 46,705 children on child protection registers or the subject of child protection plans in the UK as at 31 March 2010.<sup>24</sup>

Definitions of child maltreatment used in the UK are:

- Severe maltreatment includes physical violence, emotional abuse, neglect and contact sexual abuse. Abuse is classified as severe depending on: who the perpetrator was; how often it happened; if there was more than one type of abuse; if it resulted in a physical injury; if a weapon had been used; if it placed the child at risk of harm; or if it was defined by the victim as abuse.
- Severe neglect includes emotional neglect or lack of physical care or supervision that would place a child at risk.

- Verbal aggression is defined as: being embarrassed or humiliated, being shouted or screamed at, sworn at, called stupid or lazy, threatened with smacking or threatened with being sent away
- Contact sexual abuse is defined as any sexual activity (such as touching and penetration) where:
  - the activity is forced or coerced
  - the child is under 16 and the act involves an adult over 18 or
  - the child is under 18 and the act involves a parent or guardian or person in a position of trust. It does not include sexual activity between young people aged under-18, if the acts are not forced or coerced.<sup>24</sup>

### **Child abuse statistics and legislation in New Zealand**

Statistics on child abuse in New Zealand (Population 4,290,347) are alarming. Child Youth and Family Service (CYFS) notifications of suspected child abuse reached 124,921 in 2010, compared to 50,488 in 2005.<sup>25</sup> One in approximately 30 children is born at risk; this is approximately 9000 children. On average, one child is killed every five weeks. Most of these children are under five and the largest group is less than a year-old. Ninety percent of all child deaths are perpetrated by someone the child knew.<sup>26</sup> Child Safe<sup>27</sup> report that child abuse is a community problem that needs a community solution. The New Zealand Government estimated the cost of child abuse in 2008 as \$2 billion per year.<sup>28</sup>

New Zealand has the fifth worst child abuse record out of 31 OECD countries.<sup>29</sup> Rankin<sup>30</sup> reported that 60% of child abuse cases involve Maori; a disturbing statistic as Maori people represents only 15% of the population of New Zealand. A further worrying statistic for Maori and pertinent to this study is that 50% percent of all Maori children are now born to women outside of a stable partnership. Further child abuse statistics show a ratio of 24% by European/Pakeha and 19% by Pacific Islanders. Of these statistics, Asian families are significantly under represented.<sup>31</sup> Intervention and prevention strategies that encompass all aspects of society are needed as it is not a Maori problem alone; it is a New Zealand problem of epidemic proportions.<sup>31</sup> Te Puni Kokiri<sup>32</sup> confirms that there has been little new research in relation to family violence and Maori but acknowledges family violence as a significant problem. Amongst their priorities is to build up evidence of what type of programmes and interventions work for Maori.

Child protection systems, particularly those in the Western world continue to be under increasing pressure as abuse and neglect increase exponentially continue to be under increasing pressure, as abuse and neglect increase exponentially.<sup>1</sup> Child

Safe<sup>27</sup> believe that awareness and education is the key to stopping child abuse and inform that the public's perception of the extent of child abuse in New Zealand and where it is happening is grossly misinformed. For example, most child deaths are at the hands of men, leading most people to assume that men are the predominant abusers. Most child abuse is perpetrated by women.<sup>27</sup> Many people too, see child abuse as being just a Maori problem. Maori are over-represented in child abuse statistics. Child Safe explain that this is not occurring because they are 'Maori' but because they are over-represented in many other factors that make their children more vulnerable to abuse – young mums, low education, mental health issues and poverty. Research shows that child abuse is occurring in New Zealand in all ethnic groups and cultures.<sup>27</sup>

Varying reporting practices make the assessment of the true incidence of abuse difficult. These problems can result in widely various interpretations of the level of abuse that exists in different societies. Reported cases of abuse reflect the thresholds being employed by official government agencies rather than the true incidence of abuse.<sup>1(p19)</sup> Differing definitions of abuse compound the difficulties involved in obtaining a true incidence of abuse.

Some idea of the number of children in New Zealand affected by child abuse is provided by figures of Child, Youth and Family. In the 2008 year, CYFS received 39,894 notifications of which 21,460 required further investigation. Of these notifications, some form or multiple forms of abuse and neglect were substantiated for 2,808 children aged 0 to 6 and 3,392 young people aged 7 to 16. This constitutes a significant social problem for New Zealand, particularly when the serious consequences of abuse are considered.<sup>33</sup>

### **Exposure to domestic violence**

There are no reliable estimates of the incidence of emotional abuse in New Zealand. Ministry of Social Development proven cases in 2008 were 8664.<sup>33</sup> It is, however, known that the emotional abuse of children caused by their exposure to ongoing and persistent violence within their environment is likely to be high. There are clear indications that significant numbers of New Zealand children are exposed to domestic violence. In a study of children and domestic violence, Maxwell and Carroll-Lind<sup>33</sup> noted the lack of knowledge about children's involvement in domestic violence situations.<sup>1</sup> One study carried out by the National Collective of Women's Refuges into the situations of women receiving help from the refuges suggested that 90% of children had witnessed violence and 50% had been physically abused.<sup>34</sup> Other statistics include:

- One in three women experience psychological or physical abuse from their partners in their lifetime
- On average 14 women, six men and 10 children are killed by a member of their family every year
- Police are called to around 200 domestic violence situations a day – that's one every seven minutes on average
- Police estimate that only 18% of domestic violence incidents are reported
- At least 74,785 children and young people aged under-17 were present at domestic violence situations attended by police
- 84% of those arrested for domestic violence are men; 16% are women.<sup>35</sup>

### **Impact of abuse on child health**

A snapshot of New Zealand's children illustrates children's holistic health-related struggles, with the highest youth suicide rate in the Organisation for Economic Co-operation and Development (OECD) and an above-average child mortality rate. One-parent-with-children families make up 18.1% of families in New Zealand. Children brought up in one parent families equal 193,635.<sup>30</sup> Statistics show that 23.5% (120,996) of New Zealand children live with their mother compared to 24,036 (4.7%) of children who live with their father in one parent family households. In measuring the health and safety of children, New Zealand was ranked 29th out of 30, with Mexico on 28. Children lived in poor material conditions, average family incomes were low by OECD standards and child poverty rates were high.<sup>35</sup> The report said the government should spend considerably more on younger, disadvantaged children and make sure high rates of spending on older children met the needs of the disadvantaged.<sup>35</sup>

A 2005 United Nations Children's Fund report<sup>36</sup> ranked New Zealand third worst out of 27 OECD countries in terms of children's deaths from maltreatment. New Zealand has levels of child maltreatment deaths that are 4 to 6 times higher than the average for the leading countries. Kenkel<sup>37</sup> in his position of the advocacy manager for UNICEF New Zealand warned New Zealanders of their record in that "We do not do well by our children; our recent record of child deaths by abuse is shameful."<sup>37(p1)</sup> This report also showed that being indigenous significantly increases the likelihood of violence. In addition Maori children are known to be significantly over-represented in poverty statistics and, as the UN study predicts, Maori children are twice as likely to be assessed as abused or neglected.<sup>28</sup>

A recent telephone survey by Research NZ gauged the perceptions of child abuse in a poll of 490 over 18 year olds. Results highlighted the causes of child abuse as:

- Cultural (58%)
- Experience of parents (56%)
- Economic hardship (55%)
- Lack of effective support for parents of at risk children (51%)
- “The Cinderella effect” - having a male partner in the household that is not the biological parent of the child/ren (41%)
- A lack of effective law enforcement and social support (37%).<sup>38</sup>

One major international report, by the OECD<sup>35</sup> measured the Comparative Child Wellbeing across OECD Countries. It sought to measure the problem of child abuse. This report titled “Doing Better for Children” was the first time the OECD had reported on child well-being within its 30 member countries. The benchmark they used to measure child wellbeing (the quality of children’s lives) was their economic situation; quality of peer relationships; political rights; psychological, physical, social and material wellbeing. The strongest recommendation this and other reports is that countries need to put children at the forefront of policy. “New Zealand’s children need more than good beginnings; they need commitment from government and community for the long term.”<sup>35(p1)</sup>

On discussing the 2009 OECD report, Paula Bennett MP, agreed that the child abuse data collected from New Zealand was alarming and pointed to an intergenerational problem, citing third and fourth generation welfare dependency, where young people who know no other way. She lamented that academic research has not yet provided a universal way of measuring child wellbeing with a universally accepted definition.<sup>39</sup>

### **Government initiatives**

Pinheiro<sup>40</sup>, an OECD independent expert, says the best way to deal with violence against children is to stop it before it happens. To begin to achieve this, everyone has a role to play but governments must take the primary responsibility. He also advocates investing in prevention programmes to address the underlying causes but conversely people must be held accountable for their actions. He believes a strong legal framework is not only about sanctions, it is about sending a robust, unequivocal signal that society just will not accept violence against children.<sup>40</sup> That solution needs to involve creating public awareness, training people who are working with and around children, and instilling in everyone that we all have a responsibility to keep children safe.<sup>28</sup> Research into the determinants of child abuse is essential to the development of an effective child abuse prevention strategy. Saville-Smith<sup>41</sup> concludes:

If, as the research suggests, child abuse is generated out of complex interplays between different factors that may act at the level of the individual, the family, the community and the cultural system, then the response must also be multi-dimensional.<sup>41(p16)</sup>

The link between poverty and violence toward children cannot be underestimated. Child poverty in New Zealand is concerning, with this nation being one of the five countries that have exceptionally high levels of child poverty; we are ranked fourth worst in terms of children's poverty out of the 26 rich nations surveyed.<sup>28</sup> Kendel<sup>37</sup> warns that New Zealand still has not yet lived up to the promises made to our children thirteen years ago, when we signed up to the United Nations Convention on the Rights of Children.

The health consequences of child abuse are numerous, holistic and most often life-long. These are listed in Appendix 4 (page 104). Overcoming these unacceptable statistics is paramount, and evaluation of programmes that address New Zealand's child abuse statistics is now considered critical. In monetary terms child abuse costs New Zealand around \$2 billion each year.<sup>26,28</sup> In human terms, the effect is immeasurable, with lifelong consequences of holistic scarring damaging a child's sense of self, ability to have healthy relationships, and ability to function with a happy lifestyle.

In June 2009, Te Puni Kokiri completed a Maori Research Agenda as part of the Taskforce for Action on Violence within Families Programme of Action. They found little new research in relation to Maori and family violence but acknowledged that current kaupapa Maori approaches were promising. They identified a critical distinction between family violence and whanau violence. Whanau violence is defined as "the compromise of te ao Maori values and can be understood as an absence or disturbance of tikanga and transgressions against whakapapa."<sup>32(p4)</sup> Te Puni Kokiri<sup>32</sup> further notes that the definition of family is based upon the nuclear model; this is not a definition that encompasses the complexities of relationships within Whanau.<sup>42</sup> From a Maori cultural perspective, violence against women was seen as an affront to her and her whanau.<sup>43</sup> Colonisation disrupted the mechanisms of social control which had served to restrain perpetrators of violence, as well as introducing values and practices which undermined the status of women.<sup>44</sup>

In 2012, Prime Minister John Key set 10 challenging results for the public sector to achieve over the next 3-5 years. Key point 2, under 'supporting vulnerable children', has as item 4 "Reduce the number of assaults on children".<sup>45(p1)</sup> To this end, lead Ministers have been assigned to this issue. They are Tony Ryall and Paula Bennett, with the lead Chief Executive Officer Brendon Boyle (Ministry of Social Development).



Key states that the “current measures are imperfect, but as one indicator of the size of the wider issue, the Health Minister Ryall identified 209 cases of hospitalization related to assault for 0-14 year olds in 2010.”<sup>45(p.3)</sup> He commented that he suspects that this understates the prevalence of the issue. He further commented that the cost of not facing up to this challenge is too high for the children concerned, their families and also the taxpayers who are required to fund the health and justice systems.<sup>45(p.4)</sup>

In August 2013, the New Zealand Social Development Minister, Paula Bennett, announced that new legislation would be implemented that involved sweeping changes to protect vulnerable children and help them thrive. This legislation will be contained in an omnibus Bill, with two new stand-alone Acts and amendments to several other Acts, to prevent someone who has committed a serious offence against a child from being allowed near children. Bennett<sup>46</sup> acknowledged that more than 50 children had died in the last five years in New Zealand because of extreme abuse, and that powerful changes were needed to prevent further child abuse and death.

In her speech, Bennett cites a case of abuse whereby 25 agencies were involved; at least seven of them were government agencies. There was a lack of coordination which contributed to continued abuse. For this reason, the plan involves making the heads of five government departments accountable for protecting and improving the lives of vulnerable children. To achieve this, heads of Police, Justice and the Ministries of Health, Education and Social Development will have new, legislated responsibilities and corresponding policies that will have a direct impact on every frontline worker in every government department. When introduced, the new law will help alleviate resource-heavy, outcome-poor results by providing stringent and clear policies focusing on the child. In addition, child protection policies will also be adopted by Te Puni Kokiri, Ministry of Business, Employment and Innovation, District Health Boards and school Boards of Trustees. Screening and vetting of every person in the Government Children’s Workforce with permanent restrictions from working closely with children on people with serious convictions is also fundamental.<sup>46</sup>

The consequences include (and this could impact on the design and content of the Anger Change programme) children being removed from their parents due to severe abuse and neglect and placed with Home for Life carers who can provide a safe, stable home. It also provides the ability for Courts to curtail and define guardianship rights of birth parents in extreme cases. In addition, Child Harm Prevention Orders can be placed on adults who pose a serious risk to children. Another significant consequence is the reversal of the State having to prove that the abusive parent is

unsafe, placing the responsibility on parents who seriously abuse or even kill children having to prove they are safe to parent again if they go on to have another child.<sup>46</sup>

Although there may be different interpretations of the incidence of child abuse in this country because of the methodological problems in establishing reliable incidence rates, there is little doubt about the significant impacts on children from being either the subject to, or being exposed to violence.

## The consequences of child abuse

Green<sup>1</sup> informs that child abuse crosses all social, economic, cultural and geographical spheres. The damaging personal and social effects of this abuse and its long-term consequences have been well researched and documented. In addition to the enormous social and human costs, child abuse creates significant economic costs to society.<sup>28,47</sup> "Child abuse is part of the broad range of violent behaviours that occur predominantly within an intra-familial context that are subsumed under the family violence umbrella."<sup>1(p20)</sup> Significant developmental gaps, including poor educational performance, aggressive or internalised behaviour and poorly developed socialisation skills.<sup>9</sup>

Green<sup>1</sup> reports on a carried out in 1998 by Maxwell and Carroll-Lind<sup>33</sup> identified the most traumatic events for children as the death of a relative, separation of parents, being victims of physical abuse, direct or vicarious pain and witnessing violence. This study notes that one of the many impacts of family violence on children is the distortion of their socialisation. Research by Wolfe and Naimark<sup>48</sup> explored the vulnerability of women in and not in relationships, and describe a process by which girls from the time of infancy are stereotyped within their social context. They inform of the difficulties mothers can face whereby they experience self doubt related to stereotyping in their upbringing.<sup>48</sup> Research by O'Kelly<sup>49</sup> found four main feelings of self doubt which she described as:

Demand – I must have someone stronger on whom I can rely

Awfulising – not to have someone to rely on is one of the worst things in the world

Low Frustration Tolerance – I could not cope if I did not have someone stronger than me to rely on

Self Downing – if I do not have someone stronger on whom I can rely it goes to show that I am a worthless person.<sup>49(p151)</sup>

Other influences that affect women's coping abilities and stability in caring for children are maternal addiction to drugs and/or alcohol.<sup>50</sup> This, too, is an under-researched area.<sup>51</sup>

## Child abuse prevention

As explained by Tomison<sup>22</sup> the interest in the prevention of child abuse and neglect has increased substantially over the last decade, for several reasons. These reasons include the recognition that the emphasis for child protection services needs to be on prevention services. Essential is an improved understanding of the harmful and expensive effects of physical and emotional harm to children, the transmission of abusive and violent behaviour through generations and the consequences of criminal adult behaviour.<sup>1</sup>

Researchers acknowledge that child abuse prevention can be classified into three main categories: primary, secondary and tertiary prevention.<sup>13</sup> Primary prevention refers to interventions that targeted the community as a whole including mass media campaigns that may focus on aspects of child abuse prevention such as the smacking of children.<sup>1</sup> Secondary prevention refers to programmes that target sections of the population that are defined as being at risk. Tertiary prevention programmes aim to prevent the reoccurrence of abuse in situations where children have already been abused.<sup>1</sup> Green<sup>1</sup> reports a strong interest by researchers into the causes of physical abuse particularly. Such research has attempted to identify the critical factors that contribute to this major social problem but a paucity of specific child abuse research still exists.

While the prevention of child abuse is almost universally proclaimed to be an important social policy, surprisingly little work has been done to investigate the effectiveness of preventive interventions.<sup>1</sup> The majority of programmes focus on victims or perpetrators of child abuse and neglect—very few emphasise primary prevention approaches aimed at preventing child abuse and neglect from occurring in the first place. A number of interventions for improving parenting practices and providing family support have been developed. These types of programmes generally educate parents on child development and help them improve their skills in managing their children's behaviour. While most of these programmes are intended for use with high-risk families or those families in which abuse has already occurred, it is increasingly considered that providing education and training in this area for all parents or prospective parents can be beneficial.<sup>52</sup>

For families in which child abuse has already occurred, the principal aim is to prevent further abuse, as well as other negative outcomes for the child, such as emotional problems or delayed development. While evaluations of programmes on education and training in parenting have shown promising results in reducing youth violence, few studies have specifically examined the impact of such programmes on rates of

child abuse and neglect. Instead, for many of the interventions, proximal outcomes (such as parental competence and skills, parent–child conflict and parental mental health) have been used to measure their effectiveness.<sup>52</sup>

Factors that have been researched as determinants of child abuse have included explanations relating to individuals such as psychiatric status, substance abuse, personality characteristics, attitudes to children, parenting skills and a history of abuse.<sup>1</sup> Factors related to families, neighborhoods and cultural systems also feature in research studies. The focus of these studies have included the impacts of single parenthood, family instability, patterns of anger and conflict resolution, disciplinary practices in the family, marital support, employment status, income, socio-economic status, social support networks and the impact of culture.<sup>1</sup>

Also relating to child abuse is that women most often have underlying reasons for addictive behaviours, such as having suffered child abuse themselves.<sup>53</sup> One study of 110 women admitted to a psychiatric treatment institution following addictive issues, found that 56 reported experiencing multiple episodes of child sexual abuse.<sup>54</sup> Cramer<sup>55</sup> reports that the long term psychological consequence of abuse on women are often overwhelming; the repercussions of transferring this anxiety and hurt to their children is a serious issue. The health consequences of child abuse are numerous, holistic and often life-long. These are listed in Appendix 4 (page 104).

Children need a protective environment to shield them from harm. All levels of society—from families and governments to teachers and the media—have a part to play, individually and collectively, to prevent abuse and to ensure that children are not made invisible or forgotten.<sup>54</sup>

Children’s characteristics have also been researched as factors in their maltreatment. Such characteristics include children who are born prematurely, children with poor health or disabilities, and children with challenging behavioural patterns.<sup>56</sup> Gouts<sup>57</sup> in her PhD research, argued that not enough is done to enhance the relationship between a mother and her unborn baby, in cases where mothers have suffered abuse in their past. She advocates helping the mother understand and work through the “affective link” of recognising and remembering the feelings of the past, working on the premise by Frailberg, Adelson and Shapiro<sup>58</sup> that it is the parents who cannot remember painful and anxious feelings felt in childhood, who show the most propensities towards inflicting that pain on their child.

## Child abuse prevention approaches

### Programmes based on psychoanalytical theories of abuse

As confirmed by Green,<sup>1</sup> most psychoanalytical treatment approaches to child abuse focus on the provision of one-to-one therapy with the abusing parent or with the family in which the abuse occurs or is at risk of occurring. Psychoanalytical theory also informs some of the treatment for children who have been the subject of abuse. Generally such approaches are not included in major child abuse treatment programmes.<sup>1</sup> One psychoanalytical theory about the abuse of children and the treatment of this abuse is found in the theories and clinical work of Selma Freiberg.<sup>59</sup>

### Programmes based on theories of the intergenerational transmission of abuse

Research studies have searched for historical explanations of abuse and have examined the intergenerational transmission of abuse.<sup>1</sup> Evidence shows that abused children are at risk for later becoming abusive parents; estimated rates of transmission vary widely from 18% to 40%.<sup>1</sup>

Narang Singh and Contreras<sup>60</sup> recorded that dissociation may be one mechanism that helps to perpetuate the intergenerational cycle of abuse. Dissociation is defined as:

a process that produces a discernible alteration in a person's thoughts, feelings or actions so that for a period of time certain information is not associated or integrated with other information as it normally or logically would be. <sup>60(p27)</sup>

Narang Singh and Contreras<sup>60</sup> examined the physical abuse history, dissociation and physical abuse potential in 190 college students, resulting in a conclusion that saw dissociation as one mechanism that helps to perpetuate the intergenerational cycle of abuse. The findings showed that abusiveness among parents with histories of child abuse is often accompanied by parental memories of their own childhood abuse but lack detail and corresponding affect.<sup>1</sup> Dissociation allows the abused child to compartmentalise traumatic experiences so that he/she may function in other spheres; it may also promote psychological survival during children's abuse experiences, and could result in the development of abusive tendencies later in life.<sup>60</sup> Programmes that target the parental dissociation factor may be paramount in addressing child abuse.<sup>1,60</sup>

### Anger as a factor in child abuse

Research confirms the at greater risk of abusive behaviour when parents do not know how to react to a child's behaviour or react primarily in anger.<sup>1</sup> However, a

paucity of research on the effectiveness of child abuse prevention programmes that focus on parents and their anger towards their children remains.<sup>1</sup>

### Women's anger

Child abuse prevention and treatment programmes are scarce, especially those that focus on women's anger.<sup>1</sup> There is, however, no shortage of anger programmes for men. Historically, boys have been encouraged to act on their feelings of anger whereby girls have been encouraged to keep their anger under control.<sup>62</sup> As reported by Green<sup>1</sup>, Lilian<sup>61</sup> presented to the Children and Family Violence Conference in 1999. In this address she acknowledged that mothers are more highly represented in reports of physical and emotional abuse of pre-school children. "As mothers do most of the constant and demanding care of pre-schoolers, so it should be no surprise that much of the reported physical and emotional abuse of pre-schoolers is done by mothers." <sup>61(p30)</sup>

Green<sup>1</sup> reports that the first, large-scale, comprehensive empirical investigation into women's anger was carried out by an all-female research group at the University of Tennessee, between 1990 and 1991. This study explored women's experiences of their anger and addressed the anger experiences of all types of women. The research was not about aggression, hostility or violence but was about the anger women feel in their everyday home and work situations.<sup>1</sup>

Thomas<sup>62</sup> explains that in research literature, with the exception of violence, hostility, anger and aggression are used interchangeably. Anger is defined as a strong feeling of distress or displeasure in response to a specific provocation of some kind (a threat, an insult, an injustice), whereas, hostility implies a more pervasive and enduring antagonistic mental attitude. Aggression involves an actual or impending physical or verbal attack on someone and violence is a forceful assault that violates the rights of others. Anger and aggression are usually considered to be synonymous in the clinical literature with no distinction being made between the two.

Research about women's experience of anger revealed a paucity of research. Researchers speculated about why this was so, from the idea that women's anger may be a taboo subject, to a profound cultural fear of women's anger because of their primary assignment as principal caregivers.<sup>63</sup>

Children need a protective environment to shield them from harm. All levels of society, from families and governments to teachers and the media, have a part to play individually and collectively to prevent abuse and to ensure that children are not made invisible or forgotten.<sup>52</sup>



This literature review has shown, to some degree, the extent of the issue worldwide. The true extent of the abuses of children's rights remains unknown. The extent of under-reporting remains unknown, and poor data is a problem worldwide.<sup>28</sup> These factors make abuse prevention programmes and subsequent evaluation of their effectiveness poignant.

## The research

The purpose of this evaluation research was to test the efficacy of the Anger Change Programme for Mothers.

The programme fits within the categories of both the secondary and tertiary levels of prevention.<sup>1</sup> The programme specifically targets mothers who are at risk and who have already abused their children but are seeking help to prevent the abuse recurring. Jigsaw North has partner agencies in 13 areas around New Zealand. At present four are providing the Anger Change for Mothers programme. As far as can be determined, this programme appears to be unique, because it facilitates one-to-one counselling in a small group environment, where other group members assist with the mother's anger change process.

This research, to test the efficacy of the Anger Change Programme for Mothers, is another step to building an environment where children are protected and have the opportunity to reach their full potential.

## Methodology

This section outlines the methods used to answer the research question. Ethical considerations are discussed, participant characteristics and selection methods are described and data collection, and data analysis and criteria for judging the rigor of this four phase study are explained and justified.

A mixed-method observational evaluation study, based on the development design outlined by Greene et al.<sup>2</sup> The study method was chosen on the basis that it facilitated the collection of qualitative and quantitative data within a single study and was used to answer the research question: How effective has the Anger Change for Mothers Programme been, from the perspective of graduate mothers over the past four-plus years, and from the perspective of other stake-holders associated with the programme, and what is the current level of community need for the programme?

The research was carried out in four sequential phases, which were purposely chosen for their ability to produce sufficient information within each phase to inform the next phase.

## Research design

The four phases of the study were:

- Phase 1—To compile a database that profiles the programme provider organisations.
- Phase 2—Key informant interviews of mothers who have completed the Anger Change Programme, or have attended the programme but have not completed it. Analysis: A general approach to thematic analysis will condense the interview data into main themes. These main themes will inform the programme providers' and stakeholders' survey questionnaires.
- Phase 3—A survey of programme providers.
- Phase 4— A survey of stakeholders of the programme.

## Ethics

The research was reviewed by the Northern X Ethics Committee prior to the commencement of the study. The comprehensive Ethics Application was scrutinised and the Chairperson deemed that Ethics Approval was not required (7 June, 2012) (refer to Appendix 5, page 105). Prior to submission of the Ethics Application, a letter was obtained from the governing body of Jigsaw North with permission to access the national database for the research and to contact participating organisations with a view to them becoming part of the research. Advice and assistance of appropriate Kaumatua, Kuia and Pacific Island Elders was sought, and written approval received. These are attached in Appendix 1 (page 94). Confidentiality of all interviewees was paramount, participant information details were provided and consent forms were signed.

## Research method

The research methods have been developed to answer the research question. This study intends to build on the evaluation of the Anger Management Programme for Women by Green.<sup>1</sup> Programme evaluation helps funders, administrators, and direct line staff to ensure that services are relevant and helpful to the service user.<sup>64</sup> The Anger Change programme has not been comprehensively evaluated over the past 22 years (delivery of the programme commenced in 1989). In 2002, a process evaluation was used by Patty Green to clarify the nature of the programme and its implementation in the different areas where it was being delivered. Budgetary constraints prevented the use of a three method approach recommended by Patty Green that included impact and outcome evaluation.

The utilisation of a mixed method observational study was considered appropriate to answer the research question. This study observes individuals (mothers) and the

outcome sought is their measurement of the effectiveness of the Anger Change programme following their attendance in the programme. No attempt is made by the researcher to affect the outcome and no treatment is given.<sup>65</sup> A Likert Scale Rating Scale (Attitudinal) is used in the interview to measure the mother's response to the interview questions. Supplementary questions are then asked to expand on the topic.

The interviews make up the qualitative inquiry for the study. As was identified in the 2002 Anger Change study by Green, the three most appropriate methods of inquiry were impact evaluation, process evaluation and outcome evaluation.<sup>1</sup> However, at that time due to the limited resources available in terms of funding and human resources, Green was only able to utilise one of the three identified methodologies, that of process evaluation.

For completeness, the evaluation methods of impact evaluation, process evaluation and outcome evaluation were used in this study. These were used independently and together to provide a comprehensive assessment of the performance of the programme.

The interview questions were designed to inform the objectives of each of the three methods of evaluation, which are designed to obtain detailed information. These are:

1. Process evaluation
2. Impact evaluation
3. Outcome evaluation.

## Process evaluation

This study sought detailed information about the programme as it was actually implemented to determine what worked and what did not. Before it is possible to evaluate whether a programme is achieving its goals, it is important to determine what is actually being provided, because unless it is known that a programme is being delivered according to design, there may be little reason to expect it to produce the desired outcomes.<sup>1</sup> That is:

...where outcomes are evaluated without knowledge of implementation, the results seldom provide a direction for action because the decision maker lacks information about what provided the observed outcomes (or lack of outcomes).<sup>66(p105)</sup>

To be thorough, this process evaluation included information in detail about the Anger Change Programme for Mothers to determine what worked well and what did not work well. Understanding the operating environment of the programme is

crucial. This includes a description of programme's operations, including any changes that have occurred to the programme since its inception.<sup>1</sup>

It is argued that, depending on the information requirements of the service provider, a process evaluation can be equally as useful as an impact evaluation.<sup>1</sup> Patton<sup>69</sup> argues that a process evaluation is of more value when there are limited resources to undertake an evaluation and suggests that careful consideration needs to be given to the predominant information need when making decisions about the appropriate form of evaluation that should be used. In many situations, implementation information is sometimes of more value than information about outcomes.<sup>1,66</sup> Also included, is a comparison of the actual programme design with what is actually being delivered. This was based on the information received from the programme providers.

### **Impact evaluation**

An evaluation that measures the extent, to which a programme has had an impact on programme participants in relation to an agreed set of outcomes and variables, is called an outcome or impact evaluation.<sup>1</sup> Impact evaluation measures the long term effects, positive and negative, and intended and unintended. Impact evaluation will be used to measure the programmes effects and the extent to which its goals were attained and its sustained effectiveness over time. An impact evaluation will often consider all the traditional criteria, but place more weight on credible examination of impact. It also includes consideration of the counterfactual perspective.<sup>66</sup> In other words, a description of what would have happened if, hypothetically, there had been no intervention.<sup>67</sup>

While an impact evaluation focuses on the impact of the programme and endeavours to measure these impacts, a process evaluation is designed to investigate the integrity of a programme by determining the extent to which the programme is operating as intended.

This research will concentrate on four main areas of the programme. These are:

1. Relevance (were the objectives right?)
2. Effectiveness (how well were the objectives achieved?)
3. Impact
4. Sustainability (will benefits, particularly in systems or institutions be sustained?)<sup>67</sup>

## Outcome evaluation

Outcome evaluation is a systematic way to assess the extent to which a programme has achieved its intended results. Effective programme evaluation is an opportunity for growth and improvement if carefully planned and approached in a sensitive way.<sup>64</sup> An outcome for the client can be multi faceted and meaningful, for example, a change in knowledge, attitude, behaviour, skill, expectation, emotional status, or life circumstance due to the programme being provided.<sup>64</sup>

Outcome evaluation methods that measure the effectiveness of the programme include: is the programme working? How can it be improved? Is the programme worthwhile? Are there alternatives that may be better? Are there any unintended consequences and are the goals useful and appropriate?<sup>68</sup>

The overall objectives of the study are:

1. To identify the level of cooperation between stakeholders and organisations associated with the delivery of the anger change programme to mothers
2. To develop a resource for improving the effectiveness of the programme by learning from the experiences of women who have completed the anger change programme
3. To identify the aspects of the programme that created enough safety for the women to risk speaking of their behaviour
4. To identify what the women learnt that ensured that the changes in their behaviour were maintained
5. To identify how the women's learning impacted on their confidence about their parenting of the target child and other children in the family
6. To determine the impact that the Anger Change for Mothers programme has on reducing child abuse and the possible expansion of the programme across the country
7. To identify any unintended consequences for the women following their engagement with the programme
8. A comparison of the original programmed design with what is currently being delivered
9. The current level of community need for the programme.

## Sample

### Purposeful sampling

Qualitative sampling often focuses on smaller samples in an in-depth way, selected purposefully.<sup>66</sup> Probability samples are truly random and statistically representative and permit confident generalisations from the sample group to a larger population. The reason that a probability sample is appropriate in this study is that it facilitates an in-depth study of “information rich cases”.<sup>60(p169)</sup> This provides the best opportunity for learning as much as possible about the women’s attitude towards the Anger Change programme they attended. This is the central purpose of purposeful sampling in evaluation research.<sup>66</sup>

Because the research intends to study women who have attended and completed the programme, it comes under the purposeful sampling category of a single programme evaluation with ‘intensity sampling’ because the women are information rich and “manifest the phenomenon of interest intensely”.<sup>66(p171)</sup> These are not, however, extreme or deviant cases in that they are not highly unusual in the context of the programme. The process of selecting or searching for highly unusual cases of the phenomenon of interest or cases that are considered outliers, or those cases that, on the surface, appear to be the exception to the rule are not included in this study. This research seeks to find the effectiveness of the programme on non extreme cases in that with the exception of one interviewee these mothers still have their children in their care.

### Interview content and schedule

The interview questions were identical for each scheduled interview and focused on the research objectives. Prior to the interviews, phone calls were made to the consenting participants by the designated interviewer for each region and key details were recorded on an Interview Schedule, an example of which is shown in Figure 1 (page 40). The interviewers chosen were trained counsellors or trained social workers from the four participating provider organisations. However in Whangarei, one interviewer was a trainee counsellor in her final year of study.

### Pilot of the interview questions

A pilot was been carried out to test the demographic questions and Likert Scale indicator of satisfaction; the interview questions/ prompts and supplementary questions for the interviewer prior to finalising the questionnaire. The main considerations in a pilot are to ensure that each statement achieves the objective



sought, and each is structured in a clear and logical way so that the respondents are able to interpret and answer the question in the manner intended.<sup>71</sup> Five participants took part in the Pilot. They were made up of two mothers with children; one female academic, one health professional and one female with counselling experience. Improvements were: clearer demographic detail, larger tick boxes and bolder Likert scale presentation. The final format is in Appendix 6 (page 106).

When considering the planning of the interviews with participants and the design of the interview format, the first consideration was “What do we expect to accomplish?” followed by “Will the answer to this question contribute to answering the research question?” Questions need to be open-ended to allow the participants the opportunity to express themselves fully. Each question was couched in a way which addresses only one issue and avoids any form of bias.

**Figure 1.**

ID:	
Occupation:	
Interview Location:	
Interview Time:	Consent given: <input type="checkbox"/> Yes <input type="checkbox"/> No
Notes:	

**Sample interview schedule**

**Interview protocol**

All interviewers were qualified counsellors or social workers with one trainee counsellor carrying out some Whangarei interviews. This was following training in interview techniques by the researcher.

The designated interviewer from each of the four participating provider organisations contacted those mothers who have attended the programme in the last four-plus years (records were not been kept beyond six years). Following affirmative responses and prior to the interviews with selected representatives of potential participants, potential participants were sent (or visited to complete) a consent form and information sheet advising them of the purpose of the study and inviting them to participate in a recorded interview. Participants were informed of the risks, benefits

and confidentiality considerations of the research project. A full explanation was contained in the information provided in the Participant Information Pack (see Appendix 7, page 113).

The interview format was carefully explained, questions answered and confidentiality assured prior to commencement. This was done to foster interviewee confidence and the flow of conversation. In an attempt to ensure privacy and the comfort of the interviewee, interviews took place in a quiet setting, either on or off site, depending on interviewee preference. The interviews took approximately one hour and refreshments were provided. Interview questions were the same for each participant and are purposely open-ended in order to promote a more detailed and hence informative response.

If consented to, the interviews were recorded and the tapes numbered and coded with identifying names removed to ensure confidentiality. For example: *Interview 5. 10/8/12 Whanganui Participant W1*. If preferred by the participant notes were taken by the interviewer on the interview sheet.

Notes were taken after the recorded interviews in order to facilitate cross-referencing and checking of data. On completion of each interview, the content of the interview was transcribed onto a computer file, and cleaned. The purpose of data cleaning is to prepare the raw data files to make them consistent and manageable. In this instance data cleaning may consist of ensuring the font size and type, margins, line and word spacing's are all consistent throughout.

### **Thematic analysis**

A general inductive approach was used to analyse the interview data. This was chosen because of its ability to allow the core meanings (the central and most significant meaning of the statement/s) to emerge from the large amount of raw data collected. This approach is not hampered by the restraints of a structured methodology with the main purpose being to allow the theory to emerge from the data.<sup>69,70</sup>

A general inductive approach to thematic analysis uses prompts to ask the questions:

- a. Are all the core meanings properly identified?
- b. Are the core meanings relevant to the research question?
- c. Are all core meanings evident in the results of this phase of the project?

The analysis process involves the following seven key steps of:

1. Data cleaning
2. Inductive data analysis
3. Close and repeated reading of the text
4. Development of preliminary research themes derived from interview notes
5. Categorisation
6. Identifying and categorising overlapping text
7. Refining and revising.<sup>70</sup>

### **Data cleaning**

The content of the tape-recorded interviews was transcribed, along with any written interview material. As part of the data-cleaning process the material was typed into the computer in an easily readable 12 point font format. A wide margin was allowed on the left for researcher comment. Data was backed up electronically and then printed for the purpose of reading.

### **Inductive data analysis**

The process involves reducing the data, then coding and displaying the data, and arriving at a conclusion. This comprised the following steps:

1. Condensing the data gained from the interviews and questionnaires into a brief summary format.
2. Ascertaining if core meanings emerged from the responses by repeated reading of the text over time (Summaries).
3. Grouping the core meanings based on the interview summaries from the experiences of success and difficulty outlined in the interview summaries of the interviewees (Themes).

### **Close and repeated text reading**

The written interview material was read repeatedly over a two to three week period to assist with full assimilation of information. The thematic inductive approach to content analysis involves searching for important and relevant core meanings within the interview data. The main questions to be asked of the data were:

- a. Are there any issues, experiences, opinions or core meanings which were common in the responses of all or most of the interviewees?
- b. Where such issues, experiences, opinions or core meanings did exist, what were they?

- c. Could they be safely (i.e. without detracting from the core meaning) categorised under a limited number of themes to assist with subsequent, more detailed research?
- d. How could the information obtained inform the development of the next research phase to determine the factors for success?

### **Development of preliminary research themes derived from interview notes**

Notes were taken during the repeated text-reading process to assist in identifying categories for the findings. The notes involved summarising the core meanings of the interview material which led to the identification of the research themes.

### **Categorisation**

Codes were attached to each of the core meaning statements prior to them being placed under the main research themes. These main themes were the logical categories that resulted from subjecting the thematic inductive analysis process to the interview text. In summary, the core meanings, derived from the interviews, are clustered under the coding categories or research themes. The clustering of the core meanings into lists assists with the condensing and organisation of the data.

### **Identifying and categorising overlapping text**

There are two rules in inductive analysis that differ from other forms of qualitative research.<sup>70</sup> The first is the understanding that sometimes much of the research text does not fit into a specified category. And secondly, even when the text is read many times, much of it does not fit with the objectives of the research at all; Thomas suggests that this can, at times, apply to half of the text.

Consideration was therefore given to the possibility that one section of a response sentence may require coding differently to another section of the same sentence. This entailed separating the two sections and moving each to the research theme that best reflected their core meaning. In thematic inductive analysis this repositioning is acceptable in order to correctly categorise the intent of the interview answer.<sup>70</sup> This decision was based on where the sentence content fitted most appropriately. This accounts for the higher number of responses in some instances because the mother's response may need to be split between several themes (see Table 6, page 56).

### **Refining and revising**

When the understanding of the intent of the content of each interview question response was clear, the data was entered into one or more of the main themes, the purpose being to identify the core meanings that related to the research objectives.

As an additional check, the next step in the process was to revisit each of the coding categories in turn, to further refine them. This phase involved reading and thinking about the statements in relation to the interview content, repeatedly until the core meanings were clear and could be confirmed as correctly placed under one or more of the five main themes. This process is time consuming but essential as it will allow the confirmed core meanings to be placed under the coding categories.

The results of the thematic analysis process were used to inform the surveys of programme providers and stakeholders.

## **Surveys of programme providers and stakeholders**

The purpose of the surveys was to determine the programme providers' and stakeholders' perspective on the efficacy of the programme and the level of cooperation between the stakeholders and the provider organisations. The survey statements were composed following analysis of the key informant interviews, using a thematic inductive approach to the content analysis that allow significant themes to emerge from the raw data.<sup>70</sup>

The two main considerations according to Cook,<sup>71</sup> DeVellis<sup>72</sup> and Sekaran<sup>73</sup>, in developing a questionnaire, are to allocate the time needed to think through the process and to develop clear, well designed questions correctly and to realise that questionnaire development is a complex task.

## Results

Jigsaw North commissioned this project to determine the efficacy of the Anger Change Programme for Mothers. Having delivered the programme, along with other organisations for over 20 years, Jigsaw North were also aware of the recommendation made by Pattie Green in 2002, that the programme should be fully reviewed at some stage to confirm or contest the findings from her review. As a result, the outcomes sought from the study were:

1. To identify the level of cooperation between stakeholders and organisations associated with the delivery of the anger change programme to mothers.
2. To develop a resource for improving the effectiveness of the programme by learning from the experiences of women who have completed the anger change programme.
3. To identify the aspects of the programme that created enough safety for the women to risk speaking of their behaviour.
4. To identify what the women learnt that ensured that the changes in their behaviour were maintained.
5. To identify how the women's learning impacted on their confidence about their parenting of the target child and other children in the family.
6. To determine the impact that the Anger Change for Mothers programme has on reducing child abuse and the possible expansion of the programme across the country.
7. To identify any unintended consequences for the women following their engagement with the programme
8. The current level of community need for the programme.

## Research phases

### **Phase 1: A Demographic profile of programme provider organisations**

Phase 1 was the compilation of a database that profiled the participating programme provider organisations in New Zealand. The entry criterion was that the community organisation delivered the Anger Change Programme for Mothers developed by Pye Bowden, and had done so for at least four-plus years. Phase 1 sought to obtain information on location, service type and organisational structure. The four provider organisations included in the study are outlined in Table 1, next.

**Table 1: Community organisations by geographic region and service type**

<b>Geographic Centre</b>	<b>Name of Organisation</b>	<b>Years of Programme Delivery</b>
Whangarei	Jigsaw North	20+
Hastings	Family Works	20+
Whanganui	Whanganui Trust, t/a Jigsaw Whanganui	20+
Timaru	Presbyterian Support Services— South Canterbury (Family Works)	4

## **Phase 2: Participant mothers' interviews**

The purpose of Phase 2 was to gather qualitative and quantitative data from a total of 43 mothers across the four centres around New Zealand. The mothers were randomly chosen from the records of the four participating organisations. The purpose and methodology of the study were explained to each of the mothers and, once they fully understood, they were asked to read and sign a copy of the Participant's Information Sheet and the Consent Form. The interviews were held from June 2012 to December 2012.

The participating mothers were given the opportunity to provide additional comment or information at any time, if they so wished. Refer to Appendix 8 (page 116) for the comments received.

### **Participant interviews: Study questions**

The information was gathered by means of one-on-one interviews between the participating mother and a counsellor/social worker provided by the host organisation. The interviews were scripted using a series of seven primary study questions which were each supported by between two and five supplementary questions, designed to obtain information which informs seven of the nine outcomes sought from the study. Refer to Appendix 6 (page 106).

### **Study Question 1—Participating Mothers Demographic Information**

Study Question 1 referred to the demographic information of each of the participating mothers.

Study Question 1 categories were:

1. The participant's age on entering the programme.
2. The number of children in the care of the mother on entering the programme.
3. Whether or not the mother's partner was present in the home on entering the



programme.

4. Whether or not the mother had the support of an elder person.
5. The ethnicity of the mother as determined by the mother.

The demographic information provided by the participant mothers was recorded in an Excel spreadsheet, where the results were later analysed (see Appendix 9, page 120). The results can be seen in Appendix 10 (page 125).

### **Study Questions 2 to 7—Study outcomes**

Study Questions 2 to 7 contribute to the addressing of the outcomes sought from the study, as listed on page 45. For the purposes of clarity and completeness, there were between two and four supplementary questions attached to Study Questions 2 to 7. The study questions and their respective supplementary questions are listed on Table 2, below.

A transcript was taken of each of the 43 recorded interviews including the written additional comments provided by the mothers. These were summarised onto an Excel Spreadsheet. Refer to Appendix 11, (page 128). A general inductive approach to thematic analysis was used to analyse the interview data. A number of main themes resulted. These were summarised and recorded under the headings of the relevant study question. Appendix 12 (page 217) contains the transcribers observations from the interview transcripts.

---

**Table 2: Study questions 2-7**

---

#### **Study Question 2:**

Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?

*Supplementary questions:*

- (i) What was it about the programme that you found most helpful?
  - (ii) Do you believe you would have benefited from a follow-up session with a facilitator after the completion of the programme?
  - (iii) Were you at any time asked to provide feedback on the effectiveness of the programme?
  - (iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?
-

---

**Table 2: Study questions 2-7**


---

**Study Question 3:**

If you had not felt that the programme could have helped you, would you have sought help from elsewhere?

*Supplementary questions:*

- (i) What was it about the programme that gave you the confidence to talk about your problems?
  - (ii) What was it about the experience of the programme that made you feel able to confront your problems?
  - (iii) What was it about the programme that made you want to see the programme through?
  - (iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?
- 

**Study Question 4:**

Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?

*Supplementary questions:*

- (i) Have there been any changes in your home environment since you participated in the programme?
  - (ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?
- 

**Study Question 5:**

Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?

*Supplementary questions:*

- (i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?
  - (ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?
- 

**Study Question 6:**

From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?

*Supplementary questions:*

- (i) What is it about the programme that you believe can make it effective for other mothers?
  - (ii) How might the programme be modified to make it effective for a wider range of mothers?
- 

**Study Question 7:**

Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?

*Supplementary questions:*

- (i) *Were the consequences predicted or unexpected?*
  - (ii) *What form did the consequences take?*
  - (iii) *Did you report or take any action in response to the consequences?*
-

## Themes derived from the responses of participant mothers to study questions

The themes derived from the mothers' responses are contained in Table 3, next. The original interview transcripts are contained in Appendix 11 (page 128).

<b>Study Question</b>	<b>Theme</b>
Study Question 2 <i>Do you believe that your attendance at the Anger Change Programme helped you to correct your treatment of your child/ren?</i>	Of the 43 participant mothers who responded, a total of 4 replied "Definitely Not" or "Probably Not", 4 responded "Don't Know", 34 responded "Probably" or "Definitely" and 1 was categorised as "Question not Asked/Answered".
Study Question 3 <i>If you had not felt that the programme could have helped you, would you have sought help from elsewhere?</i>	Of the 43 participant mothers who responded a total of 15 replied "Definitely Not" or "Probably Not", 3 responded "Don't Know", 25 responded "Probably" or "Definitely" and 0 were categorised as "Question not Asked/Answered".
Study Question 4 <i>Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?</i>	Of the 43 participant mothers who responded a total of 4 replied "Definitely Not" or "Probably Not", 0 responded "Don't Know", 38 responded "Probably" or "Definitely" and 1 was categorised as "Question not Asked/Answered".
Study Question 5 <i>Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?</i>	Of the 43 participant mothers who responded a total of 4 replied "Definitely Not" or "Probably Not", 2 responded "Don't Know", 37 responded "Probably" or "Definitely" and 0 was categorised as "Question not Asked/Answered".
Study Question 6 <i>From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?</i>	Of the 43 participant mothers who responded a total of 9 replied "Definitely Not" or "Probably Not", 6 responded "Don't Know", 28 responded "Probably" or "Definitely", and 0 was categorised as "Question not Asked/Answered".
Study Question 7 <i>Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?</i>	Of the 43 participant mothers who responded a total of 6 replied "Definitely Not" or "Probably Not", 2 responded "Don't Know", 35 responded "Probably" or "Definitely" and 0 was categorised as "Question not Asked/Answered".

## Themes derived from the responses of participant mothers to Supplementary Questions

The themes derived from analysing the responses and general comments of all the recipients are listed on Table 4, below, under the relevant supplementary question and in priority order. The order of priority was determined by the number of times

the participants used the theme in their responses. The number of times the theme was referred to by the participants is shown in brackets. Themes mentions less than four times were discounted.

**Table 4. Themes from supplementary questions**

<b>Supplementary Question</b>	<b>Themes, in priority order (Times referred to)</b>
<b>Study Question 2 Supplementary Questions</b>	
(i) What was it about the programme that you found most helpful?	1 The programme helped me understand the source of my anger and how to deal with it. (78) 2 Being in a small group and sharing with other mums helped. (32) 3 I could trust the facilitators. (7) 4 The programme did not give me strategies to deal with my anger. (4)
(ii) Do you believe you would have benefited from a follow-up session with a facilitator after the completion of the programme?	1 Yes because circumstances change, but one on one. (18) 2 No, a follow-up is not needed. (8) 3 Yes because circumstances change but in a small group again. (7) 4 The facilitators provided follow-up opportunities. (4) 4 I had follow-up but not with the facilitators. (4)
(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?	1 Feedback was provided during and at the completion of the programme. (20) 2 Feedback was provided through an evaluation form at the end of the programme. (12) 3 No, not until now. (4)
(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?	1 Its fine the way it is. (18) 2 Keep the small group format. (16) 3 More time needs to be allocated to give mums time to be confident and to take their time. (9) 4 Provide follow-up/counselling etc. (4) 4 Include a pre-programme interview process to ensure mum is ready/understands what the programme is like. (4)
<b>Study Question 3 Supplementary Questions</b>	
(i) What was it about the programme that gave you the confidence to talk about your problems?	1 Sharing with other mums with same experience. (26) 2 The programme had the answers I needed. (22) 3 The facilitators. (19) 4 Confidentiality was strong. (9) 5 The small group of mums. (4)
(ii) What was it about the experience of the programme that made you feel able to	Note: The respondents did not appreciate the difference between this question and the previous question, as a result the responses were virtually the same, and hence the resulting themes are the

**Table 4. Themes from supplementary questions**

<b>Supplementary Question</b>	<b>Themes, in priority order (Times referred to)</b>
confront your problems?	<p>same.</p> <ol style="list-style-type: none"> <li>1 The programme had the answers I needed. (35)</li> <li>2 The facilitators. (18)</li> <li>3 Sharing with other mums with same experience. (13)</li> </ol>
(iii) What was it about the programme that made you want to see the programme through?	<ol style="list-style-type: none"> <li>1 The programme was interesting and well organised and worked for me. (28)</li> <li>2 I needed to change my situation and I was ready. (25)</li> <li>3 Sharing with a small group of other mums. (6)</li> <li>4 I could access the facilitator if needed. (5)</li> </ol>
(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?	<ol style="list-style-type: none"> <li>1. No but I had counselling/psychiatrist/mental health support. (13)</li> <li>1. I tried parenting programmes. (13)</li> <li>2. Yes but they didn't work. (7)</li> <li>3. No I haven't tried anything before, there were none available. (6)</li> <li>3. No I wasn't ready. (6)</li> </ol>
<b>Study Question 4 Supplementary Questions</b>	
(i) Have there been any changes in your home environment since you participated in the programme?	<ol style="list-style-type: none"> <li>1. Change in whanau relationships for the better. (22)</li> <li>2. No changes. (14)</li> <li>3. New partner/partner returned. (7)</li> <li>4. Child moved out/in. (6)</li> <li>5. Moved house. (5)</li> <li>5. Partner left or relationship rocky. (5)</li> </ol>
(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?	<ol style="list-style-type: none"> <li>1 The part that explained the reasons for my anger. (26)</li> <li>2 The part that helped me to decide my chosen parenting style, to deal with things differently. (24)</li> <li>3 The whole programme. (11)</li> <li>4 The part that taught me not to be self-critical/more tolerant. (6)</li> <li>5 The skill of the facilitators. (4)</li> <li>5 Sharing with other mums. (4)</li> </ol>
<b>Study Question 5 Supplementary Questions</b>	
(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?	<ol style="list-style-type: none"> <li>1 It identified the triggers of my anger for me and that anger is ok, its how you deal with it that matters. (37)</li> <li>2 It reminded me of the relationship I wanted with my child and gave me a warning, things could get worse. (25)</li> <li>3 It taught me I didn't have to be perfect, that was impossible. (9)</li> <li>4 I learned from the facilitators and that other mums had the same problems. (8)</li> </ol>

**Table 4. Themes from supplementary questions**

<b>Supplementary Question</b>	<b>Themes, in priority order (Times referred to)</b>
(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?	1 Not at the time (32) 2 I was receiving counselling. (13)
<b>Study Question 6 Supplementary Questions</b>	
(i) What is it about the programme that you believe can make it effective for other mothers?	1 The content is relevant and effective. (27) 2 It teaches you about the triggers that set off your anger. (19) 3 Mums must be ready for it. (15) 4 The sharing with other mums. (9) 5 Make the programme part of a suite of programmes including parenting etc. (6) 6 You stop blaming other people, it make you face the reality of the situation. (5) 6 It stops you feeling guilty. (5) 7 Advertise the programme more. (4)
(ii) How might the programme be modified to make it effective for a wider range of mothers?	1 Change the name, avoid "anger" and advertise it more and make it available more. (26) 2 Does not need changing its fine. (25) 3 Provide counselling during and/or after the programme and follow-up if it is needed. (13) 4 Make this programme part of a suite of programmes including parenting/budgeting etc. (10) 4 Provide more time and time out for mums at the end of each session and a written record of the session for Mums to refer to. (10) 5 Make a similar programme available to men. (8) 5 Keep the group small 4 or 5 only. (8) 6 Give a thorough explanation of what the programme is about at the start. (6)
<b>Study Question 7 Supplementary Questions</b>	
(i) Were the consequences predicted or unexpected?	1. Unexpected. (39) 2. Predicted. (9)
(ii) What form did the consequences take?	1 I didn't over-react when my child played up. I understand what triggers my anger now. (32) 2 I stopped being self-critical, I am more empowered. (28) 3 My relationships with my family have improved. (23) 4 I understood that my relationship with my parent(s) was affecting my relationship with my child. (16)

**Table 4. Themes from supplementary questions**

<b>Supplementary Question</b>	<b>Themes, in priority order (Times referred to)</b>
(iii) Did you report or take any action in response to the consequences?	1 Talked with the group. (10) 2 Talked with family/friend. (6) 3 Talked with my counsellor. (5)

### **Phase 3—Programme providers results**

The four provider organisations involved in the study were sent a questionnaire to be completed by the facilitators (refer to Appendix 13, page 219). The questions contained in the questionnaire were derived from a combination of the responses of the participant mothers and the need to inform the study outcomes sought from the provider organisations perspective. Refer to Appendix 14 (page 222) for the results of this questionnaire, and Appendix 15 (page 230) for the themes derived from the responses.

### **Phase 4—Stakeholders results**

The stakeholders in this research include all people making referrals to the programme. This group was also sent a questionnaire (refer Appendix 16, page 234). The results are summarised in Table 5, below.

**Table 5. Summary of stakeholder responses**

#### **1. What is the level of awareness of the programme amongst your staff?**

- Some know the programme well and others have no knowledge.
- Sorry was not aware of this programme until today. I am relatively new to Public Health Nursing role. Sounds fantastic would love to hear more about it perhaps an in service. Sorry am no help in answering the below questions.
- Have not had the need to refer to Jigsaw or this amazing programme. Very thankful to read and know about it though and would do, if and when required.
- Only recently. I have been working in Dargaville and this programme... or Jigsaw, is not readily available.
- Unfortunately not, I have never heard of it. As a public health nurse working in Kaitaia I believe there is a great need for such a service but it's probably not available to the residents of the Far North.
- No, and I haven't used the programme but would love to hear more about it.

#### **2. What is the level of understanding of the purpose of the programme amongst your staff?**

- Those who have had dealings with clients attending are aware of the purpose.
- I have not referred to this service... yet.



---

**Table 5. Summary of stakeholder responses**


---

**3. What do you believe is the point of difference of this programme?**

- I believe that the aim is to give the mothers' control of their lives rather than just "learning" a large degree of which they will forget.
- 

**4. What is the number of referrals made by your organisation to this programme over the last 6 years?**

- This was hard to analyse as most of the referrals were made by the family themselves or not made specifically for anger change. Only one referral seems to have been made by a CYFS social worker.
- 

**5. From CYFS staff perspective, what has been the success rate amongst graduates of the programme?**

- Better communication takes the blame out of situations and replaces it with reason. Feels more proactive rather than reactive to negative situations.
- 

**6. Do you believe that the programme is still relevant, effective and worthwhile?**

- Yes, we have too few programmes for mothers who are often the primary care-givers if the father is no longer on the scene.
  - Yes, all our tamariki need to feel safe in their homes.
- 

**7. What are the obstacles to your referring mothers to the programme?**

- Depends on who will be delivering the programme. Trained facilitators are a must. Any lack of appropriate expertise will prevent referrals being made.
    - Location, living in a rural area creates barriers to access to all sorts of services.
- 

**8. What value can you see in this programme being extended across the country?**

- Yes, great value. Lots of mums talking about their experiences and change can only be good.
  - I believe that those practitioners who have already delivered the programme could provide training for other centres so the delivery is uniform across the country.
  - Very much so as angry mums are nationwide and derive from every background imaginable, not just from violent/angry homes themselves.
- 

**9. What evidence do you have that attendance at the programme has reduced the incidence of child abuse in your area?**

- No evidence available for these stats. This programme should be offered by the Court similarly to "Man Alive".
- 

**10. What unintended consequences were experienced by the referred mothers as a result of their experience of the programme?**

- The realisation that their parenting behaviour was usually a reflection of their own parenting.
- 

**11. What form did these consequences take?**

- Anger towards their parents, shifting the blame.
- 

**12. Did you have any additional input with the participants as a result of the unintended consequences?**

- Yes
-

---

**Table 5. Summary of stakeholder responses**

---

**13 What form did this input take?**

- Advice, suggestions for family healing and support.

---

**14 In the light of these unintended consequences, do you believe that the programme should be modified?**

- No, this is the truth about breaking the cycle, you have to let the realisation be part of their recovery.

---

**15 If so, How?**

- No response

---

**Any other comments?**

- Feedback from CYFS social workers says this should continue. Some clients need more than one session.
  - I believe that if this is being offered again the agency can come into CYFS and deliver information at one of our staff meetings, more people will be informed this way.
  - TV advertising to raise more public awareness of this being a big issue in Aotearoa.
-

## Findings

Findings derived from the analysis of the responses of the participants are listed below, once again under the heading of the relevant Study Question:

### Study Question 1—Demographic information

There were no noticeable differences in the personal details of the participant mothers between the four centres. The majority of participants (81%) were between 26 and 45 years of age, 76% were caring for 1 or 2 children; approximately half of the participants had a steady partner in the home and had elder support available. Regarding ethnicity, 59% identified themselves as New Zealand European, 20% as Maori, 7% as Part-Maori and 15% as “other”. A number of participants preferred the ethnic description of “New Zealander”. These responses were included in the ethnic grouping of “other” in the survey. Unfortunately, none of the centres were able to include a Pacific Island participant. Refer to Appendix 10 (page 125) for these results.

From the evidence of this study, it seems that the effectiveness of the programme is not affected by the participants’ age, although they are most likely to seek and be ready for help in the 31 to 45 years range. Nor is effectiveness affected by the number of children in the participant’s family. However, with 76% of the participants caring for either one or two children, it seems that there is a higher incidence of anger driven abuse by mothers in smaller families. The presence of a steady partner in the home, and the availability of an elder family member or friend to support the participant seemed to make no difference to the programme’s effectiveness.

### Study Questions 2 to 7—Summary of responses

Across all four centres and all six Study Questions, the vast majority of participants responded positively, either “probably” or “definitely”. This information is summarised on Table 6, next.

**Table 6. Summary of responses to study questions—All centres by %**

Study Question	Study Question	% of Responses			
		“definitely not” or “probably not”	“don’t know”	“probably” or “definitely”	Did not respond or Question not asked.
2	Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?	9	9	77	5

**Table 6. Summary of responses to study questions—All centres by %**

Study Question	Study Question	% of Responses			
		“definitely not” or “probably not”	“don’t know”	“probably” or “definitely”	Did not respond or Question not asked.
3	If you had not felt that the programme could have helped you, would you have sought help from elsewhere?	33	7	56	4
4	Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?	9	0	88	3
5	Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?	9	46	86	1
6	From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?	21	14	64	1
7	Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?	14	5	80	1

## Responses to supplementary questions

The responses to the supplementary questions are analysed below. Refer to Appendix 17 (page 236), where the responses to questions have been collated and Appendix 18 (page 265) for a summary of responses to each question. Many respondents also provided additional comments when answering the supplementary questions; this information is provided in Appendix 19 (page 271) and Appendix 20 (page 274).

### Study Question 2, Supplementary Question (i)

Study Outcome 2 prompted the question *“What was it about the programme that you found most helpful?”*, the vast majority of participants found that identifying the real source of their anger and learning how to manage it as the most helpful. Being in a small group of mothers with similar experiences was also found to be very helpful, as was being able to trust the facilitators was also considered an important aspect of the programme. In contrast and perhaps not surprisingly, there were 4 participants who found that the programme did not provide them with the strategies they needed to handle their anger, although 2 participants acknowledged that

identifying the real source of their anger was helpful to them.

### **Study Question 2, Supplementary Question (ii)**

In response to the question *“Do you believe you would have benefited from a follow-up session with a facilitator after the completion of the programme?”* the majority of participants responded that a follow-up session, post-programme, would be beneficial. However they were divided as to what form the follow-up should take. Some thought it should be one-on-one with the facilitator; others thought a return to the original small group of mothers would be preferable. In some instances, a form of follow-up was provided by, and with, the facilitators. A significant number of participants felt that follow-up was not needed. This question relates to study outcomes 2, 3, 4, 5 and 7.

### **Study Question 2, Supplementary Question (iii)**

In relation to study outcomes 2, 4, 5 and 7, the question *“Were you at any time asked to provide feedback on the effectiveness of the programme?”* was included in the participant’s questionnaire. The vast majority of participants reported that feedback was provided either during,, at the completion of the programme, or some weeks after the programme by mail.

### **Study Question 2, Supplementary Question (iv)**

The question *“Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?”*, sought to inform study outcome 2. The largest response group was that the programme should be left unchanged, and almost as many felt that it was very important to keep the group small, up to 5. A significant number of participants thought that more time was needed to allow mothers to achieve the requisite level of confidence and to recover from the more emotionally challenging episodes in the programme.

### **Study Question 3, Supplementary Question (i)**

In order to inform Study Outcomes 2 and 3, the question *“What was it about the programme that gave you the confidence to talk about your problems?”* was asked. The three most significant response themes were: sharing with other mothers with similar experiences; the effectiveness of the programme; and the skill of the facilitators. The emphasis on personal confidentiality was also appreciated by the participants.

**Study Question 3, Supplementary Question (ii)**

When asked *“What was it about the experience of the programme that made you feel able to confront your problems?”* by far the largest group of participants expressed the view that the programme provided the answers they sought. Again, the skill and understanding of the facilitators was to the fore, as was sharing with other mothers. This question and the responses contributed to Study Outcome 2.

**Study Question 3, Supplementary Question (iii)**

The question *“What was it about the programme that made you want to see the programme through?”* was designed to inform Study Outcomes 2 and 3. It prompted responses which highlighted the programme’s structure and effectiveness, with a significant number of participants emphasising the need for participants to be ready to commit and make the changes required.

**Study Question 3, Supplementary Question (iv)**

Responses to the question *“Had you tried other programmes or sought help elsewhere prior to joining the programme?”* which was used to inform Study Outcome 2, disclosed that many participants had sought help from counsellors and health professionals, the same number had tried parenting programmes in the past; all without success. A number of participants spoke of the lack of available programmes in their area.

**Study Question 4, Supplementary Question (i)**

The question *“Have there been any changes in your home environment since you participated in the programme?”* uncovered the fact that, for the majority of participants, the relationships they had with other whanau members had improved—not just with the “target” child. A significant number of participants reported no change in the home environment, but here the reference was more about whether or not they still had the same partner or lived in the same house.

**Study Question 4, Supplementary Question (ii)**

The responses to the question *“Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?”* provided three main response groupings. The first referred to the programme’s ability to provide the real reason for the participants’ anger. The second was the help provided to the participants that enabled them to deal with issues differently and develop a better parenting style. The third group replied simply the “whole programme”. One other grouping referred to the fact that the programme taught them to be less self-critical

and more tolerant.

### **Study Question 5, Supplementary Question (i)**

The study question *"In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?"*, was used in an attempt to determine any change in confidence of the participant when dealing with their children. The overwhelming response was two pronged: firstly, the programme helped the participant to identify the triggers of their anger and how to better manage that anger; and secondly, the programme enabled the participant to clearly identify the relationship they really wanted with the target child, rather than the one they were experiencing prior to attendance at the programme. Finally, once again the participants commented on the importance of the skill of the facilitators.

### **Study Question 5, Supplementary Question (ii)**

In an attempt to determine the degree of influence another simultaneously attended programme or service might be having on the effectiveness of the Anger Change Programme, the Study Question *"Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?"* was asked. It transpired that the vast majority of participants were not attending any other programme at the time of attending the Anger Change Programme, although a number were receiving counselling.

### **Study Question 6, Supplementary Question (i)**

Outcome 6 of the study was to attempt to determine the impact the programme was having on the level of child abuse, which prompted the question *"What is it about the programme that you believe can make it effective for other mothers?"*. This question prompted a range of responses, the most significant being that the content of the programme was both relevant and effective, that the programme teaches the participants the real cause of their anger and the fact that participants must be emotionally and psychologically ready to make the necessary changes in their lives.

### **Study Question 6, Supplementary Question (ii)**

Again, in response to Outcome 6 of the study, participants were asked *"How might the programme be modified to make it effective for a wider range of mothers?"*. The responses received provided a list of suggestions, for example "It doesn't need changing", "Change the name, drop the word 'anger' from the title", "Provide counselling to help the participants if needed during and immediately following the programme" and the suggestion to make the programme part of a suite of



programmes or services to complete the process of helping the participant (the name 'Inside Out' is used in Hawkes Bay).

### **Study Question 7, Supplementary Question (i)**

A contribution to Outcome 2 of the study was sought from the question "*Were the consequences [you experienced] predicted or unexpected?*" In reply, 39 responses identified the consequences as unexpected and 9 identified them as predicted.

### **Study Question 7, Supplementary Question (ii)**

In an attempt to determine if any change should be made to the programme to nullify the effects of the consequences experienced by the participants, the question "*What form did the consequences take?*" was asked. The responses were almost entirely positive, speaking of the changes that had occurred in the personal lives of the participants. For example, "I don't over-react now when my child plays up.." or "I have stopped being self-critical, I am more empowered" and "My relationships with my family have improved". There was also some support for the response "I understood that my relationship with my parents was affecting my relationship with my child."

### **Study Question 7, Supplementary Question (iii)**

The question "*Did you report or take any action in response to the consequences?*" was to determine what action was already being taken to deal with the effects of the consequences experienced by the participants. The majority of responses showed that the participants had chosen not to take any action. Those who did, chose to speak to their programme group members or a family member or friend or their counsellor.

## **Summary of responses from programme providers**

A summary of the responses received from the four programme providers are listed below, under the relevant question.

### **Programme provider—Question 1**

***The programme is intended to help with healing the mother's anger trigger but not with parenting. Could post-programme poor parenting nullify the effect of the programme?***

Every reply to this question demonstrated that the providers are aware of this issue and provided the explanation that experiencing the process of identifying the anger and learning how to manage it, is often effective and helpful in other areas of the participant mothers' lives. Every respondent explained that they provide follow-up

with the participant mother and they encourage participant mothers to move on to parenting programmes where appropriate. Some concern was expressed that any subsequent programme must not “conflict” with any Anger Change follow-up.

### **Programme provider—Question 2**

#### ***How does the programme cope if there is more than one anger generating trigger?***

All the respondents explained that this is a fairly normal situation and that, whilst the programme targets the primary anger trigger, it also works well at identifying and dealing with any secondary triggers that may emerge. The group environment encourages this process to occur. If the timing of the discovery of the secondary trigger(s) is late on in the programme, or if the nature of the problem requires a more intensive approach, the participant mother is invited to repeat the programme or move on to one-on-one counselling.

### **Programme provider—Question 3**

#### ***Will what is learned through the programme assist mothers to manage new anger generating triggers later in life?***

There was a generally positive response to this question, based on evidence which shows that post-programme, participant mothers become more aware of their feelings, they learn to do the psychological work themselves and “soothe” their anger. There is a resulting reduction in self-shaming and child-blaming; they are able to cope more effectively and more positively. The experience of the programme heightens their self awareness, which enables them to monitor their stress level and to take action to control any confrontational situation sooner. Some participant mothers find that the programme helps them in other areas of their lives. If needed, the participant the process of “re-storying” to deal with the newly identified trigger.

### **Programme provider—Question 4**

#### ***How are you able to show that what the mothers learn from the programme remains effective for them into the future?***

Every provider reported that they arrange a follow-up contact with the participant mother between 6 and 12 weeks after the end of the programme. The comment was made that there is no standard procedure for follow-up and that it is sometimes difficult to make contact with the participant mother. Reported anecdotal evidence suggests that many mothers who graduate from the programme experience positive long-term relationships with their children and family.

### **Programme provider—Question 5**

#### ***How important is it to the programme for the participant group to become a "family" and use the***

**guidelines provided for its behaviour at the commencement of each programme?**

Every respondent emphasised the importance of the “group” setting. One described it as “individual therapy in a group context”. Another explains that the group enables participant mothers to “see” the effects of the abuse through each other’s experiences and come to realise how the children are being impacted. What was thought to be important was the setting of guidelines for the group at the outset. The group environment provides an opportunity for the participant mothers to share the ignominy they feel around the child abuse, and find, within the group, support, safety and empathic people to assist with support roles in the “resolution” phases of the programme.

**Programme provider—Question 6****Do you believe that the programme guidelines should be reviewed?**

Responses to this question were varied. One provider thought that this research could provide the answer, another thought that the guidelines should be reviewed because there had been no review for many years.

**Programme provider—Question 7****How effective is the programme with mothers who have mental, possibly multiple mental, conditions?**

This question was clearly important to the respondents and most respondents reported instances of this situation occurring. The general consensus was that these situations are normally identified at the pre-programme interview. The decision as to whether or not the mother attends the programme is taken on a case-by-case basis. There were examples of both positive and negative outcomes for mothers who completed the programme and have mental conditions. It was clear that great care is taken in this matter by all respondent organisations, with some success. It seems from reports received there are very few negative outcomes.

**Programme provider—Question 8****Would better outcomes for the mother be achieved if the programme was part of a “package” of interventions e.g. parenting?**

Some respondent organisations reported that they were already doing this. Every agency agreed with the concept, although one commented that not every mother attending the Anger Change programme was necessarily a poor parent.

**Programme provider—Question 9****Does the programme and/or the presentation of the programme need to be made more relevant to Maori (and other ethnicities)?**

The majority of responses were in the affirmative, although there was the argument that trauma itself is universal and the programme is also “universal” and what was needed was facilitators trained to be sensitive to all ethnicities. A suggestion was made to consult with Maori on this matter. One provider reported 30-50% Maori clients on the programme and the transcripts of the interviews with the participant mothers seem to show little difference between Maori participant mothers and Pakeha participant mothers, in terms of the effectiveness of the programme and the outcomes achieved.

### **Programme provider—Question 10**

#### **What options are available to mums whose anger returns?**

There was a standard response to this question, namely that the mother would be invited to repeat the programme or, if thought more appropriate, offered one-to-one counselling.

### **Programme provider—Question 11**

#### **What happens to mothers who disclose during the course of the programme that they had, or were, abusing their child since attending the course?**

It was evident from the responses that this situation is taken very seriously by all provider organisations. Every respondent organisation explained that they had protocols in place to deal with this situation. In every case, the priority is always the child’s safety. That said, the matter is dealt with on a case-by-case basis, following discussion with a senior member of staff and the participant mother. The course of action could be something between referring to the programme mother group, intervention by a counsellor or a notification to CYFS.

### **Programme provider—Question 12**

#### **What is available to mothers who realise the true source of their anger post programme?**

The responses to this question were, following a comprehensive interview with the mother, to repeat the programme, to attend one-to-one counselling or to attend additional meetings of the mothers programme group members, although this was rare.

### **Programme provider—Question 13**

#### **Participants can be adversely affected by the stories of other mothers. How does the programme accommodate this eventuality?**

Listening to other mothers’ stories is critical to the success of the programme. It is acknowledged as an emotional experience for the participant mothers. The effects

they experienced are carefully monitored by the facilitators and managed through the self-caring aspect of the programme, debriefing at the end of each such session, and/or meeting with the facilitator one-on-one. The support each mother receives from her group often helps a mother to cope at these times.

#### **Programme provider—Question 14**

##### **What unpredicted adverse consequences were experienced by the mums on your programme?**

Responses to this question included an exacerbation of one mother's mental illness, and another mother was triggered into depression. Participant mothers' projections and disassociates can be an anxious time, particularly if it is the first time. One provider reported the timing of the introduction of the body map created some distress for participant mothers and so the scheduling of the sessions was changed.

#### **Programme provider—Question 15**

##### **The course title *Anger Change for Mothers*, suggests mothers are angry and mothers don't want to be thought of in that way. Does the name of the programme need changing?**

There was a strong, common theme to the responses to this question. The title has been the subject of numerous discussions over the years, and whilst thought not to be ideal, no better alternative could be found.

#### **Programme provider—Question 16**

##### **A partner to one of the mums suggested that there should be an opportunity for the participant to have a support person with them at the programme to help them if needed. What do you think of this idea?**

The response to this question was unanimously "No". The feelings were that it would compromise confidentiality, undermine a partnership based on equality, and disturb the dynamics of the group, which is so important to the success of the programme.

#### **Programme provider—Question 17**

##### **How important is it for mothers to be ready to confront their issues prior to joining the programme?**

Responses showed that it is vitally important and is assessed by the facilitators at the pre-programme interview, and that not only was it the readiness of the mother that was important, they must also be open and vulnerable in the presence of others. The point was made by one provider, that the mother should be open to the possibility that they are likely to become ready, which is slightly different to the mother being ready. Experience has shown that mothers who are not genuinely ready receive minimal value from the programme and tend to drop out.

**Programme provider—Question 18**

**How important is it to warn new participants at the commencement of the programme of the likely emotional experiences they will encounter on the programme?**

Respondents replied that some women know from the name of the programme and from the pre-programme interview, that attendance at the programme is likely to be a very emotional experience. The information provided is not given as a warning, but the mother is asked to recall the intensity their feelings with their child.

**Programme provider—Question 19**

**How does your organisation manage the consequences of such experiences?**

There were a range of replies to this question and the probability is that any combination of replies applies depending on the mother and her circumstances. Responses included: ensuring that outside support for the mother was available; providing one-on-one if necessary; a debrief at the end of every group session; advising participant mothers of the feelings they are like to experience prior to the session; and reliance on the monitoring of the participants by the facilitators and the group members themselves.

**Programme provider—Question 20**

**How does the programme take into account other relevant aspect of the mother's life at the time, e.g. How much positive support is she receiving? What are the negatives at work in her life?**

Other relevant aspects of the participant mother's life are taken into account at the pre-programme interview and by checking in with each group member at the commencement of each session.

**Programme provider—Question 21**

**How does your organisation ensure that the participants do not feel ashamed of anything they may say about themselves?**

The responses were clear that the provider cannot ensure that the participant mothers do not feel ashamed of anything they may say about themselves, but they can and do ensure that the participant mothers are not hurt or made more vulnerable by their openness and disclosure. Shame is reframed in the programme to courage, and the participant mothers are never judged. There is great reliance on the skills and awareness of the facilitators in this matter.

**Programme provider—Question 22**

**Do you think there should be similar, separate programme for fathers?**

Responses were mixed to this question. Providers report that both mothers and

fathers have asked about an Anger Change programme for men. There are already men's programmes available, for example Living without Violence. One anger change programme for men is being run in Auckland by Fay Lillian.

### **Programme provider—Question 23**

#### **How should such a programme be structured?**

Providers replied that it may be necessary for the men to have attended the Living without Violence programmes beforehand, and that men would require more time as they are more resistant to expressing feelings. There would also need to be a pre-programme assessment which ensures that the man's true trigger is a child. Facilitators would need to be experienced in gender-dynamics and working with men's groups. As for the programme itself, women's problems stem from disempowerment, whereas men's are from anger/control/power. The same programme could apply but with a different focus and based on the fact that women speak from the heart, whereas men disengage the head from the heart.

### **Programme provider—Question 24**

#### ***What changes, if any, has your organisation made to the original design of the programme?***

All providers confirmed that they had adhered to the original programme design. Where there have been divergences they were minor and mostly in the area of resolutions; in cases where the handling of resolutions applied, interventions are of a more subtle nature. Originally, Anger Change was expected to be cathartic. However, providers have discovered that this is not so. They now work with what arises, keeping the safety of the child as the focus. One provider reports the use of different body/mind exercises, focussed more on the awareness of the body/mind interactions, and less psychodrama.

### **Programme provider—Question 25**

#### ***Why were the changes made?***

Learning's from training, therapeutic readiness, experience and as a response to ongoing research by Pye Bowden and others, was the responses given here.

### **Programme provider—Question 26**

#### ***Have the changes improved the effectiveness of the programme?***

The providers were unanimous in their response that the changes they have made did improve the effectiveness of the programme.

**Programme provider—Question 27*****How do you know this?***

Proof of the improvements was provided through feedback from the participant mothers, observation of the growth in participant mothers coping mechanisms and the level of relief displayed.

**Programme provider—Question 28*****In what way do you think the programme could be improved?***

There was a mixed-bag of responses to this question. Suggestions included ongoing training for facilitators, having in-house counselling available for participant mothers when needed, and provide more time for participant mothers to manage their emotions.

**Programme provider—Question 29*****Does the ethnic split of the study's participant mother group reflect that of the client base of the programme in your area?***

This question was somewhat nullified because some respondents were not made aware of the ethnic split of their respective respondent participant mother group. Those that were able to reply expressed the view that the respondent mother group did reflect the client group in their area.

**Programme provider—Question 30*****If not how do you think it differs?***

For the reason given previously, this question too was somewhat nullified, and as those that did reply to the previous question did so in the affirmative, this question became superfluous.

**Programme provider—Question 31*****Any other comment or suggestions you would like to make about the programme?***

Other comments provided were:

- It's a great programme
- Mothers rave about it
- It takes the heat off the child
- Clients move much further in a group setting than in one-on-one therapy
- It makes it possible for mothers to feel ok about talking about their outbursts and are, hence, more likely to seek help in the future.



## Summary of responses from programme stakeholders

Feedback was sought from stakeholders of the programme in the following categories:

- Their level of awareness of the programme
- The number of referrals they made
- Whether the programme was still “relevant” and effective for their referrals
- The success rate of the programme
- Any obstacles to their referring to the programme
- The level of need in the community for the programme
- How the programme might be made available to more mothers.

Stakeholders contacted to participate in the survey were: Child, Youth and Family Service, Whangarei; Public Health Nurses and Plunket. Public Health Nursing expressed no knowledge of the programme, were surprised to hear of its existence and have requested contact details, as referrals were thought very likely in the future. Further investigation here disclosed that the reason for the lack of awareness of the programme is the turnover of staff in the stakeholder organisations. There appears to be a need for the provider organisations to regularly “advertise” the programmes existence with these stakeholder organisations, in order that new staff can be kept informed.

Stakeholder responses are summarised in Table 7, next.

---

**Table 7. Summary of stakeholder responses**

---

**1. What is the level of awareness of the programme amongst your staff?**

- Some staff had heard of the programme others have not.
- Have never heard of it,
- Would love to hear more.
- I believe there is a great need for this programme.

---

**2. What is the level of understanding of the purpose of the programme amongst your staff?**

- Those who have had dealings with clients attending are aware of the purpose.

---

**3. What do you believe is the point of difference of this programme?**

- I believe the aim is to give the mothers control of their lives rather than just learning a large degree of which they forget.
-

Table 7. Summary of stakeholder responses

- 
- 4. What is the number of referrals made by your organisation to this programme over the last 6 years?**
- This was hard to analyse as most of the referrals were made by the family themselves or made specifically for anger change. Only one referral seems to have been made by a CYFS social worker.
- 
- 5. From CYFS staff perspective, what has been the success rate amongst graduates of the programme?**
- Better communication takes the blame out of situations and replaces it with reason.
  - Feels more proactive rather than reactive to negative situations.
- 
- 6. What are the obstacles to your referring mothers to the programme?**
- Depends on who will be delivering the programme. Trained facilitators are a must.
  - Location, living in a rural area creates barriers to access to all sorts of services.
- 
- 7. Do you believe that the programme is still relevant, effective and worthwhile?**
- Yes we have too few programmes for mothers who are often the primary caregivers if the father is no longer on the scene.
- 
- 8. What value can you see in this programme being extended across the country?**
- Yes great value, lots of mums talking about their experiences and changes, can only be good.
  - Trained and experienced facilitators could train new facilitators.
  - Very much so, angry mums are nationwide and from all backgrounds.
- 
- 9. What evidence do you have that attendance at the programme has reduced the incidence of child abuse in your area?**
- No evidence available for this study, this programme should be offered by the courts.
- 
- 10. What unintended consequences were experienced by the referred mothers as a result of their experience of the programme?**
- The realisation that their parenting behaviour was usually a reflection of their own parenting.
- 
- 11. What form did these consequences take?**
- Anger towards their parents, shifting the blame.
- 
- 12. Did you have any additional input with the participants as a result of the unintended consequences?**
- Yes
- 
- 13. What form did this input take?**
- Advice, suggestions for family healing and support.
- 
- 14. In the light of these unintended consequences, do you believe that the programme should be modified?**
- No, this is the truth about breaking the cycle; you have to let the realisation be part of the recovery.
-

---

**Table 7. Summary of stakeholder responses**

---

**15. If so, How?**

- No responses to this question.
- 

***Any other comments?***

- Feedback from CYFS social workers says this should continue. Some clients need more than one session.
  - I believe that if this is being offered again the agency can come into CYFS and deliver information at one of our staff meetings, more people will be informed this way.
  - TV advertising to raise more public awareness of this being a big issue in Aotearoa.
-

## Conclusions

The conclusions reached from the analysis of the results and findings are listed below, under the headings of the relevant Study Outcome sought.

### Conclusions from Study Outcome 1

**To identify the level of cooperation between stakeholders and organisations associated with the delivery of the anger change programme for mothers**

The level of co-operation between the stakeholders and the provider organisations is currently very limited. Almost all the stakeholders who responded claimed little or no knowledge of the programme, but were keen to know more about it and expressed interest and support for the programme. Those stakeholders who were aware of the programme were very complimentary and satisfied with the programme outcomes.

Further investigation has disclosed that the “lack of co-operation” stems from the level of staff turn-over in stakeholder organisations. Provider organisations will need to expend more time and money in “advertising” the programme more frequently to stakeholders, to ensure that recently appointed stakeholder staff are informed of the programme’s existence.

### Conclusions from Study Outcome 2

**To develop a resource for improving the effectiveness of the programme by learning from the experiences of women who have completed the anger change programme**

In terms of the effectiveness of the programme, the evidence is clear, with 77% of participants expressing the view that their attendance at the programme had or probably had helped them to correct their treatment of their “target” child, and 88% of these participants stated that what they had learned from the programme had or probably had continued to help them. Programme provider representatives appear to be happy with the programme’s content and structure, describing only limited adjustments to the programme in terms of the scheduling of its components and a shift of emphasis when needed. The stakeholders’ representatives’ observations of graduate mothers were also positive, identifying the effects of the removal of blame from the graduate mothers and a more proactive approach to life on their behalf.

The core purpose of the programme is being achieved; there is overwhelming evidence to show that the programme does enable participants to identify the real cause of their anger, which is invariably not the child that they manifest the anger against. In doing so, they are able to rationalise their anger and manage it better.

This in turn, results in greater protection for the target child, a calmer household, and often improved relations between the graduate mother and her family.

In terms of improving the effectiveness of the programme, the graduate mothers requested more programme time or some time outside of the programme, if needed, to allow them to better cope with the emotional and psychological challenges the programme presents. The providers were happy with the effectiveness of the programme, requesting only more on-going training for the facilitators.

Whilst the programme would appear to achieve the outcomes sought from it in the vast majority of cases. There was mention, both by the participant mothers and subsequently confirmed by the provider group, that the programme should be one of a "suite" of services packaged for the individual mother's needs. The premise being, that having resolved the mother's anger issues through this programme, the mother is much more likely to benefit from subsequent parenting programmes or therapy.

Interestingly, when asked "How could the programme be improved?" the most popular suggestion from the participant mothers group was "change the name". The use of the words "anger" and "mothers" in the title was for some, initially, a "turn-off". Others saw it as labelling the mothers in a negative way. The providers acknowledged that over the years, questioning of the appropriateness of the name of the programme had arisen over and over again. After every discussion, however, no more suitable alternative has been found.

### **Conclusions from Study Outcome 3**

#### **To identify the aspects of the programme that created enough safety for the women to risk speaking of their behaviour**

The ability of the mothers to feel safe enough to speak of their behaviour towards their target child is absolutely pivotal to the success of the programme and, not surprisingly, is one of the most difficult goals to achieve. The participant mothers identified the three most significant aspects of the programme that were most helpful in enabling them to speak out were: sharing with other mothers with similar experiences; the effectiveness of the programme; and the skill of the facilitators. From the providers' perspective, whilst it is believed to be impossible to prevent mothers from feeling shame; they are never "judged". The providers' priorities were to ensure that the mother did not experience any further hurt or increase in vulnerability. Providers also identified that there is a great reliance on the skills of the facilitators in this matter.

## Conclusions from Study Outcome 4

**To identify what the women learnt that ensured that the changes in their behaviour were maintained**

From their responses to the questionnaire, identifying the real source of their anger, the strategies learned from the programme that taught them to manage their relationship with the target child differently and “the whole programme” were the three main factors identified by the participating mothers that they believed enabled them to maintain the changes the programme had made in their lives.

## Conclusions from Study Outcome 5

**To identify how the woman’s learning impacted on their confidence about their parenting of the target child and other children in the family**

The overwhelming response by the participant mother group to this question was two pronged. Firstly the programme helped them to identify the true triggers of their anger and how to better manage that anger, and secondly the programme made it possible for the mothers to clearly identify the type of relationship they wanted with their child. This second point is significant in that it helps the mother to clear her mind and develop an identifiable goal for her relationship with her child. Once again the skill of the facilitators was mentioned as a significant factor in this aspect of the mothers learning. The provider group confirmed the opinion of the participant mothers that in many cases, this programme should be one of a suite of services for the participant mother. The newly acquired confidence gained by the mother from participation in this programme can be carried forward into other subsequent programmes with the likelihood of better outcomes.

## Conclusions from Study Outcome 6

**To determine the impact that the Anger Change for Mothers programme has on reducing child abuse and the possible expansion of the programme across the country**

For the vast majority of participant mothers, regardless of age or ethnicity, the responses to the study questions clearly show that the programme had a dramatic effect on them and on their relationships with their children. They described it as “relevant and effective”. When asked if they thought the incidence of child abuse would decrease if the programme were made available to a wider group of mothers, the response were that 28 participants thought “Probably” or “Definitely” and 9 responded either “Definitely not” or “Probably not”. Both groups emphasised the proviso that any potential attendee must be “ready” to undertake the programme. The providers clearly believe that if the programme were to be made available to more mothers, the incidences of abuse would decrease, subject to the required

number of suitably trained and experienced facilitators being made available. The stakeholders were very supportive of the concept of expanding the availability of the programme, and they too emphasised the need for the right calibre of facilitator.

## Conclusions from Study Outcome 7

### To identify any unintended consequences for the women following their engagement with the programme

Amongst the participant mother's group, there were 39 reports of unexpected consequences as a result of completing the programme, and 9 reports of predicted consequences as described by the facilitators at the pre-programme interview. The unexpected consequences were all positive and fell into four groupings, namely:

1. I no longer over-react to my child's behaviour
2. I know what is really triggering my anger
3. I have stopped being self-critical and am more empowered
4. My relationships with my family members have improved and I now understand that my relationship with my parents was affecting my relationship with my child.

All the consequences mentioned by the participant mothers were positive; those that were negative are predicted and the mothers prepared for them at the pre-programme interview. The provider group did identify consequences which occurred during the delivery of the programme and responded by changing the order in which the sessions were delivered or by re-focussing any particular session for that group.

## Conclusions from Study Outcome 8

### A comparison of the original programmed design with what is currently being delivered

For obvious reasons, the provider group were the only respondent group to this question. Their responses showed that any changes were of a minor nature and were around the areas of resolution, body/mind exercises and, in one case, less psychodrama. These modifications are borne out of information obtained from research, the ongoing training and observations of the facilitators and the needs of the participant mother group at the time.

It would seem that the original programme design is, by and large, adhered to and from the replies obtained from all three groups of respondents; it would seem that it continues to work extremely effectively.

## Conclusions from Study Outcome 9

### The current level of community need for the programme

Precise statistical information on the number of child abuse cases perpetrated by mothers is not readily available, if such a statistic is kept at all. However, the incidence of child abuse in New Zealand is, sadly, well documented. For example, most child deaths are at the hands of men, leading most people to assume that men are the predominant abusers—nevertheless, most child abuse is perpetrated by women (Child Safe, 2011). Many people, too, see child abuse as being just a Maori problem, and Maori are over-represented in child abuse statistics. Child Safe explain that this is not occurring because they are 'Maori' but because they are over-represented in many other factors that make their children more vulnerable to abuse. These factors include being a young mother with low levels of educational achievement, mental health issues and poverty. Research shows that child abuse is occurring in New Zealand in all ethnic groups and cultures (Child Safe, 2011).

During their interviews, the participant mothers mentioned other women that they know who are abusing their children and that they encourage them to attend the programme. Providers are aware of un-notified cases in the community and the stakeholders response can be summed up by the comment "Angry mums are nationwide and from all backgrounds".

### Consideration of study limitations

The limitations of the study were thought to be the limited resources available in terms of funding, the "honesty" of participants in circumstances that are difficult to them and the possibility of poor quality engagement between interviewers and participant mothers, the relatively small sample group of 43 and the poor response from the stakeholders group.

Because the subject area is a particularly sensitive one for the participants, in order to obtain "honest" responses from them they must first be fully informed of the purpose of the evaluation. They must also be satisfied with the arrangements and safeguards around confidentiality. The participants' engagement and commitment to the evaluation is critical. For their commitment to be achieved every interviewer will need to win the trust of each participant they engage with. To this end, the members of the interview team were carefully selected and briefed prior to their involvement in the process. The interview team consisted of trained counsellors including one final-year trainee.



## Recommendations

The following recommendations arose from the research, and are discussed in turn.

### Recommendation One

**To improve the level of cooperation between stakeholders and providers by establishing a process that ensures an informative two-way relationship, and increasing awareness of the Anger Change programme, on behalf of the stakeholders and potential stakeholders.**

From the evidence provided by the stakeholder's survey, it seems that the level of awareness and co-operation between the stakeholders and provider organisations is in need of improvement.

It is recommended that provider organisations and stakeholders agree a process which provides a referrer/service provider relationship that is ongoing and informative to both parties. The relationship should be reliable, efficient in operation and include the ability to provide feedback to the service provider on the changes in client behaviour post-programme.

For their part, stakeholders need to ensure in some way that every relevant staff member is informed or reminded of the existence of the programme. Programme provider organisations could assist with this task by routinely visiting stakeholders to speak to staff about the programme. Programme providers could also make other statutory authorities such as the courts aware of the programme.

### Recommendation Two

**To improve the effectiveness of the programme by:**

- **Developing a standardised pre-programme applicant interview guide for provider organisations to ensure accuracy of information given to mothers undertaking the programme**
- **Considering a longer programme, with greater provision for the availability of one-to-one counselling, to further improve outcomes for mothers**
- **Undertaking a review of the programme's content and structure to determine if there is a more efficient and economic way of delivering the programme without compromising its effectiveness.**

The programme is very successful in terms of not only modifying the behaviour of participant mothers, but equipping them to manage other relationships and areas of their lives in a more constructive and positive way. Some of the graduate mothers stated that they would have liked more information about the programme and the possible effects they could experience from it at the pre-programme interview. It is

recommended that consideration be given to the development of a standard pre-programme applicant interview guide for provider organisations to ensure that all the information on the applicant is obtained and that all the information about the programme is provided to the applicant mother.

Many mothers requested that more time be made available to them during the running of the programme to enable them to fully absorb and recover from the effects of the emotions they experience. A few mothers requested that one-to-one counselling be made available if needed during the programme. The provision of more time on the programme would incur additional programme operating costs, which would need to be funded from somewhere, and it is a similar position for the provision of one-to-one counselling.

In an environment where the availability of funding for community services has historically always been very limited, this programme, with a ratio of two qualified facilitators working with a group of 5 or fewer mothers, would appear to be “expensive” compared with other programmes such as parenting programmes, with greater participant numbers. However, this programme addresses one of the most serious problems a mother can experience, that of abuse of her child. Further, it is clear from the responses of many participant mothers that the experience of attending this programme has achieved more than the intended safety for the child and a more normal nurturing relationship between mother and child; it also has the effect of empowering the mother and improving her own sense of worth and her relationships with her whanau members.

When evaluating the “cost” of this programme, one should consider its extremely high rate of success—77% of participant mothers stated that the programme helped to correct their treatment of their target child—and the costs to the community and tax-payer associated with mothers who are unable to change their abusive behaviour. The outstanding success rate of this programme is its point of difference to other similar programmes, namely identification of the real source of the mothers’ anger, the use of a small group of mothers with similar experiences and the training and skill of the facilitators.

It is recommended that a review of the programme’s content and structure be undertaken by provider organisations to determine if there is a more efficient and economic way of delivering the programme without compromising its effectiveness. That provider organisation seek to negotiate, with funders, an increase in funding to cover the cost of increasing the programme time or counselling time to enable mothers to recover from the emotional effects of the programme.

## Recommendation Three

**To continue to provide the programme in its current successful form, utilising small supportive groups, with skilled of the facilitators and a strong emphasis on confidentiality.**

The responses from the participant mothers, confirmed by the observations of the provider organisations, identified that the characteristics of the programme that enabled the participant mothers to speak about their behaviour, as:

- Small groups, that encouraged sharing with other mothers with the same experiences
- The ability of the programme to provide the answers sought by the mothers
- The skill of the facilitators
- The strong emphasis on confidentiality

Respondent mothers identified successful aspects of the programme as its ability to help them discover the true source of their anger, the help and support of the other group members and facilitators. The third largest group of responses saw the *whole* programme as successful. In the face of these responses, and given that 37 of the 44 responses were positive, and therefore indicated that participating mothers were maintaining the change in their behaviour and attributing this to the programme, no recommendation for any further change is needed.

The participant mothers determined that it was the following elements in the programme that were the main contributing factors in increasing their confidence as parents:

- Identification of the real triggers of the anger they felt
- Understanding that it's ok to be angry, but that what is important is how the anger is dealt with
- Reminding the mother of the relationship she wanted with her child
- Accepting that to be perfect was an impossible goal
- Learning from the facilitators and other group members that other mothers were experiencing the same problems.

In terms of determining what it was in the programme that enabled the participant mothers to maintain the changes in their behaviour, it seems not surprisingly, that there are several reasons. This resulting range of identified factors is interpreted as different participants finding different "learnings" from the programme which enabled them to maintain the changes in their behaviour. The programme is intense, complex and very personal for the participants, and such a range of responses is not

surprising. The recommendation is that all of the elements of the programme that inform the participants in this way should be retained.

Responses from provider organisations have shown that the programme, as delivered today, varies little to the original Pye Bowden design. Some minor adjustments were mentioned around the scheduling of the sessions and the focus of other sessions as a result of further research of the programme and the facilitators training and experiences, but these would only occur when thought preferable by the facilitator for any particular group. The recommendation is that no change be made to the original programme design which continues to provide successful outcomes for the mothers.

In the light of these results, the only recommendation would be to ensure that *all* of these aspects of the programme are retained.

## **Recommendation Four**

**To increase the availability of the Anger Change for Mothers programme throughout New Zealand, and to determine the feasibility of introducing a similar programme for fathers.**

When asked if they thought the incidence of child abuse would decline if the programme was made available across the country, of the 43 respondent mothers, 28 thought that it would. This theme was supported by the stakeholders, one comment being “very much so, angry mums are nationwide and from all backgrounds”.

All three groups of respondents spoke of the need in their communities for this programme. New Zealand has one of the highest rates of child abuse per capita in the OECD. Whilst statistical evidence is practically nonexistent in relation to abuse by mothers, there is sufficient evidence from the sources available to show that this programme is desperately needed, and needed New Zealand-wide.

Not surprisingly, the recommendation is that this programme be made available to more mothers throughout New Zealand, with the proviso that suitably experienced and trained facilitators are provided to maintain the very high success rate of this programme.

It is further recommended that consideration be given to the feasibility of a similar programme for fathers.

## Recommendation Five

**For programme providers to improve their monitoring process to specifically identify any unexpected consequences for participant mothers, and to provide assistance for mothers to address these issues.**

When asked if they experienced any consequences post programme, 35 of the 43 responding mothers confirmed that they had. Two categories of consequences, predicted and unexpected, were used for the responses: there were 9 individual reports of predicted consequences and 39 individual reports of unexpected consequences.

As implied from the naming of the category, the predicted consequences were anticipated and dealt with through the programme. The unexpected consequences were all of a positive nature, and referred to the mother's improved ability to parent her child, her improved relations with other members of her family, and in identifying the role her relationship with her parents played in her relationship with her child. Although the majority of respondent mothers explained that they had not taken any action regarding the unexpected consequences, a substantial number sought help from the members of the programme group to which they belonged.

From the responses and additional comments received from the respondent mothers across the four centres surveyed, a more "systematic" approach is needed in terms of responding to the unexpected consequences experienced by the mothers. The recommendation is that provider organisations introduce an element to the monitoring process that specifically identifies any unexpected consequence for the mother and offers help to address the issue.

## Glossary of Maori terms

<b><i>Maori term</i></b>	<b><i>English translation</i></b>
Te Puni Kokiri	Ministry of Maori Development
Whanau	Extended family or family group
Tikanga	Correct procedure or custom
Te ao Maori	Traditional Maori society
Kaumatua	Male elder or old man
Kuia	Female elder or old woman
Whakapapa	Genealogy
Pakeha	A person of European descent

## References

1. Green P. The anger change programme for parents: A process evaluation. Auckland: Child Abuse Prevention Society, CAPS; 2002
2. Greene JC, Caracelli V J, Graham WF. Toward a conceptual framework for mixed-method evaluation designs. *Educational evaluation and policy analysis*. 1989;113:255-274.
3. Jigsaw North. Position statement, anger change programme [Internet]. Whangarei; 2012. Available from: [www.jigsawnorth.org.nz](http://www.jigsawnorth.org.nz)
4. Ministry of Justice. CAPS Anger Change Programme [Internet]. Ministry of Justice: Wellington; 1999. Available from: <http://www.justice.govt.nz/publications/publications-archived/1999/children-family-violence-effective-interventions-now-conference-4-5-july-1999-wellington/caps-anger-change-programme>
5. Fact sheet No 150: Child maltreatment. Geneva: World Health Organisation; 2010. Available from: <http://www.who.int/mediacentre/factsheets/fs150/en/index.html>
6. Report on the Consultation on Child Abuse Prevention Geneva [Internet]. WHO. Geneva; 1999 [cited March 29-31]. Available from: [http://www.who.int/violence\\_injury\\_prevention/violence/neglect/en/](http://www.who.int/violence_injury_prevention/violence/neglect/en/)
7. Domestic Violence Act 1995 No 86 as at 01 May 2011, New Zealand [Public Act] c2011. Available from: <http://www.legislation.govt.nz/act/public/1995/0086/latest/DLM372117.html>
8. Family and Community Services. Community action on family violence. Community action to prevent family violence toolkit [Internet]; 2006. Available from: <http://www.familyservices.govt.nz/documents/working-with-us/programmes-services/preventing-family-violence/prevent-family-violence-toolkit.pdf>
9. Finkelhor D, Korbin J. Child abuse as an international issue. *Child Abuse and Neglect*, 1988;12:3-23.
10. Kempe CH, Silverman FN, Steele BF, Droegemuller W, Silver HK. The battered-child syndrome. *Journal of the American Medical Association*. 1962;181:17-24.
11. Littlewood PC. Domestic child abuse under the U.N. convention on the rights of the child: Implications for children's rights in four asian countries [Internet]; 1997. Available from: <http://heinonline.org/HOL/LandingPage?collection=journals&handle=hein.journals/pacrimlp6&div=18&id=&page=>



12. World Health Organisation. Prevention of child abuse and neglect: Making the links between human rights and public health. Geneva: World Health Organization; 2001.
13. Sadowski LS, Hunter WM, Bangdiwala SI, Munoz SR. The world studies of abuse in the family environment WorldSAFE: A model of a multi-national study of family violence [Internet]; 2004. Available from: <http://www.inclen.org/research/ws.html>
14. Krug EG. World health report on violence and health. Geneva: World Health Organisation; 2002.
15. US Department of Health and Human Services, Children's Bureau. Abuse, Neglect, Adoption & Foster Care Research National Incidence Study of Child Abuse and Neglect NIS-4, 2004-2009. Washington, D.C: US Department of Health and Human Services, Administration for Children & Families, Office of Planning, Research and Evaluation OPRE [Internet]; 2010. Available from: <http://www.childwelfare.gov/can/statistics/>
16. Wilcox, W. B. & Dew, J. 2008. Protectors & perpetrators? Fathers, mothers and child abuse and neglect. Institute for American Values Research Brief, No. 8. NY: Institute for American Values; 2008 February.
17. Trocmé N, Tonmyr L, Fallon B, Blackstock C, MacLaurin B, Barter, K, et.al. Canadian incidence study of reported child abuse and neglect - Major findings 2003. Canada: Public Health Agency of Canada; 2003.
18. Australian Institute of Health and Welfare. Child protection Australia 2009-10. Canberra: AIHW; 2011.
19. Men's Health Australia. Misleading claims on domestic violence in Australia [Internet]; 2011. Available from: <http://www.straightstatistics.org/article/misleading-claims-domestic-violence-australia>
20. Scott D. Think child, think family. Family Matters. 2009;81:37-42.
21. Price-Robertson R, Bromfield L. What is child abuse and neglect? [Internet]. National Child Protection Clearinghouse: Australian Institute of Family Studies; 2012. Available from: <http://www.aifs.gov.au/cfca/pubs/factsheets/a142091/index.html>
22. Tomison AM. A history of child protection: Back to the future? Family Matters. 2001;60:46-57.
23. National Society for Prevention of Cruelty to Children, NSPCC. Child abuse statistics [Internet]; 2011. Available from: [www.nspcc.org.uk/inform/research/statistics/statistics\\_wda48748.html](http://www.nspcc.org.uk/inform/research/statistics/statistics_wda48748.html)

24. Ministry of Social Development. The social report 2010 [Internet]; 2010. Available from: <http://socialreport.msd.govt.nz/people/families-with-dependent-children.html>
25. Child Matters. Child abuse is epidemic [Internet]; 2010. Available from: <http://www.childmatters.org.nz/136/news-centre/news-releases>
26. Child Matters. Ignorance is bliss when it comes to child abuse [Internet]; 2011. Available from: <http://www.childmatters.org.nz/136/news-centre/news-releases>
27. Ministry of Social Development. The statistical report for year ending 2008 [Internet]. Wellington: Ministry of Social Development; 2009. Available from <http://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/statistics/statistical-report-2008.pdf>
28. UNICEF. Violence against children: United Nations general secretary study [Internet]; 2006. Available from: <http://www.unviolencestudy.org/>
29. Rankin C. CEO of For The Sake Of Our Children Trust 'Children's Advocate' Christine Rankin calls for an 'honest and courageous debate on child abuse' [Internet]. [Media release, 27 July 2007]. Available from: <http://www.scoop.co.nz/stories/PO0707/S00342.htm>
30. Statistics New Zealand. Families [Internet]; 2006. Available from: <http://www.stats.govt.nz/Census/2006CensusHomePage/QuickStats/AboutAPlace/SnapShot.aspx?type=region&tab=Families&id=9999999>
31. Barriere D. Child abuse: An epidemic in New Zealand; [Internet]; 2011. Available from: <http://www.child-abuse-effects.com/child-abuse-an-epidemic-in-new-zealand.html>
32. Te Puni Kokiri. Rangahau tūkinu whānau: Maori research agenda on family violence. Wellington, New Zealand: Te Puni Kokiri; 2009.
33. Maxwell G, Carroll-Lind J. Distorted childhoods: The meaning of violence for children. Wellington: Institute of Criminology, Victoria University of Wellington; 1998.
34. Women's Refuge. New Zealand domestic violence statistics [Internet]; 2012. Available from: <http://www.womensrefuge.org.nz/WR/Domestic%20violence/Statistics.htm>
35. Organisation for Economic Cooperation and Development, OECD. Comparative Child Well-being across the OECD [Internet]; 2009. Available from: [www.oecd.org/els/family/43570328.pdf](http://www.oecd.org/els/family/43570328.pdf)

36. UNICEF. Child Poverty in Rich Countries 2005. Innocenti Report Card No. 6 [Internet]. UNICEF Innocenti Research Centre, Florence; 2005. Available from: [www.unicef-irc.org/publications/series/16](http://www.unicef-irc.org/publications/series/16)
37. Kenkel D. Study Release: NZ shamed by our child abuse record [Internet]. [Press Release: UNICEF, Friday, 13 October 2006].
38. Research NZ. Child abuse perceptions [Internet]; 2012. Available from: [www.researchnz.com/media\\_releases\\_2012.html](http://www.researchnz.com/media_releases_2012.html)
39. New Zealand Press Association, NZ has 'intergenerational problem' with child abuse. NZ Herald (Auckland) 2009 Sept 3.
40. Pinheiro PS. Chapter 3, Child abuse and neglect by parents and other caregivers [Internet]. Published by the United Nations Secretary General's study on violence against children, 58-86. Geneva; 2006. Available from: <http://www.unviolencestudy.org/>
41. Saville-Smith K. Familial caregivers physical abuse and neglect of children: A literature review. Wellington: CYPF Act Research and Evaluation Management Committee Ministry of Social Development; 2000.
42. Ministry of Social Development. The scale and nature of family violence in New Zealand: A review of literature and evaluation. Wellington: Centre for Social Research and Evaluation Te Pokapū Rangahau Arotake Hapori; 2007.
43. Ritchie J, Ritchie J. Tribal development in a fourth world. Hamilton: Centre for Maori Studies & Research, University of Waikato; 1990.
44. Balzer,R., Haimona,D., Henare,M. & Matchitt, M. 1997. Maori family violence in Aotereoa: Report prepared for Te Puni Kokiri, 2006. Te Puni Kokiri: Wellington.
45. The Office of the Prime Minister. The Prime Minister's results for New Zealanders. Wellington: New Zealand Parliament; 2012.
46. Bennett P. Children's Action Plan [Internet]. New Zealand Government, Wellington; 2013. Available from : [www.childrensactionplan.govt.nz](http://www.childrensactionplan.govt.nz)
47. Snively S. The New Zealand economic costs of family violence. Wellington, NZ: Family Violence Unit, Department of Social Welfare; 1994.
48. Wolfe J, Naimark H. Psychological messages and social context: Strategies for increasing RET's effectively with women. In Bernard M, editor. Using rational-emotive therapy effectively. New York: Plenum Press, 1991.
49. O'Kelly M. Psychometric properties of the O'Kelly women's belief scales. Journal of Rational-Emotive & Cognitive-Behavior Therapy. 2010;293:145-157.

50. Peterson L, Gable S, Saldana L. Treatment of maternal addiction to prevent child abuse and neglect. *Addictive Behaviors*. 1996;216:789-801.
51. Leif NR. The drug user as a parent. *The International Journal of the Addictions*. 1985;20:63-97.
52. World Health Organisation. Child maltreatment prevention: a systematic review of reviews [Internet]. WHO: Geneva; 2008. Available from: <http://www.who.int/bulletin/volumes/87/5/08-057075/en/index.html>
53. Smith BD. How parental drug use and drug treatment compliance relate to family reunification. *Child Welfare*. 2003;82:335–365.
54. Factsheet Child maltreatment and alcohol. Geneva: World Health Organisation; 2005. Available from: [http://www.who.int/violence\\_injuryprevention/violence/world\\_report/factsheets/ft\\_child.pdf](http://www.who.int/violence_injuryprevention/violence/world_report/factsheets/ft_child.pdf)
55. Cramer KA. Under the influence of unconscious process: Counter transference in the treatment of PTSD and substance abuse in women. *American Journal of Psychotherapy*. 2002;56:194-205.
56. Green P. A research/evaluation strategy for the child abuse prevention services. Auckland: NZ Anger Change Programme; 2005.
57. Gouts, AMJ. The ghosts in the nursery: the maternal representations of a woman who killed her baby [Doctoral thesis]. [South Africa]: Faculty of Humanities, University of Pretoria; 2005.
58. Fraiberg S, Edelson E, Shapiro V. Ghosts in the nursery: a psychoanalytic approach to the problems of impaired infant-mother relationships. *Psychoanalytic Quarterly*. 1976;45:387-421.
59. Fraiberg L. Ed. *Ghosts in the nursery: Selected writings of Selma Fraiberg*. 1987: 100-135.
60. Singh Narang D, Contreras JM. Dissociation as a mediator between child abuse history and adult abuse potential. *Child Abuse and Neglect*. 2000;24:653-665.
61. Lilian F. CAPS Anger Change Programme. Paper based on the workshop presented to the 1999 Children and Family Violence Conference. Wellington, NZ; 1999.
62. Thomas SP. *Women and anger*. New York: Springer Publishing; 1993.
63. Miller JB. *Connections, disconnections and violations*. Wellesley MA: Stone Centre; 1990.

64. Sullivan K. Evaluating domestic violence support service programmes: Waste of time, necessary evil or opportunity for growth? USA: Michigan State University; 2011.
65. Rosenbaum PR. Observational study. Encyclopedia of Statistics in Behavioural Science. 2005;3:1451-1462.
66. Patton MQ. Qualitative Evaluation and Research Methods. 2nd ed. Sage Publications: USA; 1990.
67. Ellis P. Impact Evaluation: What is different about Impact Evaluation? Australia: Australian Government; 2006.
68. Shakman, G. Evaluation research [Internet]. Basic Guides; 2010. Available from: <http://gsociology.icaap.org/methods/BasicguidesHandouts.html>
69. Strauss AL, Corbin J. Basics of qualitative research: Grounded theory procedures and techniques. Newbury Park, CA: Sage; 1990.
70. Thomas DR. A general inductive approach for analyzing qualitative evaluation data. American Journal of Evaluation. 2006;272:237-246.
71. Cook LW. A guide to good survey design. Wellington: Statistics New Zealand; 1995.
72. DeVellis RF. Scale development: Theory and applications. 2<sup>nd</sup> ed. Thousand Oaks, CA: Sage Publications; 2003.
73. Sekaran U. Research methods for business. New York: John Wiley and Sons; 2003.

## **Additional bibliography**

Anastasi A. Psychological testing. 6th ed. New York: McMillan; 1998.

Australian and Aotearoa New Zealand Psychodrama Association. Psychodrama: Psychodrama is deep and complex [Internet]; n.d. Available from: <http://aanzpa.org/about/psychodrama>

Bowden P. 'Eight Angry Mothers' An Evaluation of Parentline Manawatu's Group Intervention Programme [Unpublished research project submitted in partial fulfillment for the degree of Master of Guidance and Counselling]. [Palmerston North] Massey University; 1992.

Cargo T, Cram F, Dixon R, Widdowson D, Adair V, Jackson S Evaluation of programmes for children under the Domestic Violence Act 1975 [Internet]. Wellington: Ministry of Justice; 2002. Available from: <http://www.justice.govt.nz/>

publications/publications-archived/2002/evaluation-of-programmes-for-children-under-the-domestic-violence-act-1995-released-april-2002

Cunningham C, Triggs S, Falsander S. Analysis of the Maori experience: Findings from the New Zealand crime and safety survey. Wellington: Ministry of Justice; 2009.

Dew J, Wilcox WB. Protectors or perpetrators? Fathers, mothers, and child abuse and neglect. The Institute for American Values. The Centre for Marriage and Families: Research Brief No.7; January 2008.

Downey RG, King CV. Missing data in likert scales: A comparison of replacement methods. *Journal of General Psychology*. 1998;1252:175-191.

Dunteman GH. Principal components analysis. Sage university papers series on quantitative applications in social sciences. Newbury Park, C.A: Sage; 1989.

Julnes G. Principal component analysis, factor analysis and cluster analysis. In Miller GJ, Whicker MI, editors. *Handbook of research methods in public administration*, 549-598. New York: Marcel Dekker; 1999.

Kelley BT, Thornberry TP, Smith CA. In the wake of childhood maltreatment [Internet]. Washington, DC: National Institute of Justice; 1997. Available from: <http://www.ncjrs.gov/pdffiles1/165257.pdf>

Kim JO, Mueller CW. An introduction to factor analysis: What is it and how to do it? University paper series on quantitative applications in the social sciences, Number 7-13. Beverley Hills, CA: Sage; 1978.

Lo Biondo Wood G, Haber J. *Nursing research*. London: Mosby; 1994.

Locke LF, Silverman SJ, Spirduso WW. *Reading and understanding research*. 2<sup>nd</sup> ed. Thousand Oaks, CA: Sage; 1987.

Masbaum, M. R. 1997. The relationship between childhood and sexual abuse and subsequent substance abuse in a psychiatric population of women. *Journal of Addictions Nursing*, 9, 50-63.

McDonald M, Higgins D, Valentine K, Lamont A. Protecting Australia's children research audit 1995–2010: Final report [Internet]. The Australian Institute of Family Studies and Social Policy Research Centres; June 2011. Available from: <http://www.aifs.gov.au/nch/pubs/reports/audit/2011/audit2011.pdf>

Morrell J. Follow-up research as an evaluation strategy: Theory and methodologies. In Atkinson T, Tittle CK, Cohen L, editors. *Handbook of vocational education evaluation*, 217-248. Beverley Hills, CA: Sage; 1979.

- Naughton A, Heath A. Developing an early intervention programme to prevent child maltreatment. *Child Abuse Review*. 2001;10:85-96.
- Patton MQ. Paradigms and pragmatism. In Fetterman DM, editor. *Qualitative approaches to evaluation in education: the silent scientific revolution*, 116-137. New York: Praeger; 1988.
- Patton MQ. *Utilization-focused evaluation: The new century text*. California: Sage Publications; 1997.
- Peden M, Oyegbite K, Ozanne-Smith J, Hyder AA, Branche, C, Rahman F, et.al., editors. *World report on child injury prevention* [Internet]. Geneva: World Health Organisation/UNICEF; 2008. Available from: [http://whqlibdoc.who.int/publications/2008/9789241563574\\_eng.pdf](http://whqlibdoc.who.int/publications/2008/9789241563574_eng.pdf)
- Pett MA, Lackey NR, Sullivan JJ. *Making sense of factor analysis: The use of factor analysis for instrument development in health care research*. Sage: California;. 2003.
- Roberts AR, editor. *Handbook of domestic violence intervention strategies: policies, programs, and legal remedies*. Oxford, New York: Oxford University Press; 2002.
- Rocco TS, Bliss LA, Gallagher S, Perez-Prado A. Taking the next step: Mixed methods research in organizational systems. *Information Technology, Learning and Performance Journal*. 2003;211:19-29.
- SPSS Inc. *Advanced Statistical Analysis using SPSS*. Chicago: SPSS; 1999.
- Stevens, J. *Applied multivariate statistics for the social services*. 3rd ed. New Jersey: Lawrence Erlbaum Associates; 1996.
- Thompson B, Daniel LJ. Factor analytic evidence for the construct validity of scores: A historical overview and some guidelines. *Educational and Psychological Measurement*. 1996;562:197-208.
- US Department of Health and Human Services. *The programme manager's guide to evaluation: An evaluation handbook series from the administration on children, youth and families*. Washington, DC: US Department of Health and Human Services; 1995.
- Van Domelen D. 2006 National AAPT meeting: Summer notes from July 24-27. New York: Syracuse; 2006.





## The Appendices





## Appendices

Appendix 1: Support for research .....	94
Appendix 2: Definitions of terminology for Anger Change programme.....	100
Appendix 3: Data from Mothers WorldSAFE study .....	103
Appendix 4: The health consequences of child abuse.....	104
Appendix 5: Responses to ethics application.....	105
Appendix 6: Interview questions.....	106
Appendix 7: Participant information pack .....	113
Appendix 8: Additional comments by participant mothers.....	116
Appendix 9: Tables and bar charts of responses by participant mothers to study questions by centre and by all centres .....	120
Appendix 10: Summary of demographic information of participant mothers ..	125
Appendix 11: Transcripts from interviews with participant mothers.....	128
Appendix 12: Transcribers observations from interview transcripts.....	217
Appendix 13: Programme provider questionnaire .....	219
Appendix 14: Summary of responses from programme provider questionnaire	222
Appendix 15: Themes derived from summary of responses from programme provider questionnaire .....	230
Appendix 16: Stakeholder questionnaire.....	234
Appendix 17: Responses by participant mothers to supplementary questions	236
Appendix 18: Summary of responses from participant mothers to supplementary questions all centres .....	265
Appendix 19: Additional comments provided by participant mothers in answering study questions.....	271
Appendix 20: Additional general comments provided by participants.....	274

## Appendix 1: Support for research

### Mind & Body Centre bioenergetic psychotherapy

Ground Floor iPayroll House, 93 Boulcott St Wellington. 473-6555 (ph). 973-2191 (fax).  
Postal Address: c/- 122 Maida Vale Rd, Roseneath, WELLINGTON. 6011.

24 May 2012

#### To Whom it May Concern

#### Support for the Proposal to Research the Anger Change Intervention.

I devised this programme in the 1990's, leaving it in the hands of 'CAPS New Zealand' (now known as 'JIGSAW') when I left CAPS NZ in the year 2000. After this I moved to Wellington where I set up a private psychotherapy practice and continued to develop the Anger Change approach with a wider range of client problems. In 2005 I was approached by CAPS to do further training for them. Although I knew the level of efficacy of this programme I was very much surprised to find that Anger Change groups had survived and were still being run at various sites around New Zealand. As well, CAPS had commissioned a qualitative programme evaluation by Paddy Green, formerly of CYF National Office. It was an emotional experience to read Paddy Green's evaluation. Her report captured some of the profound change experiences of parents that I too had witnessed when developing and working with this model.

The model was developed in response to the serious abuse situations confronting me when on duty for a crisis helpline for parents, called Parentline Manawatu Inc. The model took shape from my experiences visiting parents, most of whom did actually want to do better for their children, but felt caught up in some 'inexplicable madness' which they could not control. As I watched and listened it became crystal clear that the abuse sequence was produced by a malfunction of emotion. Even as I write this all these years later I feel like the boy who says.... "but the king has no clothes on". In other words, I had sat and listened to copious talks about the level of child abuse in New Zealand, what causes it and what we should do about it. And yet I do not ever remember anyone naming the terrifying experience abused children live with, in this way. This is even though emotion and attachment theory are now firmly based in neuroscience and there is the more recent term of 'affect dysregulation' which accurately names the abuse phenomenon.

Of course, the 'Stopping Violence' Anger Management models attempt to address this problem, but sadly invoke the cortical areas of the brain to deal with what are affect-driven behaviours. These latter are largely produced in the ancient limbic areas of the brain which quite literally, have a mind of their own. As well they are faster acting than the cortical thinking parts. I remember discarding the 'management' model very early on, knowing as a parent myself, that this would never work in the intense environment created by the unmet needs, isolation, and 'family ghosts' that seemed to accompany these parents.

It was Selma Fraiberg (1980) who coined the term 'Ghosts in the Nursery' to describe how parents' unresolved emotion towards their own parents could take on a shadowy presence in the parent's own parenting behaviour. In her book, *Clinical Studies in Infant Mental Health: The First Year of Life*, (1980) Fraiberg describes how she was part of a multi-disciplinary team working with parents whose abusive behaviour was towards the extreme end of the continuum. She describes how the clinical staff sat in the treatment room and watched the abuse dynamics from the parent's past get played out on infants in front of their eyes.

One of the issues they addressed was why some parents became abusive and why other parents, who also had abusive childhoods, did not. The answer to this question they decided, lay in the 'fate of affects'. If parents were in touch with their feelings towards their own parents, they seemed to be able to break the cycle of abuse. However, those parents who were not in touch with their real feelings towards their parent/s were much more likely to be taking these same feelings out on their own children.

Although this proposition came out of an inter-disciplinary approach, it fitted with what I also had observed - each time there was an abusive rupture in the parenting, there was always something about the behaviour of the target child that had triggered it. Gradually it became clear - this particular behaviour had brought up unresolved emotion from the parent's own childhood which the child was now copping. If this understanding became meaningful for the parent, it became possible for them to recognise that their anger did indeed belong more appropriately in the past. The result of such a significant shift, was that a powerful possibility for change had opened up.

The Anger Change Intervention is focussed on giving parents an understanding of this phenomenon and providing each with the opportunity to discover whether it fits with their own experience. Where it does (and it did for most participants), the outcomes from the six week intervention ranged from: making little difference to the parenting, to the parent taking responsibility for the problem instead of blaming the child, to the parent beginning to really try and change their behaviour, to there being a distinct decrease in the intensity (and therefore the danger) of their rage, to there being far fewer abusive incidences, to the parent seeing their child 'as if for the first time' which in turn paved the way for a profoundly different, more positive relationship.

When the JIGSAW groups approached me to do more training for them recently, they asked me to focus the training on increasing their skills in facilitating the bodywork component of this intervention. This happened to coincide with new understandings in the fields of neuroscience and trauma that underlined the importance of including the body in therapeutic change. As these neuroscientists point out, intense emotion is triggered in the lower brain circuitry and plays out in the theatre of the body. Dysregulation occurs when the cortical brain is unable to modify the powerful trauma-based emotions.



Thus, the use of simple body maps portraying each parent's pattern of escalating arousal and the personalised role plays of each parent's intergenerational patterns of affect dysregulation are central to the Anger Change Intervention. These help bring the parents into the particular body/brain circuitry that is involved in their "inexplicable madness". Bodywork is also used to support parents when they face into the piece of their past which is relevant to the abuse. In addition each of the above activities richly enhances the development of an observer-self, something that is always missing in any serious child abuse incident.

While there is much more I could say about the Anger Change programme, the most important thing is that I fully support Jigsaw's effort to have the programme subjected to a full evaluation so that its effectiveness can be demonstrated. The programme would then hopefully get the promulgation and financial support I believe it so fully merits in order to bring about effective change for abusing parents and their children in New Zealand.

Yours sincerely



Pye Bowden, MG&C, CBT, NZAC, PB#334  
Director of Training  
NZ Society for Bioenergetic Analysis Inc.



11 May 2012

**TO WHOM IT MAY CONCERN**

**RE: Letter of Support for Jigsaw North – Evaluation of Anger Change for Mothers Programme**

Otangarei Trust is a community organisation that provides social services in the community of Otangarei and the wider Whangarei region. The majority of the families we work with are Māori, many with issues relating to domestic and family violence and dealing with anger in appropriate ways.

Otangarei Trust refers families to Jigsaw North and supports the evaluation of the Jigsaw Anger Change for Mothers Programme.

If you have any queries please do not hesitate to contact me.

Noho ora mai

A handwritten signature in black ink, appearing to read "John [unclear]".



**Te Puawaitanga O Otangarei Healthcare Centre**  
175 William Jones Drive  
Otangarei  
Whangarei

PO Box 8122  
Kensington  
Whangarei  
Telephone: 09-4373045  
Fax: 09-4372050

11 May 2012

**TO WHOM IT MAY CONCERN**

**RE: Letter of Support for Jigsaw North – Evaluation of Anger Change for Mothers Programme**

Te Puawaitanga o Otangarei Health Care Centre provides comprehensive health services in the Otangarei community. The majority of our enrolled population are Māori. One of the main aims of our service is to improve families' access to health services. Family and domestic violence and dealing with anger are issues that we know families need to work through.

Te Puawaitanga refers families to Jigsaw North and supports the evaluation of the Jigsaw Anger Change for Mothers Programme.

If you have any queries please do not hesitate to contact me.

Noho ora mai

A handwritten signature in black ink, appearing to read 'Ariana Roberts'. The signature is fluid and cursive, with a long horizontal stroke at the end.

na, Ariana Roberts  
**Practice Manager**

24 May 2012

Tina Darkins  
TD projects Ltd  
100 Pigs Head Rd  
R.D. 4 Hikurangi  
Northland

Tena koe Tina

### **Anger Change Evaluation**

We support the proposed evaluation of the Anger Change and in particular to ascertain how effective the programme has been for mothers over the short and long term.

It is important that we learn from the programme participants what has worked for them as a result of their participation on the programme and what long term impacts the learning has had on their parenting styles. It is equally important to recognise the challenges faced by women over the longer term and how these may be better addressed through programme participation or perhaps follow up.

Of significant importance is the opportunity to evaluate the trends in child abuse data and the impact the programme has had on reducing harm to children by mothers who have participated in the programme.

As tangata whenua we recognise the significant level of child harm in our community and the need to support evidence based programmes through robust evaluative processes. We welcome this forthcoming evaluation of Anger Change and the information that will be generated to support best practice models in Anger Change.

Naku noa na



Pam McCann  
Ngati Kahungunu ki Heretaunga.



## Appendix 2: Definitions of terminology for Anger Change programme ( Pye Bowden, 1990)

### Key definitions

The following definitions are useful for understanding this unique programme.

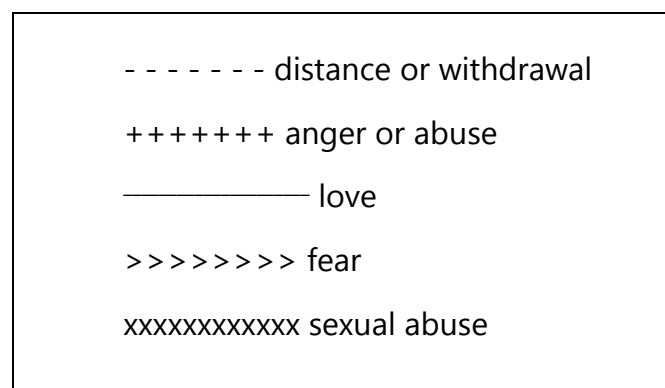
#### Body map

An outline of a woman's body is used on which to draw each woman's anger energy. Questions are asked to assist her to bring out onto the map, the intensity of the feeling, the thoughts that accompany the feeling, and the abusive behaviours that are considered or carried out. Also to clarify the trigger: the specific behaviour, sound, attitude, aspect, look, colouring or word from the child, to which she unconsciously attaches a certain meaning and which triggers her anger.

An example of this is the story of Jane. Jane's target child was her seven-year-old son, whom she would violently push over then sometimes kick. Jane discovered that she was triggered by a particular look in his eyes. She interpreted this look as saying to her *"I can do what I want, and you can't do anything about it"*. When this look was mirrored back to her by a group-member she suddenly realised that (to her) it was the same look her father gave her as he was preparing to sexually abuse her. This mum had done significant personal work and healing regarding her sexual abuse, but had been unaware of this connection. The physical violence to her son stopped immediately.

#### Mapping present and past genograms

A current genogram is created with each group member to show the relationship between each family member (including absent members) by the use of different lines and colours. An example is given in Figure 1. They are then asked to repeat this exercise with a genogram of their original family as it was when they were young.



Example of genogram

## Reading the maps

The group and therapists work together to look for patterns in the genograms, to gather information from the body map, to create a hypothesis as to when there is a match (or glaring mismatch) of event, relationship, situation, beliefs or emotional intensity in the past and the present. If a woman is in or has been in a violent relationship this becomes known in the initial interview, or it appears on the current family map, or in the processing of the maps.

## Bioenergetics

Bioenergetics a form of psychodynamic psychotherapy that combines work with the body and mind to help people resolve their emotional problems and realise more of their potential for pleasure and joy in living.<sup>1</sup>

Bioenergetics psychotherapists believe that there is a correlation between the mind and the body that is what affects the body affects the mind, and what affects the mind affects the body. The psychological defenses one uses to handle the pain and stress of life are also anchored in the body. They appear in the body as unique muscular patterns that inhibit self-expression. These patterns can be identified and understood by bioenergetics psychotherapists who know how to look at the structure, movement, and breathing patterns in a person's body.

## Bioenergetics psychotherapists

Bioenergetics psychotherapists, like other psychotherapists, focus special attention on the muscular patterns in a person's body. They are interested in these patterns and their relationship to movement, breath, posture, and emotional expression. Every physical expression of the body has meaning.<sup>1</sup>

The bioenergetics psychotherapist studies muscular patterns and introduces the client to physical expressions or exercises to help them experience in present time these patterns of constriction in the body. The therapist explores with the client what it would feel like to begin to release these patterns and recover some of the feelings they have repressed during childhood and continue to repress in their adult life. The bioenergetics psychotherapist also helps clients come to understand how and why patterns of constriction developed and how these very defenses hindering their life today allowed them to survive an early environment that was not supportive of their being.<sup>1</sup>

As these repressed emotions emerge, clients begin to realise that these patterns inhibit their capacity for spontaneity and creativity in self-expression. They begin to understand that as these defenses became chronic, so did the muscular patterns in their body. As clients progress in bioenergetics psychotherapy, old ineffective patterns that block connection, pleasure, spontaneity, and joy slowly dissolve. Through the physical and emotional release in the body, the client can begin to

experience safe, healthy, supportive connections with herself and others in new, more satisfying ways.<sup>1</sup>

## Psychodrama

Psychodrama is a therapy that helps people to tap into their emotional state and gain new insights into their relationships and interactions with people around them. It aims to help people to understand more about how their behaviour or actions could be perceived by other people, assisting them to create more positive connections and develop new social skills.<sup>1</sup>

Psychodrama therefore is a form of psychotherapy that creates opportunities in groups for people to interact and gain insight through action methods, sociometry, role playing and analysing group dynamics. The facilitator of the class can use the interactive period to assist with helping people develop insights into how they conduct relationship and interactions with others, in this instance, mothers relationship with their children.<sup>1</sup>

### Psychodrama assists individuals to:

- re-examine their current life situations, their past, their social networks and cultural context
- generate new perspectives on particular events or situations
- develop fresh responses to entrenched relationship dynamics
- prepare for future situations in which they wish to function with a greater degree of flexibility, vitality and immediacy
- bring together action, insight and 'here and now' experience as they engage with life
- enlarge perceptions of themselves and others.<sup>2</sup>

### Psychodrama assists groups to:

- examine themselves and constructively work through the dynamics of group life
- recognise patterns of interaction and interpersonal dynamics
- investigate both the formal and informal relationship networks
- recognize their collective functioning and make informed decisions about changing group norms.<sup>2</sup>

## References

1. Bowden P. 'Eight Angry Mothers' An Evaluation of Parentline Manawatu's Group Intervention Programme [Unpublished research project submitted in partial fulfillment for the degree of Master of Guidance and Counseling]. [Palmerston North] Massey University; 1992.
2. Australian and Aotearoa New Zealand Psychodrama Association. Psychodrama: Psychodrama is deep and complex [Internet]; n.d. Available from: <http://aanzpa.org/about/psychodrama>

## Appendix 3: Data from Mothers WorldSAFE study

<b>Rates of harsh or moderate forms of physical punishment in the previous six months as reported by Mothers WorldSafe study</b>					
<b>Type of punishment</b>	<b>Incidence (%)</b>				
	<b>Chile</b>	<b>Egypt</b>	<b>India</b>	<b>Philippines</b>	<b>USA</b>
<b>Severe physical punishment</b>					
Hit the child with an object (not on buttocks)	4	26	36	21	4
Kicked the child	0	2	10	6	0
Burned the child	0	2	1	0	0
Beat the child	0	25	— <sup>b</sup>	3	0
Threatened the child with a knife or gun	0	0	1	1	0
Choked the child	0	1	2	1	0
<b>Moderate physical punishment</b>					
Spanked buttocks (with hand)	51	29	58	75	47
Hit the child on buttocks (with object)	18	28	23	51	21
Slapped the child's face or head	13	41	58	21	4
Pulled the child's hair	24	29	29	23	— <sup>b</sup>
Shook the child <sup>c</sup>	39	59	12	20	9
Hit the child with knuckles	12	25	28	8	— <sup>b</sup>
Pinched the child	3	45	17	60	5
Twisted the child's ear	27	31	16	31	— <sup>b</sup>
Forced the child to kneel or stand in an uncomfortable position	0	6	2	4	— <sup>b</sup>
Put hot pepper in the child's mouth	0	2	3	1	— <sup>b</sup>

a Rural areas.

b Question not asked in the survey.

c Children aged 2 years or older.

## Appendix 4: The health consequences of child abuse

### Physical

- Abdominal/thoracic injuries
- Brain injuries
- Bruises and welts
- Burns and scalds
- Central nervous system injuries
- Disability
- Fractures
- Lacerations and abrasions
- Ocular damage
- Sexual and reproductive
- Reproductive health problems
- Sexual dysfunction
- Sexually transmitted diseases, including HIV/AIDS
- Unwanted pregnancy

### Psychological and behavioural

- Alcohol and drug abuse
- Cognitive impairment
- Delinquent, violent and other risk-taking behaviours
- Depression and anxiety
- Developmental delays
- Eating and sleep disorders
- Feelings of shame and guilt
- Hyperactivity
- Poor relationships
- Poor school performance
- Poor self-esteem
- Post-traumatic stress disorder
- Psychosomatic disorders
- Suicidal behaviour and self-harm
- Other longer-term health consequences
- Cancer
- Chronic lung disease
- Fibromyalgia
- Irritable bowel syndrome
- Ischaemic heart disease
- Liver disease
- Reproductive health problems such as infertility.

## Appendix 5: Responses to ethics application



Northern X Regional Ethics Committee  
Private Bag 92522  
Wellesley Street  
Auckland 1141  
Phone: (09) 580 9105  
Fax (09) 580 9001  
Email: [northernx\\_ethicscommittee@moh.govt.nz](mailto:northernx_ethicscommittee@moh.govt.nz)

7 June 2012

Dr Christine Laurel Darkins  
100 Pigs Head Road  
RD4 Hikurangi  
Northland 0184

Dear Tina

Re: Study title: To investigate the efficacy of the Jigsaw Anger Change for Mothers Programme and its short and long-term effectiveness for participants and their communities

Investigators: Dr Christine Laurel Darkins, Lois Mouldey, Joe Darkins, Liz Nola, Fliss Newton, Pam McCann

Thank you for your full application received with your email on 23 May and via courier on 1 June 2012.

The application was reviewed by the Chairperson of the Northern X Regional Ethics Committee under delegated authority. The Chair thanks you for the detailed and comprehensive submission. Having carefully read the proposal and considered the ethical guidelines for intervention studies and observational studies, the Chair is of the view that this study does not require ethical approval.

The Information Sheet and Consent Form do not need to include ethical approval statements on the last page:

Please contact me if you require further clarifications.

Yours sincerely,



Cheh Chua (Ms)  
Administrator  
Northern X Regional Ethics Committee

## Appendix 6: Interview questions

### Study Questions for Participant

Name of Organisation facilitating: .....

Date of Interview: .....

## SECTION ONE

### Demographic Questions

Location: Hawkes Bay  Northland   
 Timaru  Whanganui

Age when attending the programme:

Under 20 years	<input type="checkbox"/>	36 – 40 years	<input type="checkbox"/>
20 – 25 years	<input type="checkbox"/>	41 – 45 years	<input type="checkbox"/>
26 – 30 years	<input type="checkbox"/>	46 – 50 years	<input type="checkbox"/>
31 – 35 years	<input type="checkbox"/>	Over 50 years	<input type="checkbox"/>

How many children in your household at the time of attending the programme? .....

Did you have a stable partner in the home when you joined the programme? Yes / No

Did you have the support of an older family member prior to joining the programme? Yes / No

Do you consider yourself to be:

Maori	<input type="checkbox"/>	Asian	<input type="checkbox"/>
Part Maori	<input type="checkbox"/>	Pacific Islander	<input type="checkbox"/>
New Zealand European	<input type="checkbox"/>	Other	<input type="checkbox"/>

## SECTION TWO

**In relation to Study Outcome Two:**

*To develop a resource for improving the effectiveness of the programme by learning from the experiences of women who have completed the anger change programme.*

**Study Question 2:**

**Do you believe that your attendance at the Anger Change Programme helped you to correct your treatment of your child/ren?**

1	2	3	4	5
Definitely Not	Probably Not	Don't know	Probably	Definitely

Prompts: Seek measurable examples in the case of a positive response, e.g. How did it help you? E.g. "Before" compared with "after".

- Supplementary Questions:
- i. What was it about the programme that you found most helpful?
  - ii. Do you believe that you would have benefitted from a "follow up" session(s) with a facilitator after your completion of the programme?
  - iii. Were you, at any time asked to provide feedback on the effectiveness of the programme?
  - iv. Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the "pacing" of the programme for example?



**In relation to Study Outcome Three:**

*To identify the aspects of the programme that created enough safety for the women to risk speaking of their behaviour.*

**Study Question 3:**

**If you had not felt that the programme could have helped you, would you have sought help from elsewhere?**

1	2	3	4	5
Definitely Not	Probably Not	Don't know	Probably	Definitely

Prompts:

Supplementary Questions:

- i. What was it about the programme that gave you the confidence to talk about your problems?
- ii. What was it about the experience of the programme that made you feel able to confront your problems?
- iii. What was it about the programme that made you want to see the programme through?
- iv. Had you tried other programmes or sought help elsewhere prior to joining the programme?

**In relation to Study Outcome Four:**

*To identify what the women learnt that ensured that the changes in their behaviour were maintained.*

**Study Question 4:**

**Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?**

1	2	3	4	5
Definitely Not	Probably Not	Don't know	Probably	Definitely

Prompts:

Supplementary Questions:

- i. Have there been any changes in your home environment since you participated in the programme? e.g. partner moved out, new partner moved in, partner returned, child/ren left home, came home
- ii. Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?

**In relation to Study Outcome Five:**

*To identify how the women’s learning impacted on their confidence about their parenting of the target child and other children in the family.*

**Study Question 5:**

**Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?**

1	2	3	4	5
Definitely Not	Probably Not	Don't know	Probably	Definitely

Prompts:

- Supplementary Questions:
- i. In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?
  - ii. Where you receiving help in the form of another programme or counselling whilst you were attending this programme or since?

**In relation to Study Outcome Six:**

*To determine the impact that the Anger Change for Mothers programme has on reducing child abuse and the possible expansion of the programme across the country.*

**Study Question 6:**

**From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?**

1	2	3	4	5
<b>Definitely Not</b>	<b>Probably Not</b>	<b>Don't know</b>	<b>Probably</b>	<b>Definitely</b>

Prompts:

Supplementary Questions: If the answer was in the affirmative:

- i. What is it about the programme that you believe can make it effective for other mothers?
- ii. How might the programme be modified to make it effective for a wider range of mothers?

**Study Question 7:**

**Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?**

1	2	3	4	5
<b>Definitely Not</b>	<b>Probably Not</b>	<b>Don't know</b>	<b>Probably</b>	<b>Definitely</b>

Prompts:

Supplementary If the answer is in the affirmative:

Questions:

- i. Were the consequences predicted or unexpected?
- ii. What form did the consequences take?
- iii. Did you report or take any action in response to the consequences?

## Appendix 7: Participant information pack

### Participant Letter of Introduction and Confidentiality Information



Greetings, Kia ora,

My name is Dr Tina Darkins, PhD and I am leading a team undertaking research to investigate the effectiveness of the Jigsaw Anger Change for Mothers Programme and its short and long term effect on participants and their communities.

Please read the following information and decide if you would like to participate in this research.

#### **Title of the Research Project:**

The evaluation of the Anger Change for Mothers Programme: A qualitative study of mothers stories of transformational change, post their involvement in the group therapy approach programme.

#### **Invitation**

You are invited to participate in an interview. Your experiences will contribute to the collection of mothers' stories of any changes that you may have experienced after your participation in the Anger Change for Mothers Programme. The interviewer will be a counsellor from your region (insert name and contact details of interviewer here)

#### **Assurance of anonymity**

The confidentiality of your completed interview transcript is assured because each is number coded and will not have your name on it. No one other than the researchers will have access to this coding system.

#### **How is my privacy protected?**

All information will be kept confidential. Research findings will be reported collectively and will not identify individuals.

Names and other identifying details will not be published in the final report.

Completed interview material will be stored in a locked cupboard at Jigsaw North in the care of the supervisor and will be destroyed, by shredding, after 5 years as is normal in research projects.

#### **How are the participants chosen to be asked to be part of the study?**

Participants will be mothers from those communities within New Zealand where the Anger Change Programme has been, or is being delivered.

#### **What are the discomforts and risks?**

There is the possibility that you may feel some emotional discomfort when recalling difficulties you may have experienced. Assistance in the form of individual counselling can be made available to you through the Jigsaw and Presbyterian Support Networks to assist

with any discomfort directly related to your participation in this research. This will be provided free of charge to you.

### **What are the benefits?**

The information you provide in your interview will help us to evaluate the successes and difficulties resulting from participation in the Anger Change Programme for Mothers. From this research recommendations for changes will be made if needed.

### **What compensation is available for injury or negligence?**

This research is not an ACC covered study, however normal ACC cover as a private individual may apply in certain circumstances accessed through your General Practitioner. For further information the ACC Website is: [www.acc.co.nz](http://www.acc.co.nz)

### **Costs of Participating**

Your participation in this research will incur no financial cost to you; all we ask is for your time in completing the interview.

### **Participant Concerns**

#### **IMPORTANT NOTICE**

Any concerns regarding the nature of this research should be notified in the first instance to:

Dr C.L. (Tina) Darkins

100 Pigs Head Rd

RD 4 Hikurangi

Northland 0184

09- 4339 650

027-4544027

tina@tdprojects.co.nz

If you have any queries or concerns regarding your rights as a participant in this study, you may wish to contact a Health and Disability Advocate: Phone 0800 555 050 (New Zealand -wide).

**Consent for Participation in Research**

PARTICIPANT COPY



**Title of the Research Project:** The evaluation of the Anger Change for Mothers Programme: A qualitative study of mothers stories of transformational change, post their involvement in the group therapy approach programme.

**Project Supervisor:** Terri Cassidy: Manager- Jigsaw North

**Head Researcher:** Dr C.L. (Tina) Darkins, PhD

Please tick box to indicate agreement:

- I have read and understood the information provided about this research project.
- I have had an opportunity to ask questions and to have them answered.
- I understand that my name will not be associated with this research.
- I understand that the interview may be audio-taped and transcribed.
- I understand that I may withdraw myself or any information that I have provided for this project at any time prior to completion of data collection, without being disadvantaged in any way.
- If I withdraw, I understand that all relevant tapes and transcripts, or parts thereof, will be destroyed on my request.
- I understand that the research study will to be available to all participants after the study is completed at no cost.
- I understand that counselling will be provided at no cost to me on my request if I feel that my participation in the research has caused me stress. This counsellor will be provided for me from the Jigsaw or Presbyterian support networks.
- I agree to take part in this research.

Participant name:

Date:

-----

Participant signature:

-----

**IMPORTANT NOTICE**

Any concerns regarding the nature of this project should be notified in the first instance to:

Dr C.L. (Tina) Darkins  
 100 Pigs Head Rd  
 RD 4 Hikurangi  
 Northland 0184  
 09- 4339 650  
 027-4544027  
 tina@tdprojects.co.nz

If you have any queries or concerns regarding your rights as a participant in this study, you may wish to contact a Health and Disability Advocate: Phone 0800 555 050 (New Zealand -wide)



## Appendix 8: Additional comments by participant mothers

### Additional Comments Provided by Participants in Answering Study Questions (n.b. Question # 1 was demographic Details)

#### Study Question #2

*Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?*

- Definitely, it helped me realise where my anger came from and how to manage it better.
- Yes definitely, it helped me realise where my anger came from and how to manage it better.
- I recognise that when I'm angry, where it's from and try not to take it out on the boy.
- Probably, It made me aware of my participation in the family dynamics, it made me aware of how I could change and not be a participant.
- Before I was a protagonist, after the course I did not buy in to that.
- It was that I didn't have support and I was frustrated.
- I was doing ' Negotiating the Minefield' at that time.

#### Study Question #3

*If you had not felt that the programme could have helped you, would you have sought help from elsewhere?*

- Probably not, wouldn't know where to go to get help.
- Probably not, would have waited for counsellor I was waiting to see.
- Definitely, because I was looking for something to help me.
- Probably, but I was referred by Presbyterian Support. I was looking for help.
- Probably yes, had previously, Family Works, I didn't get a lot out of it.
- Definitely I had done programmes before at Jigsaw in Taihape, felt safe, good rapport with facilitators.
- Had already had 7 years of counselling, so probably
- Definitely, I still am. Now that my son is at school they are realising that there is a problem for us both.
- Probably, but whatever programme is chosen it must take into account all the aspects of a mum's life, the positives and the negatives.
- From the programme we found ways to let go of our anger but we didn't get ways to boost ourselves and our children.
- Definitely not, my family was breaking apart, scrambled mind.
- Probably, would have gone to the facilitators for counselling.
- Definitely not. It was only that people I trusted told me about it.
- Definitely I was doing counselling at the time and continuing programmes-some couples counselling.
- Probably, at the time I needed something. I wasn't too aware what was available.
- Probably Not I heard the advert on the radio and it spoke to me.
- I wouldn't know where to go. There was advertising on the radio after I took the course.
- Got to know about the programme through the counsellor.
- Found out through the radio advertising
- Probably, because I had a problem. Strengthening Families suggested it I think.

#### **Study Question #4**

*Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?*

- Did not pick that up in the programme, but maybe the experience of the programme has helped me to to that realisation.
- Did not have effective parents, had to parent siblings often, as a teenager, siblings were a problem, bad times.
- My kids behaviour takes me back to those times, that's the trigger, but it's not my kids it's the poor
- Definitely, my kids aren't scared of me anymore, I don't get wound up like I used to.
- Programme should be free, no cost.
- Probably, there are moments when I get frustrated.
- Definitely, I am much more mindful about my anger.
- I got rid of daughter's father. I was trying to hold onto something that was not there.
- It's not just helping me it's helping my daughter as well.
- It's helping her communicate and accept who she is and we have become closer.
- Probably not. In the last month a new issue has arisen with my daughter and I forgot all I was taught.
- Finding out about my past and the triggers that came from them.

#### **Study Question #5**

*Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?*

- Probably yes but feel I need to refresh by attending the programme again.
- Probably not. Because you need to bring the target child to the programme so that the facilitators can see what you are dealing with.
- Definitely, I was a wishy washy person, I am not at all like that now, I am a whole different parent, more patient and calm.
- Definitely.. It's up to other mothers to do the programme. I was ready because I couldn't deal with my
- son's behaviour any more, I control him before now I can.
- Definitely I can stick to who I am and there is a reason why I do what I do.
- Probably I felt I wasn't alone, others felt frustrated also.
- The people on the course made me realise that I was not that bad, maybe I dramatised my problems
- too much. If my younger son misbehaves I can keep it more in perspective, and look at it differently.

#### **Study Question #6**

*From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?*

- Yes definitely, and design one for fathers as well.
- Probably not there are so many factors involved in anger and anger change. Anger change alone won't make it.
- Probably not, you have got to be ready to change yourself.

- Probably not, too many issues.
- Don't know, if it were more available to men and women it might.
- Definitely. There are a lot more mothers who need the course, more than I did.
- Probably not, if a mum doesn't want to do it, it won't be any good.
- Probably not. It might if it were part of a parcel of programmes, because we didn't come out with the skills needed to make the positive change, we identified the triggers but that was it.
- Don't know, because the mother has to be ready, and willing to open up.
- Definitely, I was an angry mum and it taught me what signs to look for and how to react.
- Definitely, it would break the cycle
- Don't know, some mothers don't want help, they are not ready.
- I didn't realise I need help, then you have to accept it.
- Probably, the course would need to be longer and more in depth.
- Definitely, it should also be made available to fathers
- Definitely because it's hard to deal with the frustration, and you can understand how some parents lose it.
- Probably. I don't know the answer to that it made changes for me.
- Definitely, but I believe it is the choice of the mother, she has to be ready, to be open and honest we have carried stuff for years.
- If the woman is willing to do it, it would help.
- Definitely not, some people out there don't give a crap and so it won't help. Mums have to want it.
- It's available, there is support for mums within the programme, it is affordable.
- Definitely. It's not about your parenting skills it's about where your anger is coming from. This should almost be mandatory.
- You have to know these behaviours are wrong and you are ready for the programme. Some families are taught that giving a kid a bash is ok, well it's not
- Probably. But the mum must be ready for the course, they must be motivated.

### **Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

- Don't know, but there were expected changes in my relationship with my child.
- Definitely. Learning how to communicate without getting angry
- The whole change, my change.
- I don't know what I was expecting so I don't know if I was let down or not.

### ***Further additional general comments provided by participant.***

- Make the programme more available
- Highly recommend the programme.
- Would recommend it, it was a good experience; it answered a lot of questions for the mums.
- Interesting the body mapping and how everything linked in with family relationships. It added to my understanding of being a mum.
- Don't stop the programme.
- The staff at Jigsaw is really good, very helpful.

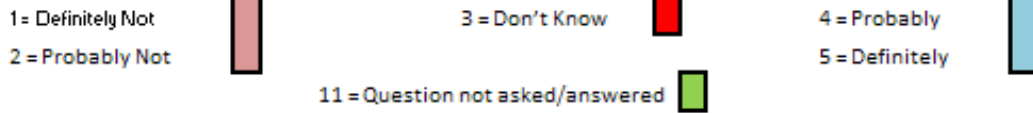
- The programme didn't provide me with strategies to deal with my problem but it did help with my awareness.
- I felt embarrassed about attending the course. Change the name of the programme it's critical of mothers.
- The programme was awesome I would like to do it again.
- Information on the programme should be more detailed I did not realise how accountable I was going to have to be.
- At the beginning of the course I was expecting to fix the child, but by the end I was fixing myself.
- Get participants to sign a contract that they will attend all the sessions, it is very important that they do.
- I have a couple of the mums come round to see me, it was good and personal
- The course is effective just the way it is.
- I liked the programme.
- Programme providers should get together to provide a seamless support process.
- If I hadn't have done the programme I would be a total mess.
- Facilitators are so important, and a small group.
- Might want to rethink the name.
- I am so grateful to the course, if we had gone on it would have been a disaster.
- A possible name change may make it more acceptable to some mothers.
- A good course and everyone with a problem should do it.
- No regrets about the course, it was not right for me.
- The name made me think there was a magic formula to change my anger and it wasn't like that. It was more about learning.
- I was able to give up smoking.

## Appendix 9: Tables and bar charts of responses by participant mothers to study questions by centre and by all centres

### Whanganui

Study Question 1 refers to participant demographic information, survey proper begins with Study Question 2

Definition of Category of Response to Study Question



The number 1 has been used in table "A" to indicate the participant's response under the appropriate response category.

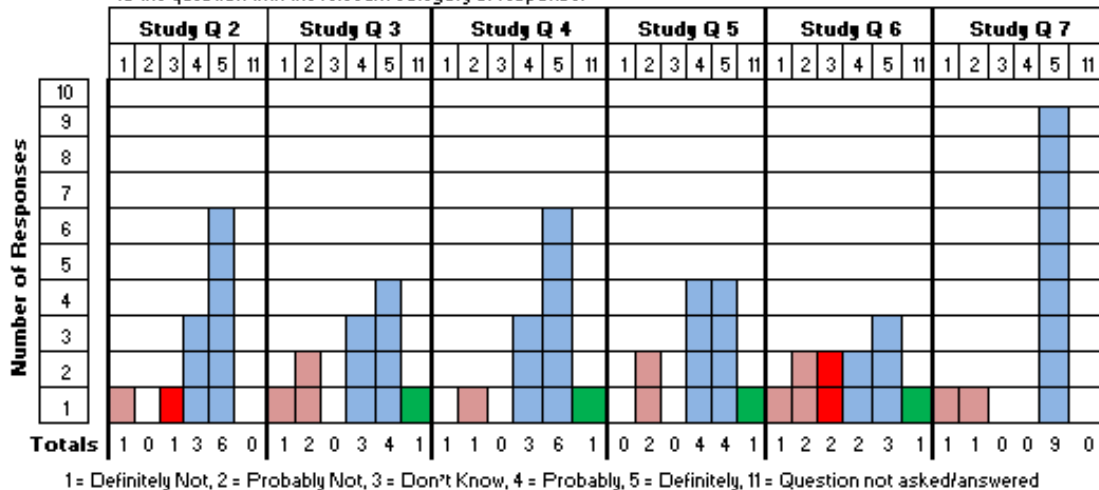
Table "A"

Category	Study Q 2					Study Q 3					Study Q 4					Study Q 5					Study Q 6					Study Q 7										
	1	2	3	4	5	11	1	2	3	4	5	11	1	2	3	4	5	11	1	2	3	4	5	11	1	2	3	4	5	11	1	2	3	4	5	11
#1	0	0	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0
#2	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
#3	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0
#4	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0
#5	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0
#6	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0
#7	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0
#8	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	0
#9	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0
#10	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0
#11	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0
Totals	1	0	1	3	6	0	1	2	0	3	4	1	0	1	0	3	6	1	0	2	0	4	4	1	1	2	2	2	3	1	1	1	0	0	9	0

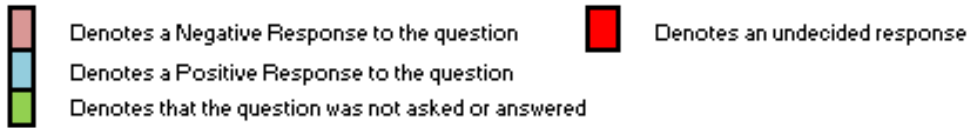
Table "B" - Bar Chart of Totals of Responses by Study Question and Response Category



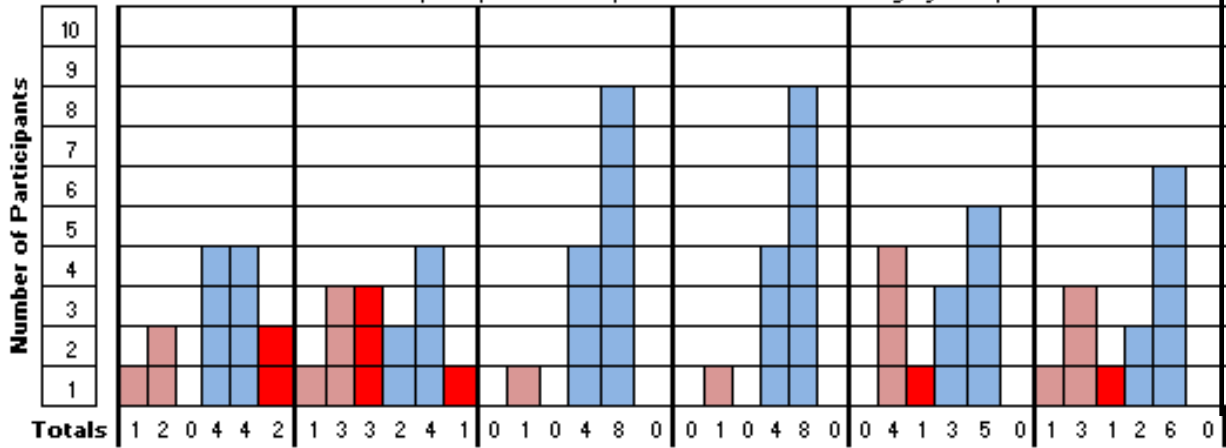
The value shown in the "Totals" line denotes the number of participants who responded to the question with the relevant category of response.



Bar Chart of Totals of Responses by Study Question and Response Category



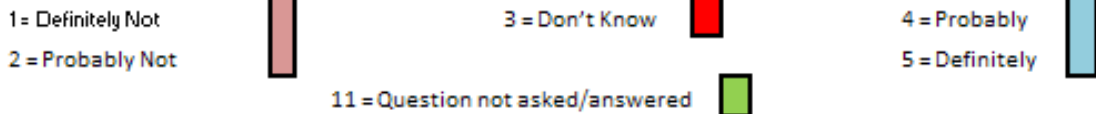
The value in the Totals line is the number of participants who responded with the relevant category of response



Hastings

Study Question 1 refers to participant demographic information, survey proper begins with Study Question 2

Definition of Category of Response to Study Question



The number 1 has been used in table "A" to indicate the participant's response under the appropriate response category.

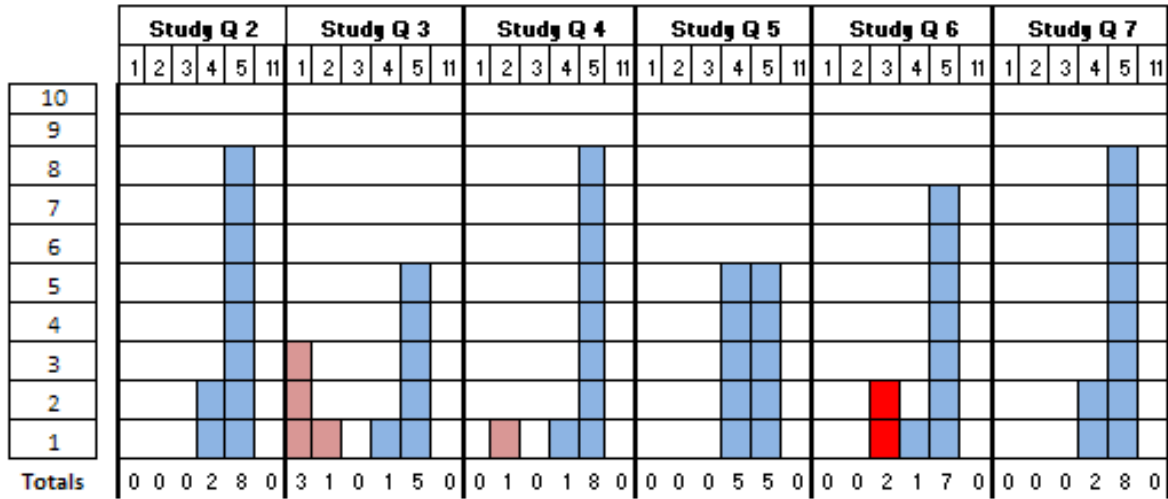
Table "A"

Category	Study Q 2					Study Q 3					Study Q 4					Study Q 5					Study Q 6					Study Q 7										
	1	2	3	4	5	11	1	2	3	4	5	11	1	2	3	4	5	11	1	2	3	4	5	11	1	2	3	4	5	11	1	2	3	4	5	11
#1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0
#2	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0
#3	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0
#4	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0
#5	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0
#6	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0
#7	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0
#8	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
#9	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0
#10	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0
Totals	0	0	0	2	8	0	3	1	0	1	5	0	0	1	0	1	8	0	0	0	0	5	5	0	0	0	2	1	7	0	0	0	0	2	8	0

**Table "B" - Bar Chart of Totals of Responses by Study Question and Response Category**



The value shown in the "Totals" line denotes the number of participants who responded to the question with the relevant category of response.



1 = Definitely Not, 2 = Probably Not, 3 = Don't Know, 4 = Probably, 5 = Definitely, 11 = Question not asked/answered

Timaru

Study Question 1 refers to participant demographic information, survey proper begins with Study Question 2

Definition of Category of Response to Study Question

1 = Definitely Not

2 = Probably Not

3 = Don't Know

11 = Question not asked/answered

4 = Probably

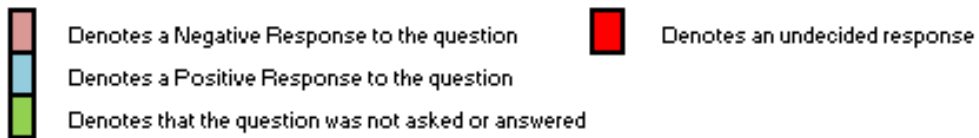
5 = Definitely

The number 1 has been used in table "A" to indicate the participant's response under the appropriate response category.

Table "A"

	Study Q 2					Study Q 3					Study Q 4					Study Q 5					Study Q 6					Study Q 7										
	1	2	3	4	5	#	1	2	3	4	5	##	1	2	3	4	5	#	1	2	3	4	5	#	1	2	3	4	5	##	1	2	3	4	5	#
Timaru																																				
#1	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0
#2	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
#3	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0
#4	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0
#5	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0
#6	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0	0	0
#7	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0
#8	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0
#9	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0
#10	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0
Totals	0	0	3	2	5	0	0	4	0	3	3	0	0	1	1	5	3	0	0	1	2	3	4	0	1	1	1	2	5	0	0	0	1	2	6	1

Bar Chart of Totals of Responses by Study Question and Response Category



The value shown in the "Totals" line denotes the number of participants who responded to the question with the relevant category of response.

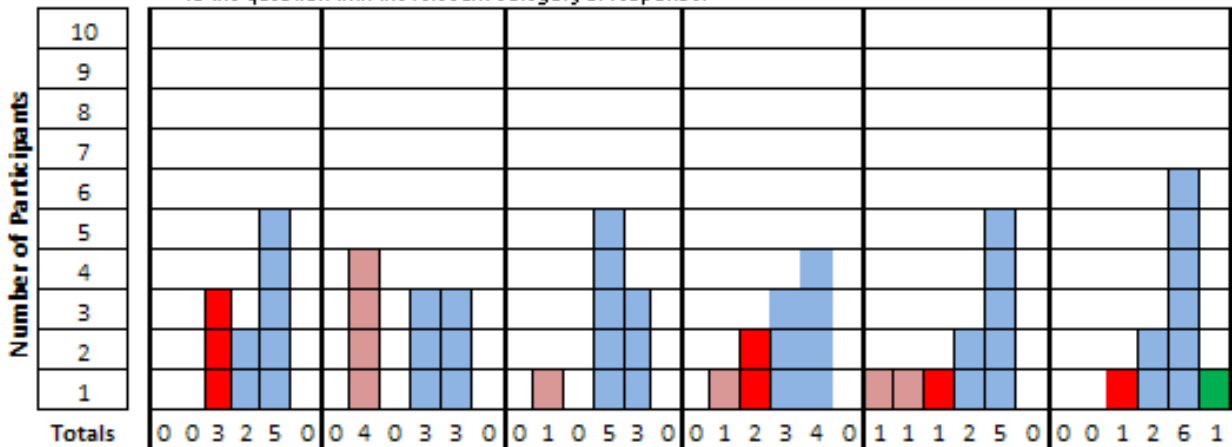




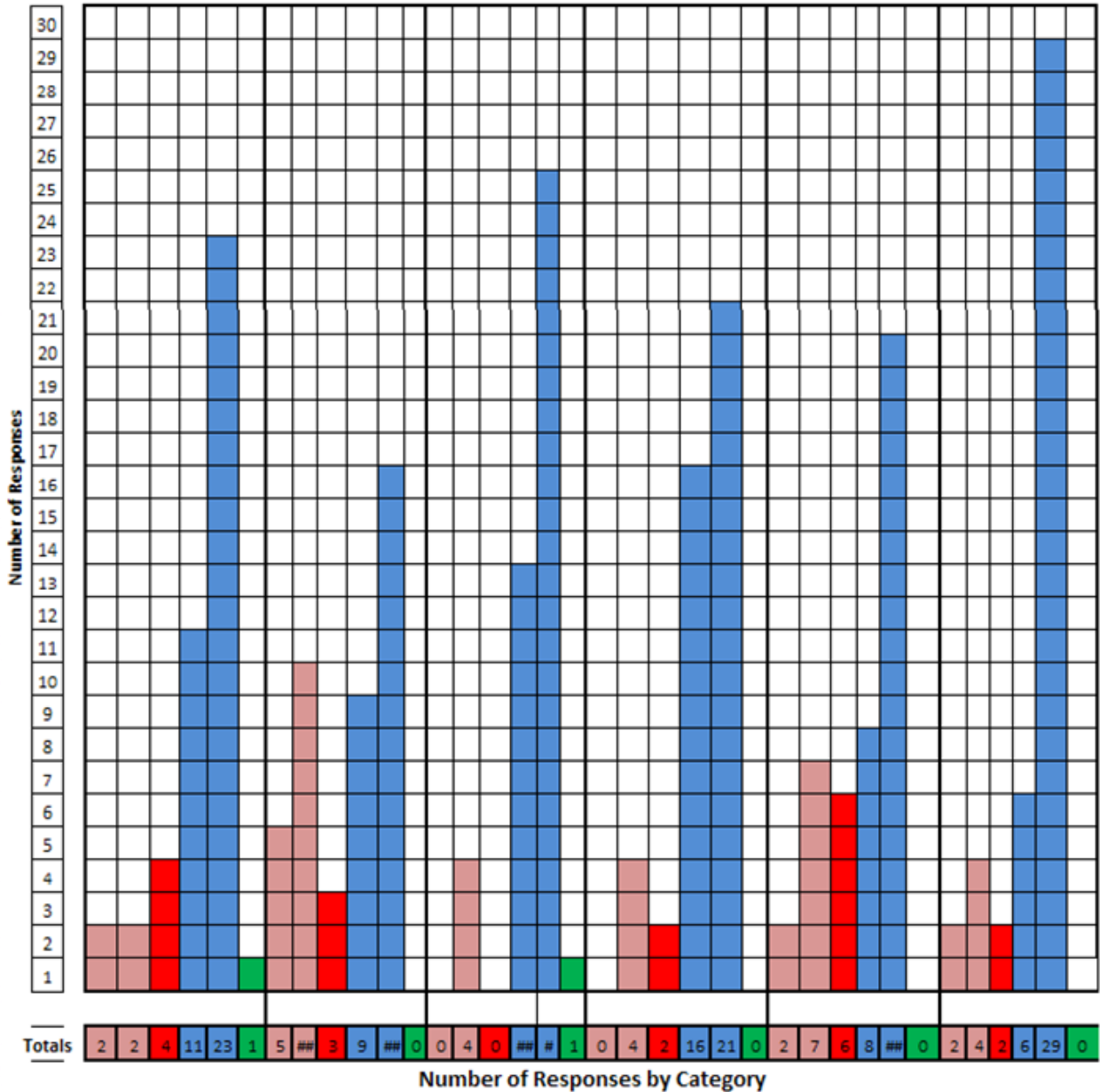
Table C. Bar Chart of Totals of Responses to Study Questions and Response Category All Centres

Denotes a Negative Response
  Denotes an undecided response  
 Denotes a Positive Response
  Denotes question was not asked or answered

Table "C"

1 = Definitely Not, 2 = Probably Not, 3 = Don't Know, 4 = Probably, 5 = Definitely, 11 = Question not asked/answered

Study Q 2						Study Q 3						Study Q 4						Study Q 5						Study Q 6						Study Q 7					
1	2	3	4	5	11	1	2	3	4	5	#	1	2	3	4	5	#	1	2	3	4	5	#	1	2	3	4	5	11	1	2	3	4	5	11



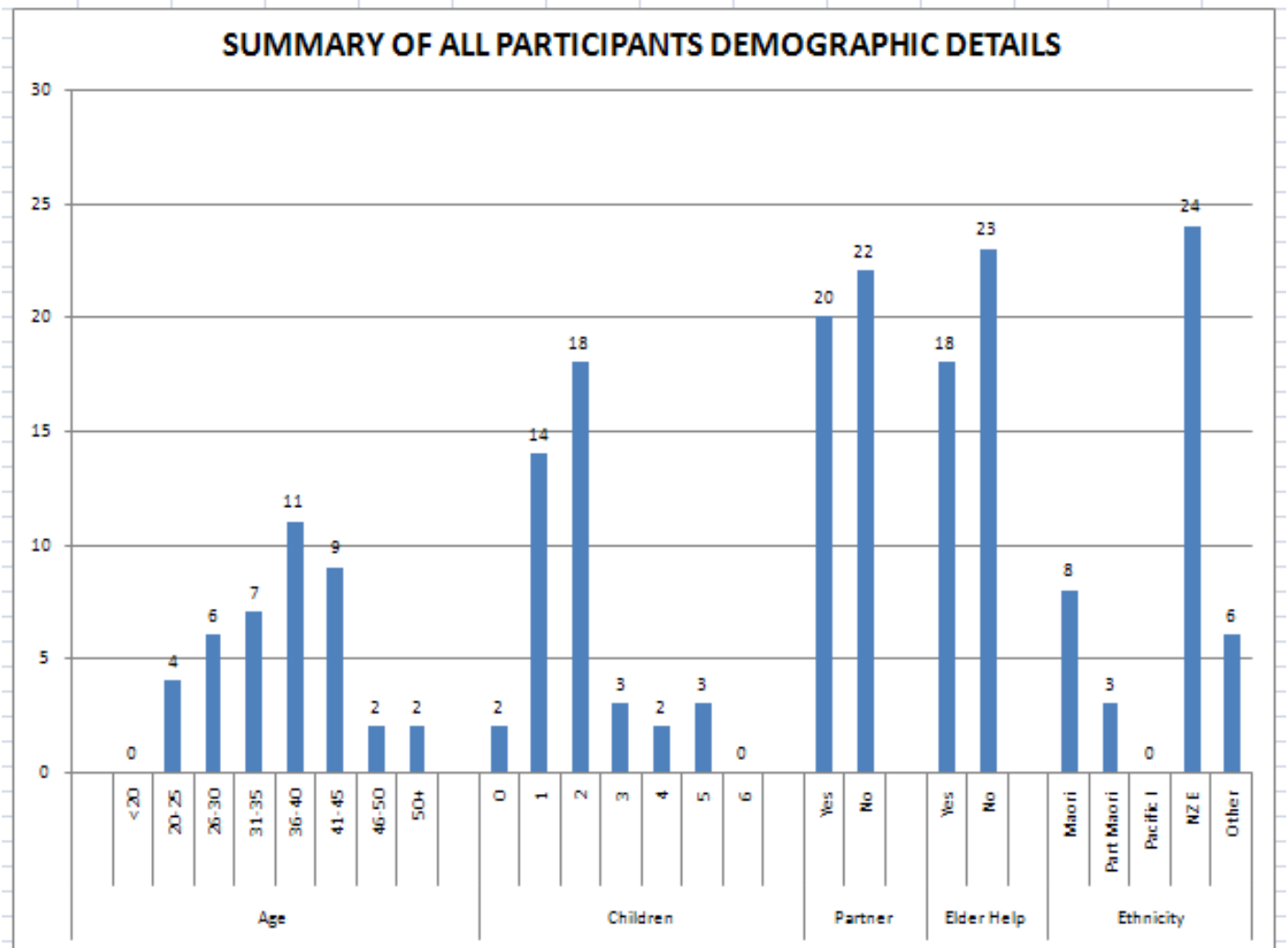
## Appendix 10: Summary of demographic information of participant mothers

Question 1 of the study referred to the demographic information of each of the 43 participant mothers (interviewees).

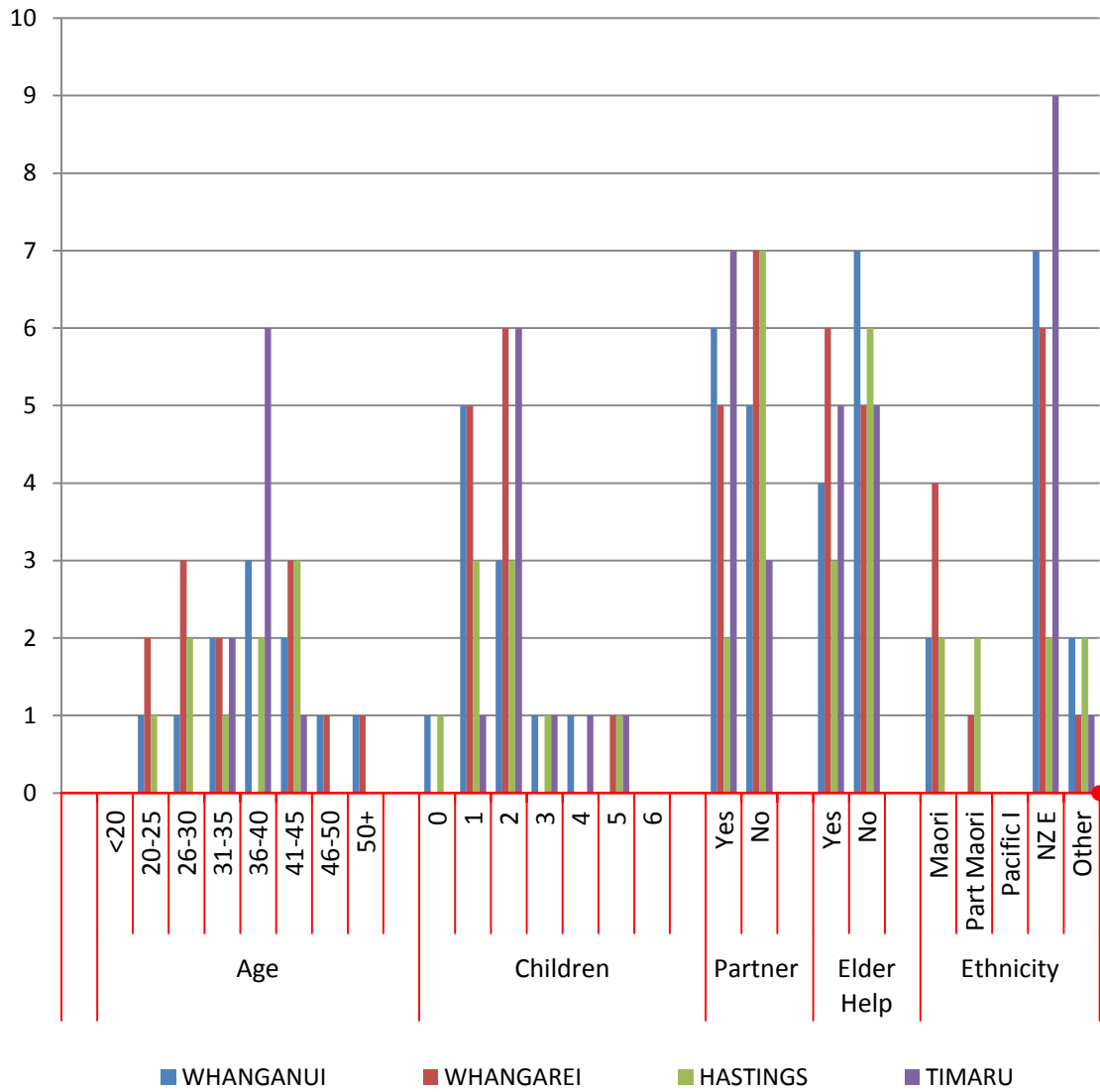
The question's categories were:

1. The participants age on entering the programme.
2. The number of children in the care of the mother on entering the programme.
3. Whether or not the mother's partner was present in the home.
4. Whether or not the mother had the support of an elder person.
5. The ethnicity of the mother as determined by the mother.

SUMMARY OF DEMOGRAPHIC DETAILS OF PARTICIPANT MOTHERS								
Location		WHANGANUI	WHANGAREI	HASTINGS	TIMARU	Totals		
<b>Age</b>	<20					<b>Age</b>	<20	0
	20-25	1	2	1	0		20-25	4
	26-30	1	3	2	0		26-30	6
	31-35	2	2	1	2		31-35	7
	36-40	3	0	2	6		36-40	11
	41-45	2	3	3	1		41-45	9
	46-50	1	1	0	0		46-50	2
	50+	1	1	0	0		50+	2
<b>Children</b>	0	1	0	1	0	<b>Children</b>	0	2
	1	5	5	3	1		1	14
	2	3	6	3	6		2	18
	3	1	0	1	1		3	3
	4	1	0	0	1		4	2
	5	0	1	1	1		5	3
	6	0	0	0	0		6	0
<b>Partner</b>	Yes	6	5	2	7	<b>Partner</b>	Yes	20
	No	5	7	7	3		No	22
<b>Elder Help</b>	Yes	4	6	3	5	<b>Elder Help</b>	Yes	18
	No	7	5	6	5		No	23
<b>Ethnicity</b>	Maori	2	4	2	0	<b>Ethnicity</b>	Maori	8
	Part Maori	0	1	2	0		Part Maori	3
	Pacific I	0	0	0	0		Pacific I	0
	NZ E	7	6	2	9		NZ E	24
	Other	2	1	2	1		Other	6



## DEMOGRAPHIC DETAILS OF PARTICIPANT MOTHERS BY CENTRE



## Appendix 11: Transcripts from interviews with participant mothers

### Whanganui #1

#### Outcome #2: Study Question #1

File ID DS 20023

**Demographic:** Maori, 31years, 1 child, partner present but separate lives, no elder support.

#### Outcome #2: Study Question #2

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely, it helped me realise where my anger came from and how to manage it better.

*(i) What was it about the programme that you found most helpful?*

Helped me understand where anger came from and to stop blaming myself

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Life circumstances change for women, not to do with their children, that can cause regression.

Would like opportunity to redo the programme when full benefit not obtained and/or following change in life circumstances.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Feedback was provided during and at the end of the programme.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

Include an element to help with new pressures from later life changes.

#### Outcome #2: Study Question #3

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Probably not, wouldn't know where to go to get help.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

Sharing with other mums who had had the same experience.

The programme identified the questions the mums' had and answered those questions.

Gave me more confidence to be a mum.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

We were listened to at the sessions.

As a women I was subjected to 3 different parenting styles during upbringing due to family circumstances and mother's change of partners.

*(iii) What was it about the programme that made you want to see the programme through?*

Knowing you could access a facilitator if crisis occurred between sessions

Couldn't talk to family can talk to people who understand.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

No, but grandmother was very influential in my life in a positive way, taught me right from wrong what was good and what was bad.

#### Outcome #4: Study Question #4

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Probably not. Becoming overwhelmed by circumstances again, need to go back, do the programme again learn how to manage new pressures.

*(i) Have there been any changes in your home environment since you participated in the programme?*

Life circumstances have changed, different pressures now apply I need to do the programme again and identify new triggers.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Programme helped me decide on my parenting style, to be the mum I wanted to be.

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Probably yes but feel I need to refresh by attending the programme again.

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Knowing other people are out there with the same problems helped me.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

No other help at that time, just finished counselling for clinical depression.

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Yes definitely, and design one for fathers as well.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Introduce similar programme for fathers, delivered separate to mums.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Programme is not dictating, you identify the problems then give strategies to cope with them.

Make the programme available to men.

Translate programme into Maori and make more culturally appropriate.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

No, definitely not.

*(i) Were the consequences predicted or unexpected?*

No comment.

*(ii) What form did the consequences take?*

No comment

*(iii) Did you report or take any action in response to the consequences?*

No comment

**Whanganui #2**

**Outcome #2: Study Question #1**

File ID DS 20024

**Demographic** (Demographic responses missing from memory stick) This interviewee was very tired when interviewed. NZ European, 26-30yrs, 2 children, partner in place, no elder support.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Yes definitely, it helped me realise where my anger came from and how to manage it better.

*(i) What was it about the programme that you found most helpful?*

Trusted facilitators, the presence of other mums, facilitators shared their own experiences.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

I got something from the programme but not what I was looking for.

Saw programme through because I wanted the problem solved, I didn't know what was coming next so kept going to find out and maybe get the answer.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

No response

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

No response

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Probably not, would have waited for counsellor I was waiting to see.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

Came to the programme with confidence. Facilitators were professional and easy to talk to.

Other mums being there helped, showed others were worse off.

Facilitators shared their experiences with us helped us.

Knowing I might be helped made me open up.

I got some help out of the programme, but not what I wanted.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

No response

*(iii) What was it about the programme that made you want to see the programme through?*

Wanted to fix the problem.

Not told what was going to happen next and so didn't know if it was worth coming or not so kept coming to find out.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Not parenting programmes, read some books ("I'm 2 years old by me" a good book), it helped me.

I did a lot of analysing of other peoples' behaviour as I grew up, parents friends etc, tended to rely on the results of that.

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

On and off, probably, sometimes very conscious of my behaviour other times regressed, very tired some times. My mental health had a lot to do with it. I am better when I am feeling good, I think about the parent I want to be.

At this point interviewee expressed her realisation (for the first time) that maybe her anger was in relation to her mother not her children.

Did not pick that up in the programme, but maybe the experience of the programme has helped me to that realisation.

Did not have effective parents, she had to parent her siblings often, she was a teenager, siblings were a problem, bad times. Her kids behaviour takes her back to those times, that's the trigger, but its not her kids it's the poor parenting of her parents that was the problem.

Having realised that what do I do now?

*(i) Have there been any changes in your home environment since you participated in the programme?*

Had another baby, otherwise no.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

No response

#### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Probably

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Reminded me of the relationship I wanted to have with my children, and it gave me the fright that things might get worse if I did not do something.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

Was waiting to see a counsellor, have relied on my own reading and analysing in the past.

#### **Outcome #6; Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Probably not there are so many factors involved in anger and anger change. Anger change alone won't make it.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Not applicable.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Guarantee the provision of counselling if needed during the programme.

Follow up with an anger management course.

#### **Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely Yes.

*(i) Were the consequences predicted or unexpected?*

Other mothers' stories.

Was surprised at the depth of feeling I felt on the course.

*(ii) What form did the consequences take?*

When I got home after the session the session would be going round and round in my head, nobody to speak to about it, drank wine and played rock music until partner arrived.

*(iii) Did you report or take any action in response to the consequences?*

Apart from trying to get a counsellor using the wrong phone number, no.



**General Comments:** None

### **Whanganui #3**

File ID DS 20025

**Outcome #2: Study Question#1**

**Demographic:** 41-45 years old, 2 children, no partner present, no elder support, NZ European

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Probably

*(i) What was it about the programme that you found most helpful?*

Helped me understand why I did what I did.

Facilitator made it real for me when I went back into my childhood, she got me deep into my problem. She was confident and got it out of me. It was scary but what I needed.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Don't feel I needed any follow up session, what happened was all I needed.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

A questionnaire was completed and returned.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

Everyone I know who has done the programme says it's fine I think so too.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely, because I was looking for something to help me.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

The small size of group.

The skills of the facilitator.

I was able to talk in my own terms, in basic English. This helped me to express myself properly.

It wasn't all scary facilitator made it happy at times to counter the negatives.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

Facilitator made it happy as well as scary, this made it manageable.

Facilitator always finished the session on a positive note.

*((iii) What was it about the programme that made you want to see the programme through?*

The programme was interesting, the body map was good, I wanted to know what next.

Although I think I knew what my problems were I hadn't confronted them, I was ready to confront my problems.

The small group, we became close.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

I had not tried other programmes, I was probably not ready.

#### **Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely, my kids aren't scared of me anymore, I don't get wound up like I used to.

*(i) Have there been any changes in your home environment since you participated in the programme?*

Still have a problem with commitment to relationships.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

The whole thing really

#### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Probably

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

I learned I am not alone, not the only one there are people like me everywhere.

Help me understand why I lashed out

I don't have to be perfect.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

I did counselling around that time.

#### **Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Probably not, you have got to be ready to change yourself.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

The programme opens you to the reality of your life, stops you blaming other people.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Does not need changing.

#### **Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely.

*(i) Were the consequences predicted or unexpected?*

I did not expect what came from the programme, it was very positive.

*(ii) What form did the consequences take?*

Unexpected. I didn't overreact when my child played up.

When my child did play up it felt like I was watching through a window so wasn't directly involved and was more calm.

I stopped focussing on what the child did and thought more about my reaction.

I stopped reacting and lashing out.

There were no negative consequences.

*(iii) Did you report or take any action in response to the consequences?*

No need to.

**General Comments:** None

#### **Whanganui #4**

File ID DS 20026

##### **Outcome #2: Study Question #1**

**Demographic:** 36-40 year old, 4 children, partner present, no elder support, NZ European. (Mental health issues)

##### **Outcome #2: Study Question #2**

*Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?*

Definitely

*(i) What was it about the programme that you found most helpful?*

Seeing things from a different angle and finding out where my thought processes came from (my father).

Made me think about why I was reacting in the wrong way.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Yes quite possibly, but being in a group was good, people you wouldn't have picked had problems, they were helpful.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Yes through feedback forms

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

Yes, some follow up one on one after a month or so.

##### **Outcome #2: Study Question #3**

**Responses:** *If you had not felt that the programme could have helped you, would you have sought help from elsewhere?*

Probably, but I was referred by Presbyterian Support. I was looking for help.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

Being in the group listening to other mums stories, I felt safe.

Verbalising the problems helped.

The role playing was scary but helped.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

Felt safe, sharing with other mums, not alone.

*(iii) What was it about the programme that made you want to see the programme through?*

The way the programme was set out, it was important to go through the whole process.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Yes other counselling, not programmes.

##### **Outcome #4: Study Question #4**

**Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?**

Probably/definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*  
No, just a new house

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Realisation why I was angry towards a specific child.

Anger has changed because I am more aware of why I am angry.

Can't always understand reasons for behaviour of stepchild, because I don't know what happens when she is with her birth mum.

#### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

More aware of the triggers.

Thinking more about should I be angry at what that person has done or is it the trigger causing my anger.

Understanding that in a blended family the step mother must not get wound up by the birth mother not doing all she should.

Better at controlling responses but not sure they are always the correct ones.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

Maybe only counselling.

#### **Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Definitely

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Awareness of why you react the way you do. Realising the triggers it was a lightbulb moment Stop the guilt at being angry

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

More opportunities for women to do the programme.

Change the name, remove the reference to "anger" so women do not see themselves as angry or won't admit it.

#### **Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*

Unexpected, my father's suicide, he was depressed. The programme made me realise how all this had affected me. I was adopted. This was a positive consequence.

No negative consequences.

*(ii) What form did the consequences take?*

Developed a better understanding of my father's behaviour towards me and around his death.

*(iii) Did you report or take any action in response to the consequences?*

No

**General Comment:** Make the programme more available

## **Whanganui #5**

File ID DS 20029

### **Outcome #2: Study Question#1**

**Demographic:** 46-50 year old, one child, no partner, no elder support, NZ European.

### **Outcome #2: Study Question #2**

*Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?*

Don't know/probably

*(i) What was it about the programme that you found most helpful?*

Small size of group, environment, facilitators were all good.

It was good at identifying where my anger came from, but did not give me strategies on how to manage it, or tools to make changes in my life to help.

Increased awareness of the causes of my anger and the consequences for my son.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

If it went on to another programme to give you the strategies and tools to deal with what we had learned.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

At the end, I did make the comment about strategies and tools. Could ring them at any time, felt safe throughout.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

By including an element that gives you strategies to avoid the triggers identified and tools to make changes to avoid triggers.

### **Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Probably yes, had previously, Family Works, I didn't get a lot out of it.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

You are not the only one out there.

Some of what you are doing is good and ok

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

The identification that what had happened in the past that was affecting you, and the need to let that go.

I wanted to break the cycle and not have my kids acting in the same way because of me.

*(iii) What was it about the programme that made you want to see the programme through?*

I wanted the tools and strategies which I did not get.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Yes, didn't work

### **Outcome #4: Study Question #4**

**Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?**

Definitely

(i) *Have there been any changes in your home environment since you participated in the programme?*

No

(ii) *Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Question not asked

**Outcome #5: Study Question #5**

**Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?**

Probably not

(i) *In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Not confidence, awareness.

(ii) *Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

No

**Outcome #6: Study Question #6**

**From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?**

Probably not, too many issues.

(i) *What is it about the programme that you believe can make it effective for other mothers?*

Audio ended at this point.

(ii) *How might the programme be modified to make it effective for a wider range of mothers?*

Include an additional component to teach mums how to manage their anger and tools to make changes to avoid triggers. This opinion is shared with other mums who have been on the programme.

**Outcome #7: Study Question #7**

**Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?**

Definitely yes.

(i) *Were the consequences predicted or unexpected?*

(ii) *What form did the consequences take?*

(iii) *Did you report or take any action in response to the consequences?*

**Whanganui #6**

File ID DS 20030

**Study Question#1: Outcome #2**

**Demographic:** 41-45 years, 3 children, no partner, no elder support, NZ European

**Study Question #2: Outcome #2**

**Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?**

Definitely

*(i) What was it about the programme that you found most helpful?*

Learning about my own volcano and the triggers of my anger.  
Learning about myself and identifying causes.

I learned strategies to deal with my problems.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Follow up would have helped me, a "go back" session to work out the cause. I thought it was my marriage, but it was the loss of my eldest son. I sought specialist "grief" counselling once I found out what it was. I want to repeat the course now.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Yes, and we had "homework" putting into practice strategies between sessions.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

No, the support was there, it was a positive, helpful environment.  
The small class size was very good.

#### **Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely I had done programmes before at Jigsaw in Taihapi, felt safe, good rapport with facilitators.

*(i) What was it about the programme that gave you the confidence to talk about your problems*

Facilitators spoke of their own personal experiences which meant I didn't feel judged.  
Confidentiality was strong.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

The programme was not rushed.  
The sessions were not too heavy.  
We were told to take some "me" time after each session. That was needed.

*(iii) What was it about the programme that made you want to see the programme through?*

We had a recap at the commencement of each session, that was good.  
Made a commitment to myself, and it was time for me to deal with the issues.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

No there were none available

#### **Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*

No

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

A new insight into my feelings and how I reacted to different triggers.  
Realising that I could not change my kids or my behaviour straight away.  
Knowing where the kids anger was coming from.  
Being able to achieve space when it was needed.

Learning to deal with things differently.  
Learning not to be self critical.  
Being more accepting of myself made me more tolerant of myself and others.  
Helped me cope with the loss of my friends after I had moved.

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Acknowledgement that we will get angry, but it's how we deal with it.  
Putting anger where it needs to be.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

No

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Don't know, if it were more available to men and women it might.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Content very good.  
Mums must be ready for the programme.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Make a similar programme available to men, but separate to women.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely yes.

*(i) Were the consequences predicted or unexpected?*

Unexpected in relation to the death of my son.  
Had not taken into account what was happening in my kids lives outside the home.

*(ii) What form did the consequences take?*

Realised I had been self critical.  
Realised that things were not going to change overnight.  
I have become more accepting of myself.

*(iii) Did you report or take any action in response to the consequences?*

No  
Highly recommend the programme.

**General Comments:** None

**Whanganui #7**

File ID DS 20031

**Outcome #2: Study Question #1**

**Demographic:** 50+ years, one child, no partner, no elder support, NZ European.



**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Probably

*(i) What was it about the programme that you found most helpful?*

Taught me to be more patient.

Learnt not to get so angry, don't sweat the small stuff.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

No I was quite happy with it.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

At the end of the programme

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

No comparison available but thought it was good.

Keep to a small group.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely not

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

How it was explained to me.

Watching the others.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

The questions asked and the way the programme was run.

The process was right for me.

*(iii) What was it about the programme that made you want to see the programme through?*

I don't believe in not finishing programmes like this.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Not about Anger Change.

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*

Moved house.

Grandson's dad no longer around.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

I practiced what I learned and I was committed to my grandson for my life.

**Outcome #5: Study Question #5**

**Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?**

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Taking on my grandson, my own kids went off the rails, it was not my fault but I took some of the blame, so I was not confident taking on my grandson. I approached his upbringing differently, more confident, disciplined him differently.

Learnt to say no.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

No

Two lots of counselling since, " All about me" and "Strengthening Families" grandson's ADHB.

**Outcome #6: Study Question #6**

**From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?**

Don't know

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Learning you are not the only one.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Programme was good.

Anger comes from frustration and they achieved good results from the programme.

**Outcome #7: Study Question #7**

**Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?**

Definitely yes.

*(i) Were the consequences predicted or unexpected?*

Not predicted they were buried, and I didn't know what was going to come out.

*(ii) What form did the consequences take?*

It brought out childhood stuff, thoughts etc

*(iii) Did you report or take any action in response to the consequences?*

No

**General Comments**

Would recommend it, it was a good experience, it answered a lot of questions for the mums.

Whanganui #8

File ID DS 20032/33

**Outcome #2: Study Question #1**

**Demographic:** 31-35 years, one child, no partner, elder support, NZ European.

**Outcome #2: Study Question #2**

**Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?**

Probably

*(i) What was it about the programme that you found most helpful?*

Not sure, made me more aware of my physical feelings.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Not sure, think so.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Don't remember, but knew I could give feedback.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

No it was quite a good course.

Do not think it would work if there were more people

### **Study Question #3: Outcome #2**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Had already had 7 years of counselling, so probably

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

I was already aware of where I was coming from, so there wasn't so much new stuff for me.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

More aware of the physical side of things how things build up to anger outburst.

*(iii) What was it about the programme that made you want to see the programme through?*

I had had my nephew taken off me by CYFS and I was told I had to do it. The programme did interest me so I didn't feel like I don't want to be here. I was impressed with what was in the programme.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

No, did incredible years and another course since.

### **Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*

Seeing someone new.

More pressure from CYFS

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Realising how my actions reflect on my child.

### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

I try to be a lot calmer when I am dealing with my child.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

Yes, counselling.

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Probably

*(i) What is it about the programme that you believe you can make it effective for other mothers?*  
Watching the other mums, repeating past behaviours learned from the pass. Hearing about the changes they had made in their homes and the successes they were achieving.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Raise it's profile amongst mums.

The programme is really good.

#### **Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Probably not really.

*(i) Were the consequences predicted or unexpected?*

Not applicable

*(ii) What form did the consequences take?*

Not applicable

*(iii) Did you report or take any action in response to the consequences?*

Not applicable

#### **General Comments**

Interesting the body mapping and how everything linked in with family relationships. It added to my understanding of being a mum.

### **Whanganui #9**

File ID DS 20034

#### **Outcome #2: Study Question #1**

**Demographic:** 36-40 years, 2 children, partner present, elder support, New Zealander

#### **Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely

*(i) What was it about the programme that you found most helpful?*

It forced me to stop and think before I react. What am I angry about, is it me, is it something else or is it actually what the child has done.

Do I have a right to be angry at her? Take a step back and think.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

I did get the facilitator ringing me up on a regular basis so that covered that for me. I didn't feel the course stopped and I was left to fend for myself between sessions.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Yes a form posted to me a few weeks after the programme, it asked about the effectiveness of the programme and about any changes I thought might help.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

The first few weeks I thought were slow at first. But I realised that it had to be done that way. Later the programme moved much quicker and it had to be like that because the first few weeks were preparing you for what was coming and it had to be taken slowly.

We lost a few people in the early stages of the programme, we started with 6 and it went down to 3.

**Tape ceased at this point**

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

No response

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

No response

*(iii) What was it about the programme that made you want to see the programme through?*

No response

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

No response

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Question not asked.

*(i) Have there been any changes in your home environment since you participated in the programme?*

No response

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

No response

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Question not asked

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

I had depression, which manifested it'self in anger, now I am working out where the feeling is coming from. It could be something in the past or in the present, or it is actually the behaviour of the child that is causing my anger.

I have changed from being angry to being frustrated. I say to my child now am I angry with you and she says no, but I am frustrated.

My feelings have shifted from anger to frustration, so I am more often than not calmer, I do occasionally react but less inclined to do so.

I get it right 70-80 % of the time instead of 40-50%.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

No response

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Question not asked.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

No response

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

No response

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely yes.

*(i) Were the consequences predicted or unexpected?*

No response

*(ii) What form did the consequences take?*

No response

*(iii) Did you report or take any action in response to the consequences?*

No response

**General Comments:** None.

**Whanganui #10**

File ID DS 20035

**Outcome #2: Study Question #1**

**Demographic:** 20-25 years, one child, partner present, elder support, New Zealander. Recently completed the programme, for the second time.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely

*(i) What was it about the programme that you found most helpful?*

Recognised my anger, the things that made me angry, gave me strategies to manage situations. I learned not to take my anger out on him when it was somebody else.

It was group, it was not just about you, it helped that it wasn't just me going through it.

The facilitators were very good.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

The facilitators rang me up during and after the programme to see how I was going.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

First day and last day we did an evaluation sheet.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

No not that I can think of.

### **Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely

*(i) What was it about the programme that gave you the confidence to talk about your problems?*  
Getting to know the group, feeling comfortable, felt safe, good facilitators all helped.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

Brought everything up, stuff you were trying to keep down.

The process, how it started i.e we eased into it, the little activities we did.

*(iii) What was it about the programme that made you want to see the programme through?*

Did the course a second time because there were different issues to deal with as my child got older.

Needed a refresher because things were different now.

Having Post Natal Depression first time around meant I did get all that I should out of the programme.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Was receiving help from a psychologist whilst attending the programme.

A D& A counsellor. I think their intervention helped with my anger although not directly.

The psychologist was good with the deeper issues brought out by the programme.

### **Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Probably, there are still a few things that she does that wind me up a bit. Would like to do Incredible Years programme with Jigsaw when child is older.

*(i) Have there been any changes in your home environment since you participated in the programme?*

No

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

It reminded me how much I loved my son and that my anger wasn't really directed at him, it was about someone else, he was there and it was easy to take it out on him.

The skill of the facilitators.

### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Probably

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Helped to not blame myself, not to be guilty but let it go

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

Was receiving help from a psychologist whilst attending the programme.

### **Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Definitely. There are a lot more mothers who need the course, more than I did.

*(i) What is it about the programme that you believe can make it effective for other mothers?*  
Everyone experiences anger it would help them to recognise that their anger is coming from somewhere else.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*  
There were more people at the beginning of the course that were not there at the end. I think this was because they didn't want to be judged, didn't want others to criticise them or look down on them.

At the start of the programme explain to everyone what was going to happen and make them feel at ease and not fearful of being judged.

As the group got smaller it was easier to share, there were 3 of us at the end.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*

Second time I knew what was going to happen, but first time yes, some really deep stuff came up which surprised me. It wasn't nice and I didn't want to deal with it. But you do and it's much better afterwards.

*(ii) What form did the consequences take?*

It was hard to deal with my feelings first time around I didn't want to, and I was in a bad place anyway. Second time around I knew what was coming and I did deal with them.

*(iii) Did you report or take any action in response to the consequences?*

No was able to talk to my psychologist for help.

**General comment:** Don't stop the programme.

**Whanganui #11**

File ID DS 20037

**Outcome #2: Study Question #1**

**Demographic:** 36-40 years, no children(pregnant) partner present, elder support, Maori. Repeated course 3 times.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely

*(i) What was it about the programme that you found most helpful?*  
It helped me to not overreact to my mother's comments. I became softer and less aggressive towards my parents.

Issues with mum are not resolved, she was beaten by my father and so was in no position to give me love and attention. Now, although I am going through changes, mum has not so it is still difficult for me to talk to her. She shows love by cleaning the house.

I am more understanding and compassionate towards her. I think it's grief at not having a mum I can laugh with.



I was embarrassed in the group. Couldn't expose myself to the facilitator and others, though I know I needed to.

Has helped me a bit with my relationship with my children it is getting better. Although kids still see an abusive mum, but it's the grief coming out.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

No response here but it sounds like one to one initially before the programme might help this lady. Don't know but was told I could contact the facilitators between sessions if I needed to. I went to see one of them, it didn't work.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Yes through evaluation forms.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

Difficult for me to say, the programme was not entirely successful for me, but it may have been me that was the problem. One to one counselling may be better for me.  
Make it more bi-cultural.

#### **Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

Didn't really work, I feel like I should do violence prevention course or keep doing this course until it works. It's me, I couldn't commit to telling out loud my issues. My partner is not very affectionate, I wonder how much longer this is going to last. He's not interested.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

I didn't really, but some I did. I did it when the other mums were out of the room having a ciggy. But I couldn't talk while they were present.

Didn't engage in the resolution part of the programme, my pscycologist is helping with that.

One mum was judgemental which didn't help.

Other two mums were holding back also. I wondered if that was why I was still raging.

*(iii) What was it about the programme that made you want to see the programme through?*

I thought it might help with my post natal depression after giving birth to my children, trying to clear the problem before each child.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Yes psychologist and mental health.

#### **Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Probably

*(i) Have there been any changes in your home environment since you participated in the programme?*

Relationship with partner was not going well.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

No response

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Probably not.

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Although it did not seem to lessen the intensity of my anger, the outbursts became fewer. older daughter is like me, stroppy, she ticks me off. Younger daughter different temperament more placid, our relationship is better.

Older daughter is confident, I am not. Some envy here on my part.

I need to do course again

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

Yes a psychologist.

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Definitely

*(i) What is it about the programme that you believe can make it effective for other mothers?*  
Make it part of a range of support services for mums.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Make it bi-cultural, include Te Reo Maori and introduce Maori protocols.

Close the session in a way that doesn't leave you with this open wound.

Integrate it with other programmes so that mums don't feel stigmatised.

Include an element to reduce the stress on mums when you are alone.

One for dads but separate to mums.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*

Predicted, because I knew I would have to face something.

*(ii) What form did the consequences take?*

Took me back to my childhood and reminded me of emotions I had had.

*(iii) Did you report or take any action in response to the consequences?*

Question not asked

**General Comments:** None.

END OF WHANGANUI

**Whangarei #1**

File ID DVT B001

**Outcome #2: Study Question #1**

**Demographic:** 31-35 years, 2 children, no partner, elder support, NZ European.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Probably not.

*(i) What was it about the programme that you found most helpful?*

I didn't find it helpful, I was looking more for strategies to help me with my son's behaviour. The course was more about me and why I got angry, I don't know that that helped me with my son's behaviour. The course helped me for myself but it wasn't what I was looking for.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Yes, it would have been good to have one on one with a facilitator to go over what you had got out of the programme.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Not until now.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

Yes an interview process before the start of the programme so that people can be sure what they will be getting from the programme is what they are looking for. Both my son and I are angry, but the programme only worked on me.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely, I still am. Now that my son is at school they are realising that there is a problem for us both.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

It was the small group, the friendliness and the shared experiences.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

The facilitators, made us feel safe, we could talk openly. I knew that the more I put into the programme the more I would get out of it.

*(iii) What was it about the programme that made you want to see the programme through?*

It wasn't really for me, but I realised that it was helping me to understand my anger, and be more controlled.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Yes, Anger change for Mothers and Positive Parenting etc and books on self help. I also went to the doctor.

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Probably

*(i) Have there been any changes in your home environment since you participated in the programme?*

I have a new partner at home now.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

I was able to identify what it was that made me angry.  
Being aware of what it was I was angry about.

#### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Probably

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

I learned that I get angry when people didn't listen to me. Not  
my confidence, my awareness, and having people tell you you were doing well and listening to my problems.

The reassurance from the facilitators and the other mums, we helped one another, we shared ideas.  
No pressure from the facilitators.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

No

#### **Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Probably not, if a mum doesn't want to do it, it won't be any good.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

The sharing with other mums.  
Being told that you were getting some things right.  
For me I wanted to change my relationship with my son.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

A better definition of what the course is about, it is for anger in adults.  
Provide a leaflet which explains what the course entails and a description of what the course covers.  
One on one with a facilitator or counsellor at the end, or make it available for mums who need it or couldn't share in the group.  
Ensure that the mum is ready to address her problems.

#### **Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Probably not

*(i) Were the consequences predicted or unexpected?*

Not applicable

*(ii) What form did the consequences take?*

Not applicable

*(iii) Did you report or take any action in response to the consequences?*

Not applicable.

**General comment:** The staff at Jigsaw are really good, very helpful. The programme didn't provide me with strategies to deal with my problem but it did help with my awareness.

## Whangarei #2

File ID DVT B002/3

### Outcome #2: Study Question #1

**Demographic:** 41-45 years, 2 children, partner present, no elder support, NZ European.

### Outcome #2: Study Question #2

**Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?**

Probably, more work needed on the subject of triggers, through one on one sessions for individual mums.

*(i) What was it about the programme that you found most helpful?*

I was able to let go of some of the anger I felt toward my parents for not being there for me, to forgive them.

I was able to differentiate between what my kid had done and the real reason for my anger, my mum.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Yes, definitely.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

No

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

Longer programme term to facilitate one on one when needed.

Give us alternative behaviour to our anger.

Every aspect needs to be reviewed the programme it's self is great, but it should be part of an overall parenting programme to help her use the new knowledge that she had gained about her anger.

No more than 5 in the group.

More in depth on the skills that mums have to deal with their anger, once it's identified.

Identify what new skills the mum has gained from the programme.

Cover that it's ok to feel angry but not to abuse, but provide mums with alternatives.

### Outcome #2: Study Question #3

**If you had not felt that the programme could have helped you, would you have sought help from elsewhere?**

Probably, but whatever programme is chosen it must take into account all the aspects of a mum's life, the positives and the negatives.

From the programme we found ways to let go of our anger but we didn't get ways to boost ourselves and our children.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

I felt that no one could harm me in that room, the other mums were strangers and so non-threatening.

It gave me the strength to contact other family members, who I had not contacted for some time and talk to them about my historical issues, and break the cycle of abuse.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

To let the balloon go, to say to myself it's ok to let it go and to believe in myself and have the strength to face up to the problems

*(iii) What was it about the programme that made you want to see the programme through?*

I was going to get through it and become a happy, happy mummy, it didn't happen. Follow up is needed after the programme.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Yes, several, did lots of self reflection and afterwards I did another programme.

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Probably not, because there was no follow up. The programme it's self is not long enough to make the change. There needed to be follow up and written material either provided or written by the participants themselves, to refer to into the future.

Programme should be free, no cost.

*(i) Have there been any changes in your home environment since you participated in the programme?*

No

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Nothing really, it was more that I wanted to change and have stuck with it.

It has taken me two to three years to get to where I am at right now.

There are a number of factors which need to be taken into account that all affect your ability to cope.

Learning to say no, and not take on board other peoples' issues.

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Probably not. Because you need to bring the target child to the programme so that the facilitators can see what you are dealing with. Not blaming the child but there are factors outside the mum that are not being taken into account by the programme.

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

That it's ok if everything doesn't go the way it should.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

No, but have since. Counselling and parenting programme.

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Probably not. It might if it were part of a parcel of programmes, because we didn't come out with the skills needed to make the positive change, we identified the triggers but that was it.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Add parenting to the anger change programme. Incorporate information and strategy in the programme.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Participants should be asked to go home and reflect on their learning and write down their thoughts for discussion at next session.

Participants should take some time for themselves after each session to wind down.

Make it part of a parcel of programmes which help with parenting.

Interview prospective participants and explain the purpose and intended outcome of the programme, and ensure the mum is ready for the programme.

Change the name, anger change implies angry mums. Explain beforehand it doesn't help with parenting only with identifying your anger.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely not

*(i) Were the consequences predicted or unexpected?*

Yes, one thing learned more about myself and became stronger.

Came away feeling better about myself, but it wasn't the be all and end all in terms of the solutions to parenting problems.

*(ii) What form did the consequences take?*

I was able to give up smoking.

*(iii) Did you report or take any action in response to the consequences?*

No

**General Comment:** None

**Whangarei #3**

File ID DVTB004

**Outcome #1: Study Question #1**

**Demographic:** 25-30 years, 1 child, no partner, elder support, NZ European

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Probably

*(i) What was it about the programme that you found most helpful?*

It reflected on my childhood, I needed something to go back to when I felt bad.

I needed to reflect on my emotions.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

I was visiting Jigsaw anyway receiving counselling and we had a little talk about it anyway.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Can't remember, maybe I filled in a form and I was asked at the counselling session I had later.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

No I don't think so I think it was good.

There were 5 people on the programme I wouldn't go more than that.

It could have run for a bit longer. I think the length of the programme would be determined by the participant(s)

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

I trusted the facilitators.

Hoped people on the programme were trustworthy.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

Other people were sharing.

You have to be ready for the change. It took me through childhood and adulthood

*(iii) What was it about the programme that made you want to see the programme through?*

It was interesting, healing, powerful

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

No, I didn't know I had a problem, other people told me I had the problem.

#### **Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Probably, there are moments when I get frustrated.

*(i) Have there been any changes in your home environment since you participated in the programme?*

Partner now lives in, we have had a baby.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

The realisation that my anger wasn't because of what my partner/child did it stemmed from my childhood.

I learned the real reasons for my child acting in the way that he did.

#### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Probably

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

I felt more empowered, I understood the reasons for my anger.

Learning that others had the same sort of problems.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

I was receiving counselling at the same time, it worked well going to both at the same time. I would recommend it.

Because if there was something you wanted to discuss we could, if there was something too personal it was good to talk to the counsellor.

#### **Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Don't know, because the mother has to be ready, and willing to open up.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

It's straightforward, there was a range of different mothers on the programme, most were Maori, I was the only pakeha, it didn't matter.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Have counselling in there

Programme was still beneficial despite lack of counselling.



It was good to have a small group, we could share and get comfortable.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Don't know, but there were expected changes in my relationship with my child.

*(i) Were the consequences predicted or unexpected?*

Both because I expected to make a change in my relationship with the child but I didn't expect to feel so empowered of the changes to happen so fast.

*(ii) What form did the consequences take?*

I felt more empowered

My relationship with my child plateaued out

*(iii) Did you report or take any action in response to the consequences?*

Spoke to my counsellor about it.

**General Comments :**

I felt embarrassed about attending the course. Change the name of the programme: it's critical of mothers.

**Whangarei #4**

File ID DVT B005

**Outcome #2: Study Question #1**

**Demographic:** 21-25, 1 child, no partner, elder support, NZ European.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely

*(i) What was it about the programme that you found most helpful?*

Being able to be open and honest and not be judged

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Yes

There was no follow up so I did the programme again and I was able to deal with my issues.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

During the sessions from memory.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

No, the programme is good as it is, there must be small groups because they get to know each other and share.

A follow up, or Part 2 with a small group would help.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Don't know

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

Everybody else was in the same boat and would talk about their issues

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

Feeling more confident that I'm not the devil, that there were others out there having the same difficulties.

*(iii) What was it about the programme that made you want to see the programme through?*

I wanted to change

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Yes, mental health it didn't work for me, it was about my diagnosis and not about helping me with my child

#### **Study Question #4: Outcome #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*

Mum's got custody of my daughter and I don't live with her anymore, by choice.

Lived with mum when I was on the programme, but moved out after the programme ended, but it had been agreed I would move out before I went on the programme.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

I now know when I am reaching my limit and can get someone to step in take my daughter away.

It was the body map that helped me. I can now feel my feelings change and know what to do.

#### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Remaining calm, and learning what to do when the anger came.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

I was receiving help at mental health.

I have done a Bridge programme since.

#### **Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Definitely, I was an angry mum and it taught me what signs to look for and how to react.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Being able to be honest and not be judged.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Have more than one group each week.

It was good to have a wide range of mothers in the group.

The name is good, because I identified myself as an angry mother. The name is straight up and honest.

Advertise in doctors and places like that.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*

The facilitator listened to me and didn't judge me.

*(ii) What form did the consequences take?*

I was shocked that she listened to me

*(iii) Did you report or take any action in response to the consequences?*

The group talked about it when we had our morning talk.

**General Comment:** The programme was awesome I would like to do it again.

**Whangarei #5**

File ID DVT B006

**Outcome #2: Study Question #1**

**Demographic:** 46-50 years, 1 child, partner, Other (was not asked about elder support).

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely

*(i) What was it about the programme that you found most helpful?*

Brought into my awareness the problems that I had.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Yes

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Yes, at the end of the programme through a form. We filled a form at the beginning and the end. We were regularly asked if it was working for us.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

No improvement, but it would be good to have something tangible to take away, so you can review and reflect on and help you see what progress you were making.

There were 6 people in the group, that should be the maximum, a range of ages and different backgrounds, I felt comfortable.

I had 8 sessions that was fine.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Don't know.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

Programme title, it was specific, nothing hidden it was straight up.

As soon as I started the programme I realised just how many women would be helped by it.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

It investigated why you were angry, then dealt with why it was happening, then we did body mapping. It was very visual and practical you didn't feel you were getting therapy, it just came out. It was very private and sharing. The body map was like having a puppet.

*(iii) What was it about the programme that made you want to see the programme through?*

Didn't see the point in coming to the programme, working through all the emotional stuff and then not see it through.

I wanted to solve the problem.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

No

#### **Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely, I am much more mindful about my anger.

*(i) Have there been any changes in your home environment since you participated in the programme?*

Husband overseas, son has moved out.

Programme has helped son and mum to work together toward a successful outcome.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Not one thing, a cumulative awareness from the beginning to the end of the programme, I was able to identify what made me angry, the environment allowed me to forgive myself, I was there for the best intentions.

#### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

I have this moment now when I feel myself getting angry, I become mindful of it and have a choice what am I getting angry about.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

No

I did not feel I needed one on one counselling during the programme the facilitators were enough.

#### **Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Definitely, it would break the cycle

*(i) What is it about the programme that you believe can make it effective for other mothers?*

It would empower them and break the intergenerational cycle of abuse.

Breaking the cycle of the problem repeating it'self generation to generation.

The programme would work for any age of mum as long as they are ready.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Don't change the content or the formula.

Improve the marketing of the programme.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*

Unexpected

This was new to me so I couldn't predict what would happen

*(ii) What form did the consequences take?*

I had no idea when I started that I would need to be so accountable, not like what I read in the self help books.

I trusted the facilitators

I was surprised and pleased with the effect on my relationship with my child.

*(iii) Did you report or take any action in response to the consequences?*

We all shared our experiences in terms of consequences.

**General Comments:** Information on the programme should be more detailed I did not realise how accountable I was going to have to be. It was quite different to what I expected. There was the opportunity for 2 or 3 of us to get together to discuss our experiences, this was helpful.

At the beginning of the course I was expecting to fix the child, but by the end I was fixing myself.

Get participants to sign a contract that they will attend all the sessions, it is very important that they do.

I have a couple of the mums come round to see me, it was good and personal

**Whangarei #6**

File ID DVT B003

**NOTE TAPE OF INTERVIEW COMMENCES AT STUDY QUESTION #4**

**Study Question #4**

*(i) Have there been any changes in your home environment since you participated in the programme?*

New boarders have moved in, I don't believe it has made any difference to my relationship with my child.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Realising that I'm not alone, and there was a reason for my anger.

Other people in the group helped me.

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Knowing that no matter what age I am I am still able to make changes.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

No

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Probably

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Other mothers could share their problems and could benefit.

I have told other people about the programme, and I have explained what it's about because the name is a bit misleading.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Possibly longer.

There was a wide range of people in my group, but we had similar problems.

#### **Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Probably

*(i) Were the consequences predicted or unexpected?*

Unexpected

*(ii) What form did the consequences take?*

They were good consequences

I learned from the techniques used by the other mothers.

**TAPE INAUDIBLE**

*(iii) Did you report or take any action in response to the consequences?*

No

**General Comment:** None

#### **Whangarei #7**

File ID DVT. C003

#### **Outcome #2: Study Question #1**

**Demographic** 26-30 years, 5 children, No partner, no elder support, Maori.

#### **Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely

*(i) What was it about the programme that you found most helpful?*

Understanding why I react the way I do.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Yes, one on one.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Survey at the end, and at the beginning of each session.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

Maybe it should be more structured, we didn't know how things would go each day.

Keep the size of group to 4 or 5, small group I felt comfortable.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Probably not

I found out from an advertisement, it mentioned anger change and I was angry with my daughter.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

I had a friend with me, that gave me confidence and the other people who were there.

Once I had sussed out the facilitators and other mums I was fine.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

I wasn't the only one in that position there were others, and my problems were minor compared with the others.

*(iii) What was it about the programme that made you want to see the programme through?*

Some of the techniques were very interesting, the body map

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

I did Sowing Seeds with Jigsaw, it didn't help with my anger.

I did the course (AC) last month

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely

Can't change the way people are but you can change the way you react.

*(i) Have there been any changes in your home environment since you participated in the programme?*

Whole family moved out then moved back in again, my daughter's step brother has moved in, got him from court.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Remembering to look after me and my daughter first, instead of treating everyone the same.

She doesn't annoy me so much, I react differently now. I think of the consequences, she may be taken away.

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Something happened on the programme to help me but I don't know what it was

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Knowing I'm not the only solo mum with a problem out there, and being part of a support network.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

No

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Advertise it well, explain it to mothers so that they know what it's about.

Probably

*(i) What is it about the programme that you believe can make it effective for other mothers?*  
 It would help them to understanding where they are coming from and why they are the way they are.  
 Advertise it and explain it more, through schools, Family Planning, Plunkett, child care, Marae  
 What about a course for males?  
 Tweak the name a little bit, it might put some mothers off.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Probably

*(i) Were the consequences predicted or unexpected?*  
 Unexpected

*(ii) What form did the consequences take?*  
 I started really angry, but at the end I wasn't angry at all  
 After the body map experience, my anger changes position in my body; it helped.

*(iii) Did you report or take any action in response to the consequences?*  
 We talked about it in the group, and I talked to my friend.  
 I am glad and grateful for the experience; it has changed how I see things.

**General Comments:** I liked the facilitators, they were good. They talked about their background. You get the feeling that pakehas are perfect and Maoris have a standard to live up to, but the facilitators showed us we were all the same.

**Whangarei #8**

File ID DVT C007

**Outcome #2: Study Question #1**

**Demographic:** 31-35 years, 1 child, Partner present, Elder Support present, Maori.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Not an issue, it was because of what I am going through with CYFS, it was their interfering that made me angry not my child.

*(i) What was it about the programme that you found most helpful?*  
 Realising the physical things that were happening in my body as a result of my anger.  
 How anger effects my body and learning how to manage it.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*  
 I did the programme twice, the first group fizzled out - I completed it.  
 In the second course I learned from the experiences of the other mums, and it was good to share.  
 On the first course I had the facilitators to myself so that was really good I could really open up, the second I learned from the other mums

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*  
 Can't remember.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*  
 The group dynamic, anything over 3 would be too much to manage to make sure everyone benefit's fully.  
 Needs more time, but sessions need to be no longer than 3-4 hours, but everyone needs their time.



Travel vouchers or a van to help those mums who can't get to the programme, childcare for the littlies.  
Possibly have a counsellor for one to one between sessions who need it between sessions, but Maori for Maori it's more appropriate.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

I figured the people involved would be worth talking to, they were the experts, and so it turned out to be.

We talked together, privately, in confidence.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

It was real, it dealt with the reality well, we were not patronised, no bullshit. What was said applied to me.

The Body Map was great it was the reality for me, very helpful.

Other anger management programmes are bandaids.

*(iii) What was it about the programme that made you want to see the programme through?*

It was the name first, then I could see how it was going to work and that saw me through.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Yes, church, other anger management programmes, counselling, it was all too pc. This worked.

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*

The energy in our home, is down since CYFS took our kids, the programme has settled this down I am more aware of myself and how I talk to other people, since the programme things at home are much better.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

The Body Map and remembering what we learned in the course overall and applying it.

Recognising that what's happened in your past, what is happening now and on into the future how they are all interconnected.

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Learning to be a lot more understanding towards my child, my husband and others. To be more relaxed with others.

Ok to be frustrated, just don't get angry. Now I say to myself angry is a strong word do you really want to use it?

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

I did some counselling after the programme for the same issues. It was more that I wanted to talk about so counselling.

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Mums have to consciously be willing and able to make the needed changes, everything else doesn't get close to this

Probably not other programmes; the rest are just bandaids for heart attacks.

The mindset of the environment that mums grow up in hasn't changed and so their attitude won't have changed. For these mums it's a much longer process and so this would be part of the journey.

Part of the longer programme could be a drop in centre where mums could talk to someone when they are struggling, or maybe an 0800 number with a Maori perspective.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Hard to say, but if it was more widely advertised.

Give it more of a Maori perspective.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Should be made compulsory by the courts, have someone at the court to pick people up.

More hours or more weeks and more programmes.

Tell the courts about it, government departments and the like.

Take the programme out to the community, to the young mums use it as part of the anti-violence push right now.

Don't let it become PC, if you want to change you have to be uncomfortable.

Pick good facilitators: success is 50% programme and 50% facilitators.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

No adverse consequences

Definitely

*(i) Were the consequences predicted or unexpected?*

Unexpected

*(ii) What form did the consequences take?*

When I learned to recognise the signals in my body which told me this is where my anger starts, I recognise it now and change my reaction.

My relationship with my husband has gone up a level, I am more aware of myself and how I affect others, things are more positive for me now.

I was committed to making a change and although I still got angry I managed it much better.

Things at home are heaps better, I didn't realise they could get better because I was used to what was going on.

*(iii) Did you report or take any action in response to the consequences?*

I told the facilitators and the group, the good and the bad stuff

I now am part of a support network with other mums to provide and receive follow-up.

I did Path Planning with the facilitator after the course it was very helpful, I did it with my husband it was great.

**General Comments:** The programme is fantastic it hit's the areas it needs to.

The programme is awesome, forget the other courses this one really works.

Make one available to men.

Get Paula Bennett involved get her to look at this programme it can help it's not mamby pamby; it deals with reality.

## Whangarei #9

File ID DVT.C008

### Outcome #2: Study Question #1

**Demographic:** 20-25 years, 2 children, no partner present, elder support available, Maori

### Outcome #2: Study Question #2

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

It was very effective, I changed the way I managed him.  
Definitely

*(i) What was it about the programme that you found most helpful?*

Being able to sit with other mums and share. Other mums showed me getting angry was normal.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Yes because the facilitators were very kind and helpful.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

We filled out a form at the 3rd session.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

Advertise it more, the course itself is wonderful.

Keep the group size small it's easier to share and contribute, we had 4 in my group.

We went for an hour, 5 sessions over, 5 weeks, the pacing was good.

The use of pictures was really good, and so was the Body Map and the roleplay, it made us cry when we realised what had gone on in our past.

Maybe have an older mum in the group, for the Maori younger mums.

### Outcome #2: Study Question #3

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Probably

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

I have always been an open person, so opening up was easy, it was putting in back was hard.

The sharing of my experiences and thoughts with other mums made me realise what happened to me was not unusual.

The Body Map and the map of your past and present were very effective and made it easy to talk.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

It was me knowing how I am and not wanting my son to be the same way.

*(iii) What was it about the programme that made you want to see the programme through?*

I wanted to do something about my behaviour.

My son, and it was good to hear praise from other people about my new way of parenting.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

No

### Outcome #4: Study Question #4

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

I still don't react in the way I used to, I take a deep breath and think of the facilitators.

Definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*

I moved back to my mum's house, me and my boy, it's much better all round now.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Seeing my past, connecting it with the present. I was the same as my Dad, that's how the programme helped me to change.

It was the maps that made me aware of how I was and where it come from.

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

I'm a good mum, I can say that now. I am calmer now.

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

I am now more aware of how my behaviour has affected my son, and I am more careful now.

I have learned that I can be and now am a good mum.

I now know I am doing my best for him.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

No, I was arrogant, I thought I knew how to be a mum.

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

It's up to the individual, whether it would work for all mums I am not sure, the mum will have to want to change.

Probably not

*(i) What is it about the programme that you believe can make it effective for other mothers?*

The realisation of everything, the little things you do that are not ok, then you want to do something about it.

Being in an environment that made it possible for me to open up.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Keep the group size small, or vary it depending on the personalities of the mums involved.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely not (Point of question misunderstood)

*(i) Were the consequences predicted or unexpected?*

Unexpected

*(ii) What form did the consequences take?*

I tell my son I love him now and give him hugs.

I listen to my son now when he wants to talk to me.

I didn't expect to enjoy the programme, and I didn't expect to learn as much about myself as I did  
I don't shout at my son anymore

*(iii) Did you report or take any action in response to the consequences?*

No

Maoris think that this kind of programme is white peoples stuff, it's not true.

**General Comment:** There's a lot of mums out there who do not realise they are doing harm, and how to correct it.

## **Whangarei #10**

File ID DVT C009

### **Outcome #2: Study Question #1**

**Demographic:** 41-45 years, 2 children, partner present, no elder support, NZE

### **Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Probably

*(i) What was it about the programme that you found most helpful?*

Talking about anger and what triggered it in an environment that was non judgemental, not about fixing things but allowing you to talk about things.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Probably, because anger is ongoing so I probably would benefit, but that's not to say the course was incomplete.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

We were at the time, but I can't remember when.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

The group size was good, only 5.

If childcare could be provided for some mums with little kids.

### **Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Because there is a lot of shame in being an angry mum.

Don't know

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

I already had a degree of trust in one of the facilitators, and I was just so friggin desperate to make a change, I was ashamed at how I was.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

The environment made it possible for you to talk without being judged.

*(iii) What was it about the programme that made you want to see the programme through?*

I made a commitment to the group, and to the facilitators.

I needed to find all the resources I could to help me.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*  
Only reading books, there aren't there many programmes for anger and mums.

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

I did make changes and have kept working at it.  
Probably

*(i) Have there been any changes in your home environment since you participated in the programme?*  
No

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Probably having the space to own up to being an angry mum without being judged.  
Because of the group sharing experiences, and not being judged I could stop beating myself up about being angry, to understand it and then control it. It's hard to do that if you are feeling ashamed.

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Probably

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

It got me out of the feeling that I should be perfect all the time when you treat yourself like this, the slightest trip feels like a massive problem.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

Only a counsellor from time to time, this was prior to the programme.

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

All mums have children we love, but some of us struggle because we didn't have the help and guidance we need to raise our kids.

Definitely

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Anger is inevitable, but have the space where you can look at that without shame and find pathways out of that.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Childcare for some of the mums, because looking after the kids is an obstacle for some.

Make sure it's available to all mums.

Make it culturally relevant.

Advertise it through anti-natal, Plunkett etc.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Probably not

*(i) Were the consequences predicted or unexpected?*

Predicted

*(ii) What form did the consequences take?*

My kids now know about anger and understand my struggle with my anger and so perhaps the pattern will be changed.

It help me manage my anger.

My anger softened.

*(iii) Did you report or take any action in response to the consequences?*

No

**General comment:** None.

## **Whangarei #11**

File ID DVT.C010

### **Outcome #2: Study Question #1**

**Demographic:** 50+ years, 2 children, no partner present, no elder support, Maori.

### **Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Probably

*(i) What was it about the programme that you found most helpful?*

Coming to terms with issues from my past and seeing how they are affecting me now.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Maybe 3 weeks after would have been good, with the facilitator. You do the programme then you are left to your own devices.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

I filled out a form at the time, and we had a little chat at the sessions.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

No everything was bang on, everything was awesome.

We had 6 in the group, that was good but a couple more wouldn't have hurt.

The method of delivery was good for me, it hit the point.

Must remember it takes time for some mums to start to talk.

### **Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely not

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

The other mums shared with me, similar stories it made it possible even though it was hard.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

Going with how others were letting go, made it possible for me.

The way the programme was structured made it possible for us to confront our problems.

There were young and old there that helped.

*(iii) What was it about the programme that made you want to see the programme through?*

I didn't want to keep on being the same it was time for me to change.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

AA was the only other programme I have been on, they share too and it works. A deeper connection and bonding in the group.

Anger Management, but it didn't give me the answer.

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

I am still learning and I still have to pull myself in.

Probably

*(i) Have there been any changes in your home environment since you participated in the programme?*

A child left, my grandson.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

No one thing, again it needs a follow up.

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

There are a lot of good things in that programme.

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

I could say something straight out and finish it, after the programme instead of going on and on as I did in the past.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

No

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

The mum has got to be ready for the programme.

Probably

*(i) What is it about the programme that you believe can make it effective for other mothers?*

If there was follow up there would be the support for the mum after the learning from the programme.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Get the group back together again after a little while to share thoughts on progress.

Have follow up after say 3 weeks then more and more infrequently as the mum becomes more competent.

It may be good to have a graduate mum on the programme to help the new mums.

The programme is fine as it is.

It would have been good to go into a bit more depth from time to time when needed.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely



*(i) Were the consequences predicted or unexpected?*

Unexpected, because I didn't know what to expect.

*(ii) What form did the consequences take?*

I wanted to understand why my anger kept coming back, and the programme showed me. I found that step by step the programme unravelled me and explained things as we went.

*(iii) Did you report or take any action in response to the consequences?*

Yes, the programme made it possible for me to understand my problem and I sought the right sort of help and the problem was resolved.

**General Comments:** None

## **Whangarei #12**

File ID DVT C013

### **Outcome #2: Study Question #1**

**Demographic:** 26-30 years, 1 child, partner not present, elder support, part Maori.

### **Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Because it stopped me from reacting.

Probably

*(i) What was it about the programme that you found most helpful?*

Question not asked.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Follow up would have helped, to see how things were going, it seemed quite short.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

I think so at each session we talked about it.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

The length, make it longer and make it more structured.

Everything else about the programme was cool.

Group was 5 and that was good.

### **Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Probably not

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

Seeing how the others opened up, I wanted to help them as well as myself.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

I could relate to what others were saying and I didn't want them to feel alone.

*(iii) What was it about the programme that made you want to see the programme through?*

Everything, I wanted to learn all the techniques available.

Wanted to be there for the other mums.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*  
I did do anger programmes, this was different because it focussed on my anger and into my past.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*  
Question not asked.

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

How I communicate with my son and the people around me is different, better.  
Definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*  
No

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*  
The group did a roleplay that really helped, because I was on the outside looking in for the first time.

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*  
The tools that I learned have made me stop and think now, I don't just blow up.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*  
No

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Definitely

*(i) What is it about the programme that you believe can make it effective for other mothers?*  
It is a safe place to share, no-one gets angry, you're not judged and things are explained and your helped.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*  
A creche for the toddlers.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*  
Unexpected

*(ii) What form did the consequences take?*  
I didn't expect to change the way I did, I didn't think I would change at all.  
I realised that the more I opened up the more I helped myself.

*(iii) Did you report or take any action in response to the consequences?*

No.

**General Comments:** None

Whangarei #13

File ID DVT CO16

**Outcome #2: Study Question #1**

**Demographic:** 41-45, 2 children, partner present, no elder support, NZ European.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely

*(i) What was it about the programme that you found most helpful?*

Being able to talk about it and know it's not just me.

Beating the pillow, I focussed on my mum and got the anger out.

The picture of the people you know and you rated them from most important or powerful to least important or powerful.

Going back into my past in role play, that was powerful.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

I got all I needed from the programme, but a follow up might have been good.

A follow up was organised but only one session, and then there was not enough people to continue.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Yes I filled out a form, a questionnaire.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

No, it was good, there was only 3 of us so we could focus on each of us in depth.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Probably not

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

I knew the facilitator, and the way the facilitators made you feel, you could open up safely.

It was just a conversation to start with so we got to know each other.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

The way it was done, and the role play was very effective.

*(iii) What was it about the programme that made you want to see the programme through?*

It felt good to get it all out, I wanted to see what would happen at the end.

I didn't want to become my mum.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

No

**Outcome #4: Study Question #4**

**Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?**

Definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*  
No just the kids are older.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

All of it combined and realising that it was a particular person that made me the way I was.  
Knowing that it was not my fault, it was behaviour I had learned from someone else.  
The facilitators always made me look to the positive side of my situations.  
It gave me the strength to stand up to my mother.

**Outcome #5: Study Question #5**

**Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?**

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

I learned that a lot of my problems stemmed from my mother, once I got rid of her and we have no contact things are much better.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

I was always afraid of what might come out.

**Outcome #6: Study Question #6**

**From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?**

Definitely, but it would depend on the mum, she has to go with the attitude that she wants to be helped.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Just being able to talk to people, to know you're not alone, to help one another, it can be a support system between the mums.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

It must contain different methods, role play, charts, boards, drawings, painting - whatever the person needs to express themselves.

Some quiet time at the end of each session to wind down.

**Outcome #7: Study Question #7**

**Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?**

Probably not

*(i) Were the consequences predicted or unexpected?*

Unexpected

*(ii) What form did the consequences take?*

It gave me the confidence to tell my mother to bugger off, and I'm different with the rest of my family now.

I realised that my mother was the problem not me.

*(iii) Did you report or take any action in response to the consequences?*

No but I dealt with my mother.

**General Comments:** None

END OF WHANGAREI

## Hastings #1

File ID Hastings #1C

### **Outcome #2: Study Question #1**

**Demographic:** 41-45years, 1 child, no partner, elder support, NZ European.

### **Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Did the programme twice

Definitely

*(i) What was it about the programme that you found most helpful?*

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Kind of did I still had you as my counsellor

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Yes, an assessment was completed at the end of the programme, it was enough.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

Not asked

### **Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

Helped me understand the difference between anger and violence, they are separate. I always thought they were the same thing.

Anger is an emotion, violence is a behaviour choice.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

Being part of a group and hearing the experiences of the others, I was not the only one.

I learned to think before I spoke

*(iii) What was it about the programme that made you want to see the programme through?*

Excited about what I was learning.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Yes, counselling, parenting courses. I did an anger programme after.

### **Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*

No changes home life is stable.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

The exercises (we draw the form of a person) and we had to draw in our anger triggers, and I understood.

The penny dropped between head and heart.

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

I am able to communicate without getting angry.

I used to yell a lot, not so much anymore.

I can separate what I do from what I feel.

I no longer react instantly; I catch myself and say calm down.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

Yes I was receiving counselling at the same time.

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Don't know, some mothers don't want help, they are not ready.

I didn't realise I need help, then you have to accept it.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

The way you learn to separate anger from violence, it's ok to be angry it's just an emotion. Violence is not ok.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

It's good the way it is. My group was from 4-8 it varied.

Keep the group small, big groups are too threatening.

Include the message that separates anger from violence.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely - Learning how to communicate without getting angry

*(i) Were the consequences predicted or unexpected?*

Unexpected

*(ii) What form did the consequences take?*

Identifying my triggers and dealing with them

My mum noticed the changes in my responses towards her, I think she was relieved.

Mum and I get on a lot better now.

*(iii) Did you report or take any action in response to the consequences?*

Question not asked.

**General Comment:** Encourage mums to take the course, but to take baby steps, introduce them slowly to the idea of attending the programme.

The course is effective just the way it is.

## Hastings #2

File ID Hastings #2C

### Outcome #2: Study Question #1

**Demographic:** 36-40 years, 2 children, partner present, no elder support, part-Maori.

### Outcome #2: Study Question #2

**Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?**

Definitely

*(i) What was it about the programme that you found most helpful?*

The scenarios with different people gave use ideas for different ways of coping with different scenarios and issues.

Before the programme I didn't know how to engage with my daughter, after the programme I knew. No so angry at the behaviour of my daughter

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

No

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Yes, I think I filled out a questionnaire, and there was an individual meeting with the facilitator.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

The number of people was good 8 or 9 at the start although one or two dropped out. The pace of the programme was good.

### Outcome #2: Study Question #3

**If you had not felt that the programme could have helped you, would you have sought help from elsewhere?**

Definitely

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

Everyone sharing, the support the participants and facilitators gave me.

As we got to know each other it got easier. I am still friends with one of the mums.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

It was different each week, I wanted to learn more.

*(iii) What was it about the programme that made you want to see the programme through?*

As previous answer

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

I attended relationship services counselling.

### Outcome #4: Study Question #4

**Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?**

Definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*

Yes, boundaries have been put in place with my partner. We work more as a team now parenting our daughter.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

I look at everything more positively and I am calmer now.  
Stopping and thinking before I act.  
Hearing other peoples ways of dealing with the issues.

#### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

The days before the programme commenced, triggers had occurred, by attending the programme and talking with the other mums, I discovered better ways of coping.  
I found a more positive and calming way of dealing with the issues instead of my anger.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

Yes I was also attending counselling.

#### **Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Probably

*(i) What is it about the programme that you believe can make it effective for other mothers?*

We went over a lot of the background from our own childhoods, and the possibilities of where anger could be triggered. Where the anger was coming from.  
Understanding the causes of our anger. The programme helped us recognised where these triggers came from.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

I don't think it needs to be changed.

We felt safe: we could talk about our problems with each other and the facilitators.

#### **Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Probably

*(i) Were the consequences predicted or unexpected?*

Unexpected at the time

*(ii) What form did the consequences take?*

My relationships with others also changed for the better  
My reaction to my not being angry.  
I changed a lot during the programme, and after the programme

*(iii) Did you report or take any action in response to the consequences?*

Yes during the programme we reported on the changes within ourselves.

**General Comment:** I am now softer, I have different expectations of myself, more placid not so rushed. I relax now and I am looking again at a career. It has brought me back to being me.

### **Hastings #3**



File ID Hastings #3C

**Outcome #2: Study Question #1**

**Demographic:**

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely

*(i) What was it about the programme that you found most helpful?*

The weekly involvement, the role playing, everybody being a woman was supportive, it was focussed on us and anger.

Before I was frustrated, too busy for my kids. After I and the kids prioritised our time together ourselves, I spent time on our relationships.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Yes, but then I was getting counselling, so the outcome of the programme became part of the counselling.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Yes I think I filled out a questionnaire asking what my skills were now after the programme.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

More programmes, I have recommended it to others and have had positive feedback.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely not, my family was breaking apart, scrambled mind.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

Everyone was talking and sharing, I didn't realise how angry I was, I thought I was busy and frustrated. It's a laugh and a half now.

The participants stay in touch and it's great.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

It was an open and honest environment.

*(iii) What was it about the programme that made you want to see the programme through?*

I was so full, and I went to support my sister initially, but we finished up supporting each other. It was a blessing.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

I had done a parenting course, and was also doing a women's course at the same time.

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*

Yes, I'm separating from my husband my two older children have moved in with dad, I have moved closer to town.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Feeling normal to be angry, it made me honest, I learned how to seek support, and self care, heaps and heaps.

**Outcome #5: Study Question #5**

***would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely, I was a wishy-washy person, I am not at all like that now, I am a whole different parent, more patient and calm.

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Setting boundaries,

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

Yes, counselling for about 4 weeks before the programme.

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Definitely

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Honesty about not having the skills, learning those skills and good support.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

My group was of a similar age I think that made a big difference

I drew a line in the sand for myself and my family. Everything changed after the programme, things are now cool.

I was wishy-washy, didn't address anything, and it was getting out of control. I am better now, boundaries in place; fear-based cooperation is out.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*

Unexpected

*(ii) What form did the consequences take?*

I was surprised at how much things changed in my world, not entirely the outcome I expected that is I would have liked to be with my husband, but it's o.k.

I changed a lot during the course for the better.

*(iii) Did you report or take any action in response to the consequences?*

Not asked

**General Comment:** None

**Hastings #4**

File ID Hastings #4C

**Outcome #2: Study Question #1**

**Demographic:** 41-45 years, 2 children, no partner, no elder support, ethnicity - other.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Probably, It made me aware of my participation in the family dynamics, it made me aware of how I could be change and not be a participant.

Before I was a protagonist, after I did not buy in to that.

*(i) What was it about the programme that you found most helpful?*

Looking at my own upbringing, seeing it from the child's perspective.

Watching the person playing me in the role play.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Possibly, but when would you do it, 3 months, six months?

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Can't remember

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

It is run only once a week, those in crisis more often would be better.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

I felt safe and reassured, I thought I was the only one, but there were others in the same boat.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

I like to know the reasons behind why I did what I did. My parents didn't teach me to be a parent.

The programme explained that my behaviour was learned from my mother.

I have a different relationship with my mother.

My kids have a better idea about parenting.

*(iii) What was it about the programme that made you want to see the programme through?*

No response

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

I had done worked with Birthright previously.

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*  
Kids have grown up and moved out, and they realise that all of us are responsible for what happened.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

It taught me to stop and think before I react, because I learned a different way to react the kids didn't wind up so much.

**Outcome #5: Study Question #5**

**Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?**

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

I learned a different, more effective way of dealing with my kids.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

No, not during the programme.

Birthright referred me to the anger change programme.

#### **Outcome #6: Study Question #6**

**From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?**

Probably, the course would need to be longer and more in depth.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Support, understanding that anger is a natural part of life and teaching them ways of better using their anger.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Maybe courses in schools, plant the seed early, show them that there is a different way of parenting. Some mums don't realise that they need the course, and all participants need to want to do it.

#### **Outcome #7: Study Question #7**

**Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?**

Probably

*(i) Were the consequences predicted or unexpected?*

I was surprised at how quickly the programme was effective.

*(ii) What form did the consequences take?*

Because I changed my behaviour the kids changed theirs and calmed down.

*(iii) Did you report or take any action in response to the consequences?*

Can't remember, they probably did ask if we implemented what we had learned during the programme.

**General Comment:** None.

#### **Hastings #5**

File ID Hastings #5C

#### **Outcome #2: Study Question #1**

**Demographic:** 26-30 years, 0 children (weekend access to 2), partner present, no elder support, NZ European.

#### **Outcome #2: Study Question #2**

**Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?**

Definitely

*(i) What was it about the programme that you found most helpful?*

It made me understand why my son acts out the way he does.

Before the programme I was ripping my hair out with him, after the programme I can talk to him without getting frustrated and he listens a lot more. It brought up my past and I didn't want my kids to go through what I went through.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

I think we were supposed to do that, but I didn't, everything popped up at once.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

We probably did – can't remember, but we did have a catch-up at each session. There were 4 of us.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

I think it's fine as it is.

### **Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Probably, would have gone to the facilitators for counselling.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

I had a friend there, and we went through it together, made it easier in the roleplay.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

It just seemed so real.

The roleplay, couldn't have asked for much more to come out of it.

*(iii) What was it about the programme that made you want to see the programme through?*

I was going through court and I knew that changes needed to be made for my children.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Yes, Zero-6 Toolbox, Womens Refuge programme before the programme, Parenting through separation also.

### **Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely, because I have had my son's disability explained to me and we have had a group meeting to put us all on the same page.

*(i) Have there been any changes in your home environment since you participated in the programme?*

Yes, my sister has come and gone, I have learned to say no to my family but to do what's best for the kids.

A short separation from my partner.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Thoughts going through my head from the roleplay, I walk away now, calm down then deal with it.

When I walk away I calm down and confront my son, and he knows when I do that he will be disciplined but in the right way: he now says "Sorry mummy".

### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Not just me has noticed, my sons caregiver praises me for not giving in to my son, and that I have worked the hardest to make the most change.

Talking about what went on during access, and everyone gave me ideas as to how I could handle it better.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

Started Incredible Years since and will be doing that next year.

#### **Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Definitely, it should also be made available to fathers

*(i) What is it about the programme that you believe can make it effective for other mothers?*

People realise that they are just repeating a cycle and it needs to break.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Make it available to pregnant mothers, so that they get that education.

#### **Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*

Unexpected

*(ii) What form did the consequences take?*

I was surprised that the programme met my expectations, heard about it and thought I am going to do that.

Once the course started I thought Wow! It brought up so much of my past, things I had blocked out in the past. When I let that out it was like a big weight off my shoulders, I can manage it now.

It all came up when we dealt with how we were treated when we were younger.

*(iii) Did you report or take any action in response to the consequences?*

Not asked.

**General Comments:** None

### **Hastings #6**

File ID Hastings #6C

#### **Outcome #2: Study Question #1**

**Demographics:** 26-30, 0 children, no partner, elder support, Maori.

#### **Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely

*(i) What was it about the programme that you found most helpful?*

It taught me how to control the behaviour of my son towards me.

It taught me how he gets triggered

Before he behaved like me, after the programme he has changed because I had changed. His change was in response to mine.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Didn't do arranged follow up too busy

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Gave feedback in writing at end of programme, it was very positive.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

No does need to be changed.

There were only for and that was right , a small group.

### **Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Probably not

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

Small group, was confidential, got support from facilitators and other mums, we all understood each other.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

The support and advice received.

The role modelling was upsetting, but we were safe enough o express the hurt we felt.

*(iii) What was it about the programme that made you want to see the programme through?*

The support, the help and encouragement I was given.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Yes I did Toolbox, that helped. I did it before the programme, and Inside Out.

### **Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*

Yes, less yelling and arguing, more listening.

No change in home setup.

Spend 2-3 hours with my son each day, sometimes I stay the night.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

I keep looking at the books and getting advice from friends and the school teachers. He is better at school but does drift back sometimes.

### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely. It's up to other mothers to do the programme. I was ready because I couldn't deal with my son's behaviour any more, I couldn't control him before now I can.

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Try and be strong, don't let him get to me and get his own way.  
Now I ignore him and walk away until he calms down.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

I was on the Toolbox programme

#### **Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Don't know

*(i) What is it about the programme that you believe can make it effective for other mothers?*

To learn more about their children, and see where the child gets their behaviour from. They need to know it's from a parent or family member.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Not asked

#### **Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*

Yes

*(ii) What form did the consequences take?*

I changed a lot, I don't yell so much, I keep my temper down, I don't break down so much.  
I have stopped referring to him as an evil little child when I was upset, I now face the issue more head on.  
My parents have noticed a change in me, all violence and shouting has stopped.

*(iii) Did you report or take any action in response to the consequences?*

No answer

**General Comment:** I liked the programme.

#### **Hastings #7**

File ID Hastings #7C

#### **Outcome #2: Study Question #1**

**Demographics:** 20-25 years, 2 children, no partner, no elder support, ethnicity other.

#### **Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely

*(i) What was it about the programme that you found most helpful?*

Seeing the roleplay was the most important. Seeing that was very helpful. Before the programme it was low times between my son and me, now I can tolerate his behaviour.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Yes it would have been good, done as a group, and I don't usually like groups. We were 4 down to 3.



*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*  
Yes, verbal during the session and written.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*  
It could have been longer, more role playing I could have done more around my other child.

### **Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely not. It was only that people I trusted told me about it.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*  
I knew I had to do it.  
The facilitators and the other mums talking about their experiences.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*  
The people running the course and the other participants, what I was learning.

*(iii) What was it about the programme that made you want to see the programme through?*  
I wanted a different home life.  
I was committed to it, I was nervous but I wanted to do it.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*  
No.

### **Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Probably

*(i) Have there been any changes in your home environment since you participated in the programme?*  
Yes, got rid of the partner, new partner, no more domestic violence, more tolerant with both boys.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*  
The body map, when I got angry I closed my fists now I don't and I am aware of my behaviour and actions towards my children.

### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Probably

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*  
It taught me to ignore the behaviour, be patient and persevere, stop self-doubting.  
I try not to allow myself to think about self-doubt.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*  
I went into counselling towards the end of the programme but she left.  
I did it but did not complete, it was a group and I have done Toolbox since.

### **Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Definitely because it's hard to deal with the frustration, and you can understand how some parents lose it.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

The whole experience, the self awareness, but they must be ready. They must realise what they are doing before it is offered to them.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

A bit more culturally-based, because different cultures would react in different ways.

Make it longer, or add sessions for those who might need it.

Maybe include a medical input to help mothers with any medical problems they might have.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*

Unexpected and unpredictable

*(ii) What form did the consequences take?*

I cried a lot, my story coming out and other stories from other people.

I realised I wasn't the only one with these sorts of problems.

I was surprised, it brought up stuff I thought had gone, but they hadn't, it helped me deal with them.

I spun out a bit, had some time out, got some support from another mum who is now a close friend

It was good that I felt I wasn't getting judged in the group.

*(iii) Did you report or take any action in response to the consequences?*

The group could tell that there were changes in me.

**General Comments:** None

**Hastings #8**

File ID Hastings #8C

**Outcome #2: Study Question #1**

**Demographics:** 26-30 years, one child, no partner, elder support, NZ European.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Probably

*(i) What was it about the programme that you found most helpful?*

It helped me be more aware, changing my behaviour towards my child.

Before the programme I was busy, it was hard, fighting with her father all the time. It was good for some time after the course.

She (my daughter) was in the middle of it all. After the programme it helped me to be stronger with the business and daughter, and assertive with my partner.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

We did have a follow up session, it was useful to the four of us that turned up. It was quite good a made a friend of one of the other mums.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Evaluation on completion and nothing up till now.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

My friend (from the programme) and I agreed it was an emotional ride. I was supported on the programme, but not by my partner. I have shared this with family who have also completed the course.

### **Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely. I was doing counselling at the time and continuing programmes-some couples counselling.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

I suppose it was how Mary (the facilitator) opened everything up.

They were open with their own stuff and gave good advice.

There were 5 in my group, 2 dropped out, I was dissapointed they dropped out they dropped out.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

The way the relationship was and what was happening.

Recognising how I was being, how reactive I was.

*(iii) What was it about the programme that made you want to see the programme through?*

I needed help

The start made you realise where the anger came from

Dealing with stuff from the past to move forward today.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Courses: Toolbox 0-6, Anger Change end of 2011, Incredible Years 2012.

### **Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely. I got rid of daughter's father. I was trying to hold onto something that was not there.

*(i) Have there been any changes in your home environment since you participated in the programme?*

Yes, partner has gone, I moved myself and relocated the business.

I still get angry, mostly frustration.

I let my child know how I am feeling and cool myself down.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

The whole course, not holding onto past stuff (Facilitators gave it a special name).

Sometimes I am better at it; I have the resources.

### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Probably

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

I am able to set rules and boundaries: the environment now is completely different.

The course dealt with US, what triggered you and your child, learning not to fly off the handle.

Take that breath, listen to the child, not to jump up straight away.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

Counselling

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Probably. I don't know the answer to that it made changes for me.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Them sticking to it, trying it, rather than them giving up on themselves.

I could have walked out after the second session for no reason, just couldn't be bothered.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Change of name, we discussed this at a session.

It could be targeted at more court ordered cases, but they would react negatively.

It's about breaking the cycle of your own life experience

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*

Unexpected

*(ii) What form did the consequences take?*

Broke up with partner, my daughter is better off seems much happier

I had been fighting with my partner, and it took us time to realise that we were fighting. I lost my trust in him and was made to feel I was not a good parent.

*(iii) Did you report or take any action in response to the consequences?*

I just moved on with my life

The programme supported me to speak out, Mary said I had spunk.

I made a statement "It was over", he was willing. I felt happier something was done and terrified about the uncertainty of the future. I am not a doormat.

**General Comments:** None

**Hastings #9**

File ID Hastings #9C

**Outcome #2: Study Question #1**

**Demographics:** 36-40 years, 3 children, partner present, no elder support, Maori.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely

*(i) What was it about the programme that you found most helpful?*

Role playing was helpful and the generational stuff.

Generational stuff was more about how my family had affected me and I brought that into my life.

The role play was hard for me, there was stuff around it. The facilitators were able to ask the questions in a different way which thought was good. Same question but always a different angle to look at the question. I thought it was effective, it was able to broaden, able to see circumstances and how that happened.

Before I knew I had a problem with one of my children. By doing the programme I was able to understand and address it.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

We did have follow up, I didn't think it was necessary, I felt confident in myself.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

We had feedback all the time, mostly verbal at each session, it was my choice to speak or not.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

Probably pacing could have required more time.

Four participants enough, quite deep things going on.

### **Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

Not the programme, it was myself. I needed to sort it out. The programme made it possible.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

The Body Mapping and role play, the practical aspects of the programme.

*(iii) What was it about the programme that made you want to see the programme through?*

Again it was about myself, my choice, either do it or not.

The role play was hard but I had to do it to achieve.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Not for that particular issue.

### **Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely – it's not just helping me it's helping my daughter as well.

It's helping her communicate and accept who she is and we have become closer.

*(i) Have there been any changes in your home environment since you participated in the programme?*

No

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Role play, because we gave an example of the situation, seeing the problem as a whole gave me the understanding of it.

### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Before role play I would question myself as a mother. I couldn't get enough space or understand her gifts. I could with the other girls.

She reminded me of me, so I couldn't get personal separation.

She was quiet, now she shares lots. I noticed I didn't listen to her and she would walk off. Now I stop and give full attention and listen to her.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

No, but I am doing social service training, social work level 6.

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Definitely. I believe it is the choice of the mother she has to be ready, to be open and honest about deep things, stuff we have carried for years. If the woman is willing to do it, it would help.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Challenging first time. This is stuff that is not spoken about, and you have been trying to stuff it down. The course could be detrimental if not well prepared for it. The whole lot starts slow and then builds. Keep the groups small.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

I don't think it needs to be modified. Perhaps monitor the women after the course if they have been dealing with hard stuff, phone contact even to see if they are ok. When you are attending the course ensure that some support is in place. Instead of running to alcohol and drugs.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*

Unexpected, surprised to receive the results I did in the changes in the relationship with my daughter.

*(ii) What form did the consequences take?*

Key changes, I think differently and persevere with it. Learn something new and not follow through. I had to consistently put changes into practice.

*(iii) Did you report or take any action in response to the consequences?*

I let the facilitators know about the changes. I have not spoken to my daughter about it, because it was my issue. She will have noticed I am now more easily approached, it was where my frame of mind was at the time.

**General comment:** None

**Hastings #10**

File ID Hastings #10C

**Outcome #2: Study Question #1**

**Demographics:** 41-45 years, one child, no partner, no elder support, ethnicity – part-Maori.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely

*(i) What was it about the programme that you found most helpful?*

Most helpful. For me it was because we went back to our own background. To go back and understand how I was raised.

My problem child is like me back then. I was trying to discipline her with what had happened. It failed. It worked for me in part. Didn't work for her.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Yes definitely, interviewing today because I had relapsed, not for the fault of the course, just a new problem that has arisen again and left me mind boggled.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Yes, facilitators always checked in with us during the course, also phone contact between us, very useful.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

Improvement, no group should be bigger than 4. As parents all had different issues, size was excellent for each of us to manage what we were going through.

Wouldn't like to see it changed. I may return to it due to relapse.

Certainly it was hard to express ourselves, a little whakama. The facilitators were good to bring us out. I just believe it touched the surface of our personal history.

Relapse, a different curve ball. New issue with the same child.

It was good to be with people who didn't know me or judge me.

#### **Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely not

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

For me I believe it was time. Knowing our children are the next generation. How I was raised wasn't working for my daughter

It brought me here and why I needed it.

The facilitators didn't know me or judge me. I found it easier to talk after a while. It became easier to release stuff I had carried for a long time, it took it off my shoulders.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

I would have to say last 2 years of my life, diagnosed with cancer, losing my grandson who was hit by a car. Moving to a new town.

I settled, it was more difficult for my daughter. I wanted to reconnect with my daughter. My approach when I got her back wasn't working.

I found out about F/Works through DOVE.

*(iii) What was it about the programme that made you want to see the programme through?*

At first I couldn't figure out what we were doing had anything to do with now.

I went to the library found a book that connected with the course.

I got confirmation that the course would help, I was questioning my parenting.

The connection with own upbringing kept coming I realised old has a lot to do with future of how you raise your own children.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Gone through DOVE (stopping violence network) for my daughter, there processes were too long.

Now was the best time to tackle the issue, I had help from the school and Police Aid.

#### **Outcome #4: Study Question #4**



***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Probably not. In the last month a new issue has arisen with my daughter and I forgot all I was taught.

*(i) Have there been any changes in your home environment since you participated in the programme?*

Partner came back and problems have arisen around my daughter. My daughter has sought to do naughty things.

I thought she had come right, stealing and lying, focussed on family members.

I have chosen I must be there to support my daughter.

I lost what I was taught because I was hurt, broken relationships within the family.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Not asked

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Probably

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

More communication between the two of us, a happier household. She was actually talking to me.

There is no anger between she and I.

I have better skills to communicate with her, the main things the course gave me was a different sense of harmony.

Peachy cream until last month.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

Anger Management 9 week course with DOVE. HB.

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Definitely

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Exploring their own upbringing first. Although a lot of mothers are not going to see the relevance.

How the facilitators conducted it. You need to be open minded and let yourself hear and see the point the facilitators are making.

Understand the generic links back to own family.

The traumas you experience as a child effect your parenting. Every action comes from somewhere and we teach our children by our actions.

I learned how true that was. Given an understanding of why children do what they do. Not a bad mother, need help to get on track.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

The hard thing was the actual taking yourself back and playing out the role. We did it because we felt a connection to each other. I felt I had to lead by example. Select the group where there is a connection to play out the role plays.

Being whakama was hard.

The session where we did the role play helped. But for us it was a basis of "we can let go, accept it happened and move forward". It is hard to do that it has to be the right group of women. It was amazing what had been locked away everything came rushing back it was awesome.

**Outcome #7: Study Question #7**



***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely. The whole change, my change.

*(i) Were the consequences predicted or unexpected?*

I didn't expect change to happen so soon. While on the course, 3 weeks into the course I was applying what I was learning.

She was my trigger child, how I was triggered. I changed the way I tackled it. The check in helped me to understand the changes. I didn't expect it.

*(ii) What form did the consequences take?*

I rewarded daughter when she had done something great. She got praised and was able to phone a friend after school.

We had rules, for bad things there were consequences, she lost a privilage. She knew the rules when she did something wrong she offered me her phone, and say how long for mum?

*(iii) Did you report or take any action in response to the consequences?*

Session feedback.

**General comment:** None

END OF HASTINGS

**Timaru #1**

File ID Timaru #1 **Outcome #2: Study Question #1**

**Demographics:** 26-30 years, 2 children, partner present, elder support, ethnicity - Other.

**Study Question #2: Outcome #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Probably

*(i) What was it about the programme that you found most helpful?*

Put my mind in the perspective that they are children and I should not expect too much of them.

I am not bringing up myself I am bringing up children.

It gave me perspective and understanding of my mind.

I was able to get a few things off my chest.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Question not asked.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

There was follow up a few weeks after the course.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

Question not asked.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

Question not asked.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

It took me off my pedestal, but put me on another one. It gave me the right direction. It made it possible for me to help other mums.

The advice I give is now based on reality, not from my hobbyhorse. I can see things more clearly I am calmer.

I keep what I learned from the course in my head when I am dealing with my child.

Short course big changes.

I learned what I was doing was wrong, and the programme gave me the right way to go.

I am now able to give realistic informed advice to others.

I was taught not to over think my problems.

*(iii) What was it about the programme that made you want to see the programme through?*

Question not asked.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

My doctor and a paediatrician, I thought she (daughter) had the problem

I have done other courses and they have helped in conjunction with this course, e.g. parenting programmes.

Plunkett put me on to you guys.

I knew I wasn't getting it right and I needed to do something about it.

I am now doing a different course because my son is presenting problems that this programme couldn't help with.

Parenting programme to supplement this programme. Negotiating the minefield.

#### **Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Probably

*(i) Have there been any changes in your home environment since you participated in the programme?*

Same nuclear family, one additional child.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

I realised my life was not that bad when you listen to other peoples stories.

I could provide help to the other mums.

Everything about the course I think.

Realise you are not your kids and you have to let go of your own bitterness from your childhood.

#### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Question not asked.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

Daughter was in counselling, this helped me too, because I talked about the course with the counsellor.

#### **Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Don't know

*(i) What is it about the programme that you believe can make it effective for other mothers?*  
Question not asked.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Change the name to Mind Management, I wasn't angry just had mind control issues.  
My perspective of what parenting was going to be about did not match reality.  
Fathers should do this course too.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*  
Unexpected

I expected a perfect relationship with my daughter, it didn't happen but it's good enough.

*(ii) What form did the consequences take?*

My relationship with my daughter has been strengthened.  
I now understand the whole mind thing, Me understanding my own mind and the effects of my childhood on me and my relationship with my daughter.  
My partner's and my family issues are not allowed into our home.  
I am now my daughter's protector.

*(iii) Did you report or take any action in response to the consequences?*

Could talk to the counsellor about things.  
I discussed some of what I learned with my partner and we made changes to the what we would put up with and what we wouldn't.  
Children who are left with mothers who have PND will suffer and be traumatised by the experience and cause problems in later childhood..

**General Comment:** Programme providers should get together to provide a seamless support process.

**Timaru #2**

File ID Timaru #2

**Outcome #2: Study Question #1**

**Demographics:** 36-40 years, 5 children, partner present, elder support, NZ European.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely. Did not complete the course, found it difficult because I didn't think my childhood had anything to do with me and my child. I was doing Negotiating the Minefield at that time.

*(i) What was it about the programme that you found most helpful?*

Following my assessment I thought the programme would be good for me.  
I found that some of what I learned helped me with the other kids.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Question not asked

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*  
No, and they didn't ask me why I left the programme.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*  
Change the name, the word anger is not good.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Definitely

*(i) What was it about the programme that gave you the confidence to talk about your problems?*  
It was a safe and comfortable environment to talk in.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*  
Question not asked

*(iii) What was it about the programme that made you want to see the programme through?*  
I thought the programme would come right for me. I didn't see it through.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*  
I was receiving counselling at the time.  
The kids have been on other programmes.

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Probably

*(i) Have there been any changes in your home environment since you participated in the programme?*  
Family the same one of the children has returned home from staying with grandparents.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*  
Not relevant

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Probably not

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*  
Not relevant.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*  
Yes, was receiving counselling.

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Definitely not, some people out there don't give a crap and so it won't help. Mums have to want it.

*(i) What is it about the programme that you believe can make it effective for other mothers?*  
Not relevant

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*  
Include something on parenting perhaps.

**Outcome #7 Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Question not asked

*(i) Were the consequences predicted or unexpected?*  
Question not asked

*(ii) What form did the consequences take?*  
Question not asked

*(iii) Did you report or take any action in response to the consequences?*  
Question not asked

**General Comments:** None

**Timaru #3**

File ID Timaru #3

**Outcome #2: Study Question #1**

**Demographics:** 36-40 years old, 2 children, partner present, elder support, NZ European

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Probably

*(i) What was it about the programme that you found most helpful?*  
Really got why it was that I had no patience, it was the Body Map that did it awesome. It was my childhood.  
Other girls being there, connect with the same problem, I was not alone. I could get an outside look at myself through someone else.  
Small group helped a lot.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*  
No follow up, I would have benefited from a follow up.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*  
No

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*  
There wasn't enough time overall, should have run for more weeks, maybe two sessions a week.  
In between sessions was hard, could have done with some help.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Probably, at the time I needed something. I wasn't too aware what was available.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*  
I knew it was going to be confidential, the group was trusted.  
The facilitators made me feel safe.  
I could see where we were all at in the group.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*  
Question not asked.

*(iii) What was it about the programme that made you want to see the programme through?*  
I knew there was stuff for me to work on to be a working part of the family. I knew when I lash out it's my own stuff coming through. I still have stuff to deal with

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*  
Yes. Negotiating the Minefield, didn't stick to it.

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Probably

*(i) Have there been any changes in your home environment since you participated in the programme?*  
No changes in the home.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*  
It has given me an aware of the process I am going through and to look at it objectively.  
The roleplay was good, once week got into it, it was amazing how much anger there was in me.  
This programme wasn't just about me it was also about my relationship with my girl.

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely I can stick to who I am and there is a reason why I do what I do.

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*  
Not my confidence but a greater awareness of what I do and why I do it, and I am able to try and stop it.  
I now say I am sorry if I get it wrong, and not meet her needs, put my stuff aside.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*  
I did Negotiating the Minefield straight after, that was good to do in that order.  
Emotional Bank, put stuff in get stuff out.

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

It's available, there is support for mums within the programme, it is affordable.  
Definitely

*(i) What is it about the programme that you believe can make it effective for other mothers?*  
One mum had had her kids taken off her, she was alone she was trying so hard, she got support from us the facilitators.

This is a good programme to help mums who are struggling at home with no support, or where the family is identified as having problems.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*  
I don't know, can't think of anything.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*  
Predicted.

*(ii) What form did the consequences take?*  
I opened the door to my past and started to uncover the unpleasantness, it was too much so I shut the door again. I still have stuff to deal with I know.  
I am more aware of the stuff inside me, what's left I manage much better.  
I realised that most of the issues were mine, now I have worked it out I have a much better relationship with my daughter.  
Was tired, weepy, sad and exhausted after sessions

*(iii) Did you report or take any action in response to the consequences?*  
Spoke with my husband and got cuddles.

**General Comments:** None

**Timaru #4**

File ID Timaru #4

**Outcome #2: Study Question #1**

**Demographics:** 41-45 years, 2 children, partner present, elder support, NZ European.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely

*(i) What was it about the programme that you found most helpful?*  
I found where my anger was coming from.  
By understanding it I could modify it. Once I understood it I could deal with it and it subsided.  
I thought roleplay was naff but it was really good, powerful.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*  
We had a follow up session some weeks after the programme.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*  
I think I did

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*  
I found it very useful and helpful, it was perfect for me.  
The group was very good for each other.  
The name was good, I wanted to change my anger not manage it.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Probably Not I heard the advert on the radio and it spoke to me.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*  
Understanding, I learned a lot through the programme.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*  
The facilitators were great I felt comfortable and safe.  
With the other mums I felt I wasn't alone and shared my problems with others.

*(iii) What was it about the programme that made you want to see the programme through?*  
It was helping me.  
It was the light bulb moment when I realised what was causing my anger.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*  
No

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*  
I had my brother-in-law staying with us for a while, that was challenging, a new dimension.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*  
Question not ask.

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*  
By not feeling so angry, I looked at situations more calmly not so volatile, and stick to my guns. Let the kids abuse of me go.  
I realised my child was not attacking me, she was just being a child.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*  
No

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Definitely. It's not about your parenting skills it's about where your anger is coming from. This should almost be mandatory.

You have to know these behaviours are wrong and you are ready for the programme. Some families are taught that giving a kid a bash is ok - well it's not.

*(i) What is it about the programme that you believe can make it effective for other mothers?*  
It is a help, mothers need to know it's there.



*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Question not asked.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*

Unpredicted

*(ii) What form did the consequences take?*

I have a better relationship with my mother now.

My problems with my father I am able to manage better now. This was a major advancement for me.

I am able to chill more easily now, take a deep breath.

I was able to say I am good enough, you guys are wrong, the programme did that for me and helped prevent me from being angry towards my child.

I didn't realise how much what had gone on in the past was affecting my life

*(iii) Did you report or take any action in response to the consequences?*

I talked to my husband about it.

**General Comment:** If I hadn't have done the programme I would be a total mess. Facilitators are so important, and a small group.

**Timaru #5**

File ID Timaru #5

**Outcome #2: Study Question #1**

**Demographic:** 36-40 years, 3 children, partner present, elder support, NZ European.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely

*(i) What was it about the programme that you found most helpful?*

A light bulb moment, when we talked about my childhood and other mums, I realised I was behaving like my parents.

I felt grief at first, then we did the roleplay and I felt much better afterwards.

The Body Mapping put everything into slow motion, and I became more aware of what was going on inside me.

The small group of like-mums helped

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

No, not officially, but unofficially yes, because we spoke with the facilitators.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Yes we filled out a questionnaire

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

No, I thought it was good, especially the small group, and we needed the time taken.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

I wouldn't know where to go. There was advertising on the radio after I took the course.  
Probably not

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

The facilitator helped with this. It did feel embarrassing and humiliating but necessary to be honest. The small group all being in the same boat also helped.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

I had an inkling what was wrong but the programme helped me to deal with the emotions I felt as a result.

*(iii) What was it about the programme that made you want to see the programme through?*

I felt I was making progress all the way through the programme.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

No other than my sister, who also struggles in the same way.

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*

I have changed my morning routines, which have helped. Otherwise no changes.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Can't think of any one thing, the whole programme has changed my feelings which make it possible to maintain my new approach.

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Having empathy for her, before the course I felt I was failing and damaging her, now I feel empowered and empathy for my daughter. Things are more normal.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

No

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Probably

*(i) What is it about the programme that you believe can make it effective for other mothers?*

If they could have some experience that puts them back in control instead of reacting from what they experienced in their past it must help.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*  
 Make sure that the issues that the mums have in the group are similar.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*

Unexpected

*(ii) What form did the consequences take?*

I don't understand how it works but it does. I had a complete rage against my daughter, by the end of the programme I felt empathy for her.

It taught me to be more patient, be more loving, be calmer. She comes and asked for cuddles now. She doesn't act out any more. It's great, like night and day. Before I knew what she wanted but I couldn't do it.

In the roleplay when I was angry I could see the effect on the other mum, it broke my heart. It changed the way I felt about my negative emotions, I realised they were inherited but I felt differently

The strength of the emotion I felt. I was dramatically changed at the end of it.

*(iii) Did you report or take any action in response to the consequences?*

Question not asked.

**General Comments:** None.

**Timaru #6**

File ID Timaru #6

**Outcome #2: Study Question #1**

**Demographic:** 36-40 years, 2 children, partner present, no elder support, NZ European.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Dont Know

*(i) What was it about the programme that you found most helpful?*

I was alone with my kids and so I joined, but I quickly realised it wasn't for me. The programme was about the effects on me of experiences I had in my childhood. It was that I didn't have support and I was frustrated.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

We were supposed to have a follow up but it didn't happen. It would have been quite good. We were supposed to meet after 6 or 8 weeks.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Every week we would do a how was your week, anything changed, it was a check-in and an evaluation form at the end.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

Get a group of mums with similar problems, this didn't happen on my programme. It was hard to relate to each other.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Probably Not.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

I was able to talk about the problem because it was confidential, I was given the opportunity to speak openly and it was the same for everyone.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

Question not asked.

*(iii) What was it about the programme that made you want to see the programme through?*

I was given an opportunity, we were advised to see it through, and it's arrogant to think that you should turn down an opportunity to receive help.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Question not asked

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Possibly

*(i) Have there been any changes in your home environment since you participated in the programme?*

No changes.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Question not asked.

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Probably. I felt I wasn't alone, others felt frustrated also.

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

It made me realise the effect of my behaviour on my child.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

No

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Probably Not

*(i) What is it about the programme that you believe can make it effective for other mothers?*

I am not sure that mums who had bad things going on at home would be brave enough to speak up in the group setting.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Change the name, it's awful, it makes you feel like a child beater.

The outline is really good, and I noticed that the facilitators would have a discussion and the direction of the course would change especially if things got heavy. That wasn't a bad thing. The roleplay was awkward and embarrassing.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Don't Know

*(i) Were the consequences predicted or unexpected?*

Unexpected

*(ii) What form did the consequences take?*

Made me aware of my behaviour towards my child and my frustration. It wasn't a good thing to do. I realised I would have angry kids if I carried on the way I was going.

*(iii) Did you report or take any action in response to the consequences?*

No

**General Comment:** Might want to rethink the name. I am so grateful to the course, if we had gone on it would have been a disaster.

**Timaru #7**

File ID Timaru #7

**Outcome #2: Study Question #1**

**Demographic:** 36-40 years, 4 children, no partner, no elder support, NZ European. Programme attendance two years ago.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Probably

*(i) What was it about the programme that you found most helpful?*

Delving back into my past, it was hard I found some surprises there.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

No follow up session, I don't know if it would have helped I was seeing the counsellor anyway.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

I can't remember, I don't know if we did, just the evaluation form at the end.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

It was a small group; that was good - we came to trust one another.

Possibly more weeks overall, to get a good grasp on what was happening for me at the time.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Got to know about the programme through the counsellor. Probably not

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

It was a small group, we all opened up that helped me.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

Question not asked.

*(iii) What was it about the programme that made you want to see the programme through?*

Curiosity, what was going to pop up next, and something interesting always came up.

The facilitators were very good, entertaining, that helped a lot.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

One-on-one counselling only.

#### **Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Probably

*(i) Have there been any changes in your home environment since you participated in the programme?*

Husband has moved back in since the programme.

Daughter left home and come back again. Boarder living with us now.

We have moved house.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

I think it might be more that the kids are older now rather than something about the programme.

I do still think about what the facilitators dragged out of me, that was the key thing, my eye-opener.

#### **Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Don't Know.

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

I feel much better about the way I deal with my kids. I don't do the yelling and banging about so much now.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

One on one at the same time, which continued after the programme

I did Negotiate the Minefield after the AC programme.

#### **Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Probably

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Delving back into our past and our experiences at the time, that we now see are triggers to my anger and outbursts. This helps to give the knowledge to change behaviour.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

I don't think it needs to be modified.

It had to be suggested to me, I didn't know it existed.

My group was quite different in age, problems, background it still worked well.

The name Anger Change, makes mums feel like angry people, not necessarily so.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

I don't know what I was expecting so I don't know if I was let down or not. Probably

*(i) Were the consequences predicted or unexpected?*

Unexpected

*(ii) What form did the consequences take?*

I used to go off my rocker, but not so much now.

My kids are more appreciative and supportive of Mum now, it is a work in progress.

I talked to my mum about it, that was a surprise to me, and I told her what it uncovered.

*(iii) Did you report or take any action in response to the consequences?*

No

**General Comments:** A possible name change may make it more acceptable to some mothers.

**Timaru #8**

File ID Timaru #8

**Outcome #2: Study Question #1**

**Demographic:** 31-35 years, 2 children, partner present, elder support, NZ European.

**Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Question and reply not on the tape

*(i) What was it about the programme that you found most helpful?*

The whole programme meeting like mums knowing your not the only one.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

No follow-up, but the course solved my problems.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

Can't remember if someone made a follow up call. I did complete an evaluation form.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

A catch-up with the group a few months afterwards would have helped.

**Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Found out through the radio advertising. Definitely

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

The people, the facilitators, they were friendly, helpful answered questions and understood us.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

Realising that it wasn't just my son, but it was a two way problem.

*(iii) What was it about the programme that made you want to see the programme through?*  
I wanted to see this problem through, I wanted to change my situation.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*  
I did a mothering course a long time ago.  
Counselling because I was taking my past partner experiences out on my present partner.

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Finding out about my past and the triggers that came from them. Definitely

*(i) Have there been any changes in your home environment since you participated in the programme?*  
Son not so violent in his outbursts.  
I am more laid back, I can cope with lots of kids and any stouches that happen in the family.  
No changes in the home setting.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*  
Question not asked

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Definitely

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*  
Make a decision and stick to it, be clear about my answers and the rules.  
Speaking nicely to your kids, spend time with them reward their achievements.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*  
Yes after the programme, but for different stuff.

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Definitely

*(i) What is it about the programme that you believe can make it effective for other mothers?*  
Realising that they have a problem, need one for days too. It's a two way street with the kids.  
It made realise that you have to take time with your kids, make them your priority.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*  
Tell solo mums about the programme through WINZ, it might help them to be better more responsible mums.  
The programme is fine as it is.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

*(i) Were the consequences predicted or unexpected?*  
Both predicted and unexpected



*(ii) What form did the consequences take?*

I expected to be a better mum and it worked.

It brought up stuff from my past - that was a surprise to me.

I talk to my family and friends more I have better relationships all round.

I can cope with lots of kids around the place better. I am more laid back, I calmer when things get heated at home.

Kids are achieving now where they didn't before.

I talk to my parents now.

*(iii) Did you report or take any action in response to the consequences?*

Probably we talked about the consequences at the sessions.

**General Comments:** A good course and everyone with a problem should do it.

## **Timaru #9**

File ID Timaru #9

### **Outcome #2: Study Question #1**

**Demographic:** 31-35 years, 1 child, no partner, no elder support, NZ European.

### **Outcome #2: Study Question #2**

*Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?*

Definitely. I recognise that when I'm angry where it's from and try not to take it out on the boy.

Before the programme I had a really short temper, now I think about it and talk to him first.

*(i) What was it about the programme that you found most helpful?*

Understanding that my anger was being triggered by something else, where my anger was coming from.

The family history and where the triggers were coming from, I learned from that exercise.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

We were meant to have a group get together, it didn't happen. I would have liked that, we could have tweaked our feelings.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

There was a survey to do at the end of the programme.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

Small group worked well, we weren't rushed so it was easier to understand in a small group.

### **Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Probably, because I had a problem. Strengthening Families suggested it I think.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

There were other mums there opening up as well.

The confidentiality was vital.

We were prepared for the difficult sessions in advance.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

I had a problem to overcome.

Knowing that others were going through the same thing.

*(iii) What was it about the programme that made you want to see the programme through?*

It was hard but I knew that was going to happen.

The facilitators were very supportive.

*(iv) Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Not for that.

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Don't Know

*(i) Have there been any changes in your home environment since you participated in the programme?*

No changes just me and the boy.

*(ii) Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

I think it's a combination of this programme and Negotiating the Minefield that has helped here.

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Don't Know but I think so.

*(i) In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Question not asked.

*(ii) Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

Yes, personal counselling before during and after the programme.

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Probably. But the mum must be ready for the course, they must be motivated.

*(i) What is it about the programme that you believe can make it effective for other mothers?*

Learning to understand where the anger is coming from it's not necessarily the child.

Learning to break the cycle.

*(ii) How might the programme be modified to make it effective for a wider range of mothers?*

Have a one on one equivalent for those mums who are very defensive/aggressive in confronting their problems.

Have something similar for fathers, because there are a lot of solo dads out there too.

Maybe have a male facilitator with a female facilitator for a different perspective, especially if the mum is having problems with a son.

Change the name to anger management rather than anger change or behaviour change. You don't change the anger you understand it and manage it.

Have counselling available to mums during the programme if it is needed.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Probably

*(i) Were the consequences predicted or unexpected?*

Predicted and I have not dealt with them all yet.

No unexpected consequences really.

*(ii) What form did the consequences take?*

Mostly emotional, more anger but that was directed towards my parents not to my son, which was the right place for it.

*(iii) Did you report or take any action in response to the consequences?*

I talked to friend about it.

**General Comment:** None.

## **Timaru #10**

File ID Timaru #10

### **Demographic**

#### **Outcome #2: Study Question #1**

36-40 years, 2 children, no partner, no elder support, NZ European.

#### **Outcome #2: Study Question #2**

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Don't know

*(i) What was it about the programme that you found most helpful?*

I met people with a lot more problems than me, that was an eye-opener.

*(ii) Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

No I wouldn't have wanted one.

*(iii) Were you at any time asked to provide feedback on the effectiveness of the programme?*

We were asked to fill out a form at the end of the programme.

*(iv) Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

Maybe one on one rather than a group to save going through other peoples issues.

I didn't have much in common with the other mums.

#### **Outcome #2: Study Question #3**

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Probably. But I don't think there is anything else.

*(i) What was it about the programme that gave you the confidence to talk about your problems?*

Mine was not a serious problem so I was happy to talk. Other mums had bigger problems.

*(ii) What was it about the experience of the programme that made you feel able to confront your problems?*

Question not asked

*(iii) What was it about the programme that made you want to see the programme through?*

We were asked to stick to it, I did think that I would pull out but I didn't want to give up on it.

The facilitators were lovely and supportive, and I wanted to be there for the other girls.

(iv) *Had you tried other programmes or sought help elsewhere prior to joining the programme?*  
No

**Outcome #4: Study Question #4**

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Probably not.

(i) *Have there been any changes in your home environment since you participated in the programme*  
Daughter's moved out to become independent (she's 21).

(ii) *Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*  
Not relevant

**Outcome #5: Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

The people on the course made me realise that I was not that bad, maybe I dramatised my problems  
Probably too much. If my younger son misbehaves I can keep it more in perspective, and look at it differently.

(i) *In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*  
Question not asked

(ii) *Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*  
Question not asked

**Outcome #6: Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Definitely

(i) *What is it about the programme that you believe can make it effective for other mothers?*  
It will make them more aware of their situation and the reasons for it.

(ii) *How might the programme be modified to make it effective for a wider range of mothers?*  
Don't know. Maybe partnering it up with another specialist programme.

**Outcome #7: Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Definitely

(i) *Were the consequences predicted or unexpected?*  
Unexpected

(ii) *What form did the consequences take?*  
Thought the course would be different, the content of the course and the outcome would be different.  
They were trying to find something and in the end they found a weak spot, but personally I don't think it was relevant.  
It annoyed me that they had to find a reason.

*(iii) Did you report or take any action in response to the consequences?*

No I kept it to myself I didn't lose any sleep over it. Didn't talk to anyone about it.

**General comment:** No regrets about the course, it was not right for me.

The name made me think there was a magic formula to change my anger and it wasn't like that. It was more about learning.

END OF TIMARU

## Appendix 12: Transcribers observations from interview transcripts

Programme helped with anger management but not with parenting, will post programme poor parenting create increased stress and regression?

Does the programme only address one issue, what if there are several anger generating triggers?

Will the programme still have an ongoing effect if the overall parenting performance is not improved?

Will what is learned through the programme assist mothers to manage new anger generating triggers later in life?

Seems important that group becomes "family like" and sets rules of behaviour for itself at the commencement of each programme.

How effective is the programme with mothers who have mental (possibly multiple mental) conditions? (Participant DS 20024 refers)

Would better outcomes be achieved if the programme was part of a "package" of interventions e.g. parenting?

The programme and the presentation of the programme need to be more relevant to Maori (and other ethnicities?)

Many mums particularly Maori are subjected to a number of parenting styles during their upbringing, farther, mother, grandparents, mother's new partner(s) etc, this makes it difficult for mums to settle to one of their own.

What is available to mums whose anger returns?

Now that we have disintegrated the family there are so many of us doing it on our own. (Mums comment)

Have alternatives available to mums who need help but wouldn't be helped by this programme.

What will happen to me if I disclose during the course of the questioning that I had abused my child since attending the course?

What is available to mums who realise the true source of their anger post programme? (Participant DS 20024 refers)

What did provider organisations do as a result of the feedback from mums?

Participants can be adversely affected by the stories of other mums. Was this a predicted consequence?

The course title Anger Change for Mothers, suggests mums are angry and mums don't want to be thought of in that way.

A partner suggested that participants have the opportunity to have a support person with them to help them if needed.

Suggestion to participants to organise some "me time" immediately after each session was a good idea.

It seems important that the facilitators show that they care about the mothers not just the kids.

Choice of facilitator is critical.

Facilitators need to be convincing actors.

Participants need to be ready to confront their issues.

Participants need "me" time after each session.

Warning to new participants about the likely emotional experiences they will encounter in the programme is essential.

Did the course a second time because there were different issues to deal with as my child got older.

The psychologist was good with the deeper issues brought out by the programme.

As the group got smaller it was easier to share.

Issues with mum are not resolved; she was beaten by my father and so was in no position to give me love and attention. Now, although I am going through changes, mum has not so it is still difficult for me to talk to her. She shows love by cleaning the house.

No response here but it sounds like one to one initially might help this lady.

Lots of programmes for mums centred on children, not many for mums themselves.

Some mums couldn't share in the group forum, they spoke one on one with facilitators or counsellors.

One on one sessions with facilitators during the programme term, at key points or if participant needs it.

Programme must take into account every aspect of the mum's life at the time, how much positive support is she receiving. What are the negatives at work in her life?

Establish a library/resource centre specifically for parents who want to change their behaviour towards their children. There is shame attached to going to the local public library.

Programme provides participants with the strength to confront other family members, to discuss historical issues and to break the cycle of abuse for the family and the kids.

The programme needs to be free, no cost. Whangarei participant states she paid for the programme.

Participants must not be made to feel ashamed of anything about themselves.

Participants who benefited from the programme, could identify post programme, issues that were masked previously by their anger towards their child.

This programme is not age specific to the child.

Vital that mums complete course, having exposed unpleasant past experiences the course provides tools to manage those memories.

This programme seems to work as a foundation course which sorts out the issues the mothers have. Other possible parenting courses finish the job off.

Plunkett, Family Works, Incredible Years and Anger Change should get together and provide a seamless ongoing support.

Timaru condensed the programme at one point.

If mums are required or want to return/rerun the programme it is important same facilitators.

Programmes are advertised on the radio down south, not up north.

Some mums are aware that their anger is wrong, but they don't understand it and so become frustrated which in turn fuels and increases their anger.

Realisation and feelings unleashed could impact on the mum and other members of her family.

Caution, the programme seeks to find triggers from the past, what if there are none does the programme still work? And how do you know?

Having Post Natal Depression first time around meant I did get all that I should out of the programme.

My sister did the programme also, she got heaps out of it, it brought out a lot of stuff for her.

Introduce similar programme for fathers, delivered separate to mums.

There is evidence that still some women in crisis do not know where to go for help.

There is some evidence of either referral to the programme by another provider or attendance at counselling or another programme has led to attendance at this programme.

Some evidence that a repeat of programme would benefit some mothers experiencing changes in circumstances and new challenges. Query how does programme help with equipping mums for future challenges?

A number of mums referred to having mental health issues at time of attending programme, how does the presence of such issues affect programme performance?

Some mothers expressed a need to repeat the programme as a refresher and/or to help meet new challenges.

It was suggested that the target child be introduced to the programme "so that facilitators could see what mum was up against."

Many references from mothers to say that subject mum must be ready for the programme to make it effective.

## Appendix 13: Programme provider questionnaire

### ANGER CHANGE PROGRAMME FOR MOTHERS

Greetings, Kia ora, My name is Dr Tina Darkins, PhD and I am leading a team undertaking research to investigate the effectiveness of the Jigsaw Anger Change for Mothers Programme and its short and long term effect on participants and their communities. We have carried out 43 interviews of participant mothers in 4 Centres around New Zealand. We are now asking key stakeholders who are programme providers and facilitators for their views on the programme. The following questions have been informed by the responses of the Mothers.

Please will you consider answering the attached questions and email your response back to me at: [tina@tdprojects.co.nz](mailto:tina@tdprojects.co.nz)

My contact numbers for any questions are: 09 4339 650/0274544027 (100 Pigs Head Rd, Rd4 Hikurangi, 0184, Northland).

Please include as much information/comments you feel comfortable doing to inform the research. Your replies will be confidential and you will receive a copy of the research summary report on request at the completion of the research.

Thank you.

#### Questions for Programme Providers

- 1 The programme is intended to help with healing the mother's anger trigger but not with parenting, could post programme poor parenting nullify the effect of the programme?
- 2 How does the programme cope if there is more than one anger generating trigger?
- 3 Will what is learned through the programme assist mothers to manage new anger generating triggers later in life?
- 4 How are you able to show that what the mothers learn from the programme remains effective for them into the future?
- 5 How important is it to the programme for the participant group to become a "family" and use the guidelines provided for its behaviour at the commencement of each programme?
- 6 Do you believe that the programme guidelines should be reviewed?
- 7 How effective is the programme with mothers who have mental, possibly multiple mental conditions?
- 8 Would better outcomes for the mother be achieved if the programme was part of a "package" of interventions e.g. parenting?
- 9 Does the programme and/or the presentation of the programme need to be made more relevant to Maori. (and other ethnicities)?



- 10 What options are available to mums whose anger returns?
- 11 What happens to mothers who disclose during the course of the programme that they had, or were, abusing their child since attending the course?
- 12 What is available to mothers who realise the true source of their anger post programme?
- 13 Participants can be adversely affected by the stories of other mothers. How does the programme accommodate this eventuality?
- 14 What unpredicted adverse consequences were experienced by the mums on your programme?
- 15 The course title Anger Change for Mothers, suggests mothers are angry and mothers don't want to be thought of in that way. Does the name of the programme need changing?
- 16 A partner to one of the mums suggested that there should be an opportunity for the participant to have a support person with them at the programme to help them if needed. What do you think of this idea?
- 17 How important is it for mothers to be ready to confront their issues prior to joining the programme?
- 18 How important is it to warn new participants at the commencement of the programme of the likely emotional experiences they will encounter on the programme?
- 19 How does your organisation manage the consequences of such experiences?
- 20 How does the programme take into account other relevant aspect of the mother's life at the time, e.g. how much positive support is she receiving? What are the negatives at work in her life?
- 21 How does your organisation ensure that the participants do not feel ashamed of anything they may say about themselves?
- 22 Do you think there should be similar, separate programme for fathers?
- 23 How should such a programme be structured?
- 24 What changes, if any, has your organisation made to the original design of the programme?
- 25 Why were the changes made?

- 26 Have the changes improved the effectiveness of the programme?
- 27 How do you know this?
- 28 In what way do you think the programme could be improved?
- 29 Does the ethnic split of the study's participant mother group reflect that of the client base of the programme in your area?
- 30 If not how do you think it differs?
- 31 Any other comment or suggestions you would like to make about the programme?

## Appendix 14: Summary of responses from programme provider questionnaire

### 1. *The programme is intended to help with healing the mother's anger trigger but not with parenting, could post programme poor parenting nullify the effect of the programme?*

- The programme works with the most potent trigger, there will always be other triggers, and provocative situations. However the parent is much less likely to project blame onto the trigger child. We encourage our parents to enrol onto parenting programmes once they have completed Anger Change and they can re enrol on AC.
- Possibly. I think this would depend on the post course follow-up connection with the participant and facilitators. This could be a problem when the facilitators have to start another group straight away.
- Of course this is possible and we often encourage mothers who attend to one of our parenting programmes as well. Mothers who attend one programme often return for a further programme. We ring the parents 6 weeks and 12 weeks after the programme to check how they are doing.
- The programme 'rewires the brain' and sows the seeds of change at a deep level thereby taking the brunt of the anger off the trigger child/ren. It sews self awareness seeds that take the anger away from the trigger.

### 2. *How does the programme cope if there is more than one anger generating trigger?*

- That is a fairly normal situation. We would start with the most 'on top'. The source of multiple triggers can be the same person from the past or a chronic traumatic familial situation. We encourage on-going counselling with an outside provider when there are multiple issues and our agency can provide social work support.
- The programme is quite specific to identify the main trigger which is addressed. Any extra triggers are generally addressed within the group's life –or a person chooses to do a second course.
- We usually work with the one that is most in the foreground (hottest). Sometimes both get addressed as a Mum might address one trigger through the body map and then realise she's being triggered by another child and then work with that in her resolution. As said above, often mothers return for a 2nd programme and they may come with another child as the trigger. At the end of the programme we make sure mothers have on going support from counselling or social work intervention where they can continue to address historic triggers.
- Yes, it goes to the source, its healing finds where anger is held in the body – bio energetics

### 3. *Will what is learned through the programme assist mothers to manage new anger generating triggers later in life?*

- What is learned in AC can be generalised to other situations. The mother has insight about the past and should be less blaming of the child. In chaotic life situations however when a mother is under supported and under resourced anger can help to maintain energy and may become the coping tool. I have heard some mothers report though that they have refrained from blaming the child even though they are under pressure and are feeling angry.
- Yes because the programme helps people to become more conscious about how their body reacts to stress.
- While we focus on one trigger, these awareness's can be generalised to other situations. Mothers often have the realisation the "It's not the child's fault". Once they have that concept they can go onto do further therapeutic work through counselling etc. However,

while it is a very full programme, they are actually only doing one full piece of therapy so need further work to continue to move on.

- it's like programming a computer, it raises awareness and meets needs on many levels

**4. How are you able to show that what the mothers learn from the programme remains effective for them into the future?**

- 6 week and 12 week follow up. At the moment there is not a process to follow up further.
- This needs development, originally there was a three month after programme feedback sheet- but return of such was low. This is an admin task that is up to each agency.
- We have 6 week & 12 Week checks. The purpose of the research is to measure whether the changes are sustained!
- It facilitates knowledge and awareness future need 'hits at a intergenerational level' back to source, of problem e.g. childhood trauma

**5. How important is it to the programme for the participant group to become a "family" and use the guidelines provided for its behaviour at the commencement of each programme?**

- Familiarity of experience can be shared in a very small group with a time frame of 6 – 8 weeks together. The guidelines help the participants to feel safe as they risk disclosure and also to participate in support roles during resolutions. Groups become supportive of each other as individuals share the ignominy of the shame that surrounds child abuse. Mothers 'see' the effect of abuse through each other's experience and come to realise how the children are being impacted. Individuals are empowered by finding their own answers in the presence of other.
- It is important to set the parameters at the beginning, people feel safe from these on the group tends to monitor safety along with the facilitators.
- The group 'bonding' is an essential part of the programme's effectiveness. Mothers get support from each other. They discover they are not alone. They participate in each other's work so the trust is very important. We have heard anecdotally that many groups continue to meet and keep in contact after the programme has been completed.
- Really important- interesting group dynamic based on bonding and common themes. The group psychology slips in whereby people naturally gravitate to similar people based on common themes and then group bonding- groups within groups

**6. Do you believe that the programme guidelines should be reviewed?**

- The results of this research should give answers to this.
- Not sure what you mean by "guidelines".
- Question too wide.
- No- I think they are the core- confidentiality is the key for the group to promise and adhere to.

**7. How effective is the programme with mothers who have mental, possibly multiple mental conditions?**

- Depends on the fragility or ego strength of the mother and also what support she has in place. Mental and emotional liability preclude the ability to self-resource; however if the mother is well stabilised and has very good professional and personal support she may cope with AC very well, as some of the change that mothers experience in AC is vicarious and through exploring her own' anger history'. The therapeutic intervention may be to resource and contain.
- It is not really safe for these women and most select out either at the interview or first session stage or facilitators will suggest the programme is too challenging.
- We screen for mothers who are not able to participate in a group. If their Mental Health issues are too big they cannot support others in the group and may not have the internal

support to tolerate the interventions. That is the reason for the screening. Occasionally mothers have slipped through the screening and we have found they take up a lot of the time in the group plus they get further triggered in their own issues and need support outside the group. For this reason we try to screen to ensure only those mothers who have enough 'ego strengthen' participate.

- If they have ended up in the group when they are too fragile, we either discuss with them and offer extra support, and/or modify the work we do with them in the group, such as maybe not doing a cathartic piece of work, but rather a supportive, containing piece of therapy.
- Once we had a mother who was currently violent to her partner. This had not come out in the initial meeting. In her 'resolution' I did some teaching using the 'Thermometer' concept and brainstorming some idea of how to self-calm etc.
- if any mother is motivate and o-pen and honest , mental health signs and symptoms are often stemming from past trauma which this course addresses.

**8. *Would better outcomes for the mother be achieved if the programme was part of a "package" of interventions e.g. parenting?***

- There will always be good outcomes for children when a parent participates in parenting programmes, though not all mothers who attend AC lack good parenting skills.
- In some cases I think it is a sensible follow-up and was often suggested.
- Possibly
- Yes it would be good for this to be part of a whole set of programmes, that is programmes that address domestic problems and disempowerment e.g. family therapy but the way organisations are funded for programmes is not always conducive to this.

**9. *Does the programme and/or the presentation of the programme need to be made more relevant to Maori (and other ethnicities)?***

- We have a good percentage of Maori mothers and they relate well to the whanau nature of the group, however it would be best to ask the Maori mothers about this. I have no insight into other cultures and if a group was to be culture specific the dominant culture of the group would need to be the driver.
- Yes and no. The parent/child interactions are not particular to race. However, awareness of different cultural approaches to parenting is important to address.
- Possibly. We have had many Maori attend our programmes; 30 – 50%. They seem to relate well to the Whanau aspect of the group. Researching how to make this more appropriate for Maori would be good.
- I believe that the programme as it is –is universal- the facilitators are trained to be sensitive to all ethnicities- in the disclosure often ethnicity is irrelevant. The method of trauma can be culturally-based but 'trauma is universal'.

**10. *What options are available to mums whose anger returns?***

- They may repeat the course; they may be offered one to one therapy around the anger, and/or offered social work support if the anger is impacting on the family. Engaging with a counsellor if there are multiple issues is encouraged.
- In some agencies-go to counselling, do some family therapy or another group or each agency have a "hook up" with counsellors who know the programme well.
- Many Mums attend a repeat of the programme. They can also come in for a one off session with one of the facilitators. If they need on-going support we refer them onto counselling.
- Anyone can ask to repeat the course. We have tried a stage 2 course and we offer ongoing counselling

**11. What happens to mothers who disclose during the course of the programme that they had, or were, abusing their child since attending the course?**

- We follow agency protocols. Which include talking with the mother, assessing safety, consulting senior staff, making a notification if necessary; within a transparent process. Social work support would be offered.
- That is addressed in discussion with the group – very powerful. But the facilitators have the responsibility to keep a “lifeline”(refer manual) contact with such parents during the time between sessions.
- We follow the processes of the agency in which we work and speak to the Mother; evaluate the need for safety; consult with the senior staff and make notifications as needed in a transparent way.
- We have had only one or two incidence of this. We would work with the mother and child and notify to protect the child. This happens most often to mothers who drop out of the programme

**12. What is available to mothers who realise the true source of their anger post programme?**

- Repeating the programme, on-going counselling.
- Again depending on the agency – can do another programme, or come onto counselling. At least post programme they will be more aware of their behaviour and seek help.
- As said before – on-going counselling etc.
- Our programme is flexible as we have a wide range of mothers attending from all walks of life but it still follows the script as it was designed by Pye Bowden. To work the programme requires two trained facilitators

**13. Participants can be adversely affected by the stories of other mothers. How does the programme accommodate this eventuality?**

- There can be insight and vicarious healing through hearing another’s story and it is expected that participants will be touched. Mothers debrief after each piece of work. self-care is built into the programme.
- This is where the experience of the facilitators is important and also the value of two facilitators comes out. I can run the group while the other facilitator aligns with the person to support them to address their distress.
- Good support. Being triggered by others work means they are also doing their own work. We watch for this and build in self-care into the programme.
- The programme facilitates a nurturing environment. We have run 100’s of them over the years- no one has ‘freaked out’; many have shown relief at disclosure and other s in the group have felt safe to tell their story; some have not come back after the introductory meeting; in general mothers feel safe within a group setting. In the first meeting we introduce ourselves and tell them that we too have not always got it right and recount some of our tribulations with our children. We show our body maps. We say that expectations are high as a mother. We are open and honest. The triggers are where you hold the energy of the reactions.

**14. What unpredicted adverse consequences were experienced by the mums on your programme?**

- On one occasion a mother who had had a recent exacerbation of her mental illness but was determined to do AC and seemed to be contained sufficiently at the outset; became very angry at her family of origin and her extended family and had difficulty containing her anger. The anger was projected onto the group who became very angry on her behalf and unreasonable expectations for assistance and resolution were made of the facilitators and of the other mothers.
- Projections and strong transferences are not uncommon.

- A couple of times over the years women withdrew suddenly – and we were unable to reconnect with them which felt bad. We were left wondering why?
  - Too many questions! One Mum got triggered into her depression and needed further support. Other than that, the one notification we have made, and the one mentioned above, we don't usually hear of negative consequences.
  - It could be changed but what too? At least the name says it how it is
- 15. The course title *Anger Change for Mothers*, suggests mothers are angry and mothers don't want to be thought of in that way. Does the name of the programme need changing?**
- We have often discussed this and always come back to this title as it seems to resonate with the mothers and creates a want to do the course. The mothers themselves as far as I know are not asking for change.
  - No
  - Yes but it seems to be an on-going political discussion. The name "Parenting from the inside out" is sometimes used but doesn't say what it does. 'Anger Change' gets confused with 'Anger Management' which the programme is not. I came up with the name 'Spark' because the anger is sparked but everyone had a different idea so no change came about.
  - This totally defeats the purpose of the group concept and disclosure safety
- 16. A partner to one of the mums suggested that there should be an opportunity for the participant to have a support person with them at the programme to help them if needed. What do you think of this idea?**
- Confidentiality is crucial, unless the person was a participant it wouldn't be possible.
  - No, I think that if the group process is safe this is unnecessary. The path to healing is by exposing the pain and standing in the face of it and surviving.
  - This would compromise confidentiality of the group, unless the person was also a participant.
  - Usually once the step to attend is taken they feel open and honest – we should not underestimate the power of the 'group'.
- 17. How important is it for mothers to be ready to confront their issues prior to joining the programme?**
- Participating in this programme necessitates readiness and the pre programme interview with participants gives opportunity to check readiness to be open and vulnerable in the presence of others.
  - Essential, those who are sent to address their anger get minimal value and often drop out.
  - Part of the screening is to ascertain this. Also, the group process invites participation and as we work with those most ready to go first they model to other more reluctant participants how to express etc.
  - We talk about the programme in an open, honest way, we do not give warnings. We do say that there is a connection between parenting and how you were parented
- 18. How important is it to warn new participants at the commencement of the programme of the likely emotional experiences they will encounter on the programme?**
- Very. At the pre programme interview we explore this.
  - Women come because of the name of the programme; they know it will be emotional. Women are aware of this; they just want to do the work.
  - We do this!
  - In our comprehensive introduction.



**19. How does your organisation manage the consequences of such experiences?**

- By preparing mothers beforehand of the group processes they will encounter and likely emotional responses they will experience and be witness to. By ensuring that mothers who come on the programme have support outside of the group; providing telephone support, engaging in 1:1 if necessary.
- The facilitators manage this as part of their job. The organisation should have robust complaints processes in place if there is a problem.
- Carefully
- Its a big step for mothers- in identifying the trigger child- when they introduce themselves, it is the start of disclosure

**20. How does the programme take into account other relevant aspect of the mother's life at the time, e.g. how much positive support is she receiving? What are the negatives at work in her life?**

- At the pre programme interview these are considered. See above.
- This is often talked about within the group but the goal is not social work.
- Too many questions. We already do this and I have answered this in other questions!
- We reframe from SHAME to Courage - commend them - 'aphi' them- we do not judge- we applaud their courage and strength ( we have heard it all in our experiences). There are sticky moments but our training kicks in.

**21. How does your organisation ensure that the participants do not feel ashamed of anything they may say about themselves?**

- We cannot absolve participants of shame, we can ensure that they are not hurt or made more vulnerable by openness and disclosure by setting good boundaries, modelling disclosure, being supportive, modelling unconditional regard and facilitating the story telling with gentle care.
- Once again that is up to the skill and experience of the facilitators, its not an organisational issue if all goes well.
- We are professionally trained and VERY experienced!!!!!!!!!!!!!!!!!!!!!!
- Yes and Fay Lillian in Auckland runs one.

**22. Do you think there should be similar, separate programme for fathers?**

- Many mothers ask about this, and fathers too when they hear of AC for Mothers.
- That would be good.
- There is an on-going dilemma about this. Living without Violence offers men programmes.
- We do not see the possibility of running this in the near (or distant) future.
- Women's problems stem from disempowerment- men's from anger/ control/ power- it can be subtle- involve men in programme development- use same model- different focus- women are more open- women speak from the heart- men disengage head from heart.

**23. How should such a programme be structured?**

- Hmm that needs some thought. Along the same lines? Male facilitators?
- Same as for mothers, two facilitators but probably a good idea to have male/female facilitators, but it would depend on the experience of the facilitators.
- No comment
- Keep it to is core essence is very important

**24. What changes, if any, has your organisation made to the original design of the programme?**

- We follow the process as it was designed, however readiness for resolution may be picked up at an early stage and we might do a spontaneous piece of work.



- Probably different body/mind exercises more awareness of the body/mind interactions. Less psychodrama based.
- At Jigsaw Whanganui we stick to the basic design. Most of the changes are in the resolution stage. Here, because of further training of staff and staffs' experience, we have added more subtle interventions. Historically, AC resolution has been expected to be cathartic. With further training and insight we now know this isn't required. We work with what's arising, while keeping the focus on the safety of the child. We keep the adage "Take the heat off the child" in the foreground, so we always come back to the Mother focusing on the child after her integration (resolution) to ensure they realise their over the top anger is not about him/her.
- We made it more fluid as we do more training, we learn more.

**25. Why were the changes made?**

- Not applicable
- Responding to ongoing research and Pye and Garys' development as mind/body trainers.
- Mentioned above
- The model is great- we only embellish it.

**26. Have the changes improved the effectiveness of the programme?**

- Not applicable
- Yes they led to shorter, more effective interventions.
- Absolutely.
- Feedback from mothers- see the growth in mothers- coping mechanisms.

**27. How do you know this?**

- Not applicable
- When these interventions are well focussed we see it in the relief the women feel quite quickly.
- Observation
- Success hangs on the ability of the assessors

**28. In what way do you think the programme could be improved?**

- Ongoing training.
- Possibly the lead in time to build group confidence/safety, especially in small towns where there are many relationships.
- As above. Further on-going training for trainers.
- Whangarei has had a mix of Maori/ pakeha but predominately Maori

**29. Does the ethnic split of the study's participant mother group reflect that of the client base of the programme in your area?**

- I don't know what the split is.
- Probably.
- I don't know what the ethnic split of the study is.
- Maori are more transient so the interviews reflect more pakeha

**30. If not how do you think it differs?**

- Not applicable
- Not applicable.
- As mentioned above, we see 30 – 50% Maori participants.

**31. Any other comment or suggestions you would like to make about the programme?**

- It is a great programme; many mothers rave about it and the difference they have experienced since completing AC. It takes the heat off the child – makes life better for the children.
- I've said it all
- No
- It's fantastic and works very well. As a therapist I can say that clients move much further in a group setting than in one to one therapy. I believe it keeps children safer. It also means mothers feel more OK about talking about their outbursts so are more likely to contact our agency again.

## Appendix 15: Themes derived from summary of responses from programme provider questionnaire

**1. *The programme is intended to help with healing the mother's anger trigger but not with parenting, could post programme poor parenting nullify the effect of the programme?***

Yes, so encourage mothers to enrol on other/parenting programmes, but subsequent programme must not "conflict" with AC programme follow-up. Mothers could opt to repeat programme.

**2. *How does the programme cope if there is more than one anger generating trigger?***

Secondary triggers are dealt with through group activity or use of additional services, counselling with an "outsider", or the programme could be repeated.

**3. *Will what is learned through the programme assist mothers to manage new anger generating triggers later in life?***

Mothers become more conscious of how their bodies react to stress or realise that they need further specialist help. They also discover that what they learn can be generalised to manage other situations.

**4. *How are you able to show that what the mothers learn from the programme remains effective for them into the future?***

Only from follow-up i.e. 6-12 weeks after programme although this process has resulted in a poor response, no process for follow-up after that period. This subject needs development.

**5. *How important is it to the programme for the participant group to become a "family" and use the guidelines provided for its behaviour at the commencement of each programme?***

Group bonding is part of the programme's effectiveness, group psychology slips in and people naturally gravitate to similar people based upon common themes, thus group bonding and groups within the group, mums to feel safe during disclosure and to participate in support roles during resolutions.

By setting parameters at the beginning, people feel safe and the group tends to monitor safety along with the facilitator, mums share the ignominy of the shame that surrounds child abuse, they "see" the effects of abuse through each other's experiences.

**6. *Do you believe that the programme guidelines should be reviewed?***

No, I think they are the core- confidentiality is the key for the group to promise and adhere to.

**7. *How effective is the programme with mothers who have mental, possibly multiple mental conditions?***

It is not really safe for these women and most select out either at the interview or first session stage or facilitators will suggest the programme is too challenging.

If any mother is motivated and open and honest, mental health signs and symptoms are often stemming from past trauma which this course addresses.

**8. *Would better outcomes for the mother be achieved if the programme was part of a "package" of interventions e.g. parenting?***

Yes it would be good for this to be part of a whole set of programmes there will always be good outcomes for children when a parent participates in parenting programmes, though not all mothers who attend AC lack good parenting skills.

**9. Does the programme and/or the presentation of the programme need to be made more relevant to Maori. (and other ethnicities)?**

The parent/child interactions are not particular to race the method of trauma can be culturally-based but 'trauma is universal'. However, awareness of different cultural approaches to parenting is important to address. Researching how to make this more appropriate for Maori would be good.

**10. What options are available to mums whose anger returns?**

They may repeat the course; they may be offered one to one therapy around the anger, and/or offered social work support if the anger is impacting on the family. They "hook up" with counsellors who know the programme well.

**11. What happens to mothers who disclose during the course of the programme that they had, or were, abusing their child since attending the course?**

We follow agency protocols. Which include talking with the mother, assessing safety, consulting senior staff, making a notification if necessary; within a transparent process. Social work support would be offered. But the facilitators have the responsibility to keep a "lifeline"(refer manual) contact with such parents during the time between sessions.

**12. What is available to mothers who realise the true source of their anger post programme?**

Repeating the programme, on-going counselling.

**13. Participants can be adversely affected by the stories of other mothers. How does the programme accommodate this eventuality?**

This is where the experience of the facilitators is important and also the value of two facilitators comes out. There can be insight and vicarious healing through hearing another's story and it is expected that participants will be touched. Mothers debrief after each piece of work. self-care is built into the programme.

**14. What unpredicted adverse consequences were experienced by the mums on your programme?**

Projections and strong transferences are not uncommon. On one occasion a mother who had had a recent exacerbation of her mental illness but was determined to do AC and seemed to be contained sufficiently at the outset; became very angry at her family of origin and her extended family and had difficulty containing her anger. The anger was projected onto the group who became very angry on her behalf and unreasonable expectations for assistance and resolution were made of the facilitators and of the other mothers.

**15. The course title *Anger Change for Mothers*, suggests mothers are angry and mothers don't want to be thought of in that way. Does the name of the programme need changing?**

We have often discussed this and always come back to this title as it seems to resonate with the mothers and creates a want to do the course. The mothers themselves as far as I know are not asking for change.

Yes but it seems to be an on-going political discussion.

**16. A partner to one of the mums suggested that there should be an opportunity for the participant to have a support person with them at the programme to help them if needed. What do you think of this idea?**

No, I think that if the group process is safe this is unnecessary this would compromise confidentiality of the group, we should not underestimate the power of the 'group'.

**17. How important is it for mothers to be ready to confront their issues prior to joining the programme?**

Essential, those who are sent to address their anger get minimal value and often drop out. Participating in this programme necessitates readiness and the pre programme interview with participants gives opportunity to check readiness to be open and vulnerable in the presence of others.

**18. How important is it to warn new participants at the commencement of the programme of the likely emotional experiences they will encounter on the programme?**

Women come because of the name of the programme; they know it will be emotional.

**19. How does your organisation manage the consequences of such experiences?**

By preparing mothers beforehand of the group processes they will encounter and likely emotional responses they will experience and be witness to. By ensuring that mothers who come on the programme have support outside of the group; providing telephone support, engaging in 1:1 if necessary. -The facilitators manage this as part of their job. The organisation should have robust complaints processes in place if there is a problem.

**20. How does the programme take into account other relevant aspect of the mother's life at the time, e.g. how much positive support is she receiving? What are the negatives at work in her life?**

At the pre programme interview these are considered. This is often talked about within the group but the goal is not social work.

**21. How does your organisation ensure that the participants do not feel ashamed of anything they may say about themselves?**

It is up to the skill and experience of the facilitators, we cannot absolve participants of shame, we can ensure that they are not hurt or made more vulnerable by openness and disclosure by setting good boundaries, modelling disclosure, being supportive, modelling unconditional regard and facilitating the story telling with gentle care.

**22. Do you think there should be similar, separate programme for fathers?**

That would be good. Many mothers ask about this, and fathers too when they hear of AC for Mothers. However women's problems stem from disempowerment- men's from anger/ control/ power- it can be subtle- involve men in programme development- use same model- different focus- women are more open- women speak from the heart- men disengage head from heart.

**23. How should such a programme be structured?**

Along the same lines with two Male facilitators or male/female facilitators, but it would depend on the experience of the facilitators.

**24. What changes, if any, has your organisation made to the original design of the programme?**

We follow the process as it was designed, however readiness for resolution may be picked up at an early stage and we might do a spontaneous piece of work. Different body/mind exercises more awareness of the body/mind interactions. Less psychodrama based.

Most of the changes are in the resolution stage. Here, because of further training of staff and staffs' experience, we have added more subtle interventions. Historically, AC resolution has been expected to be cathartic. With further training and insight we now know this isn't required. We work with what's arising, while keeping the focus on the safety of the child.

**25. Why were the changes made?**

Responding to ongoing research and Pye and Garys' development as mind/body trainers, and prompted by our experiences of delivering the programme.

**26. Have the changes improved the effectiveness of the programme?**

Yes absolutely they led to shorter, more effective interventions. From feedback from mothers we see the growth in mothers' coping mechanisms.

**27. How do you know this?**

When these interventions are well focussed we see it in the relief the women feel quite quickly. Success hangs on the ability of the assessors.

**28. In what way do you think the programme could be improved?**

Possibly the lead in time to build group confidence/safety, especially in small towns where there are many relationships and ongoing training.

**29. Does the ethnic split of the study's participant mother group reflect that of the client base of the programme in your area?**

Probably, although Maori are more transient so the interviews reflect more pakeha.

**30. If not how do you think it differs?**

Maori are more transient than pakeha difficult to tell, we see 30 – 50% Maori participants.

**31. Any other comment or suggestions you would like to make about the programme?**

It is a great programme; many mothers rave about it and the difference they have experienced since completing AC. It takes the heat off the child – makes life better for the children. As a therapist I can say that clients move much further in a group setting than in one to one therapy. I believe it keeps children safer. It also means mothers feel more OK about talking about their outbursts so are more likely to contact our agency again.

## Appendix 16: Stakeholder questionnaire

### ANGER CHANGE PROGRAMME FOR MOTHERS

Greetings, Kia ora, My name is Dr Tina Darkins, PhD and I am leading a team undertaking research to investigate the effectiveness of the Jigsaw Anger Change for Mothers Programme and its short and long term effect on participants and their communities. We have carried out 43 interviews of participant mothers in 4 Centres around New Zealand. We are now asking key stakeholders who refer clients to the course for their views on the programme.

Please will you consider answering the attached questions and email your response back to me at: [tina@tdprojects.co.nz](mailto:tina@tdprojects.co.nz)

My contact numbers for any questions are: 09 4339 650/0274544027 (100 Pigs Head Rd, Rd4 Hikurangi, 0184, Northland).

Please include as much information/comments you feel comfortable doing to inform the research. Your replies will be confidential and you will receive a copy of the research summary report on request at the completion of the research in January 2014.

Thank you.

### BACKGROUND

The Anger Change programme is a New Zealand based child abuse prevention programme. The programme was developed in 1990 by Pye Bowden, a therapist with Parentline Manawatu, as a specialised therapeutic intervention for mothers who were abusing their children or who were afraid that they might do so. The entry criteria includes women who are the primary caregivers of their children and who have either physically or emotionally abused their child/ren or fear that their anger towards their child/ren is getting out of control (Green, 2002). This group programme utilises a therapeutic process similar to that used in a one-to-one situation and uses action methods such as bioenergetics and psychodrama to bring about change.

### ANGER CHANGE RESEARCH 2013

This research involved a mixed-method observational evaluation study based on the Development Design outlined by Greene, Caracelli and Graham (1989) used to answer the research question:

*“How effective has the Anger Change for Mothers Programme been, from the perspective of graduate mothers over the past 6 years, and from the perspective of other stake-holders associated with the programme, and what is the current level of community need for the programme?”*

This method was chosen on the basis that it facilitated the collection of qualitative and quantitative data within a single study (Rocco et al., 2003). The research aim is:

*“To Investigate the Efficacy of the Jigsaw Anger Change for Mothers Programme and its Short and Long Term Effectiveness for Participants and their Communities”*



**ANGER CHANGE STAKEHOLDERS QUESTIONNAIRE 2013**

**Stakeholders Name:**

**Contact number or email.....**

1. Are you aware of the Anger Change Programme for Mothers?
2. What is the number of referrals made to this programme over the last 6 years?
3. Are you happy with the purpose of the programme?
4. Does the programme target the right people in need?
5. What is the point of difference of this programme in your view?
6. What was the success rate from stakeholders prospective?
7. Is the programme still relevant and sustainable in your view?
8. What are the obstacles to referrals to the programme?
9. Is there any other groups/women that could be included in this type of programme?
10. Can you see value in this programme being extended across the country?
11. Any further comments/ suggestions?



## Appendix 17: Responses by participant mothers to supplementary questions

### Responses to Supplementary Question #2 (i)

#### *What was it about the programme that you found most helpful?*

<b>Whanganui</b>	<b>Grouping #</b>
Helped me understand where anger came from and to stop blaming myself	1
Trusted facilitators, the presence of other mums, facilitators shared their own experiences.	3
Helped me understand why I did what I did.	1
Facilitator made it real for me when I went back into my childhood, she got me deep into my problem. She was confident and got it out of me. It was scary but what I needed.	1
Seeing things from a different angle and finding out where my thought processes came from (my father).	1
Made me think about why I was reacting in the wrong way.	1
Small size of group, environment, facilitators were all good.	4
It was good at identifying where my anger came from, but did not give me strategies on how to manage it, or tools to make changes in my life to help.	1
Increased awareness of the causes of my anger and the consequences for my son.	6
Learning about my own volcano and the triggers of my anger.	1
Learning about myself and identifying causes.	1
I learned strategies to deal with my problems.	1
Taught me to be more patient.	2
Learnt not to get so angry, don't sweat the small stuff.	2
Not sure, made me more aware of my physical feelings.	2
It forced me to stop and think before I react. What am I angry about, is it me, is it something else or is it actually what the child has done?	1
Do I have a right to be angry at her? Take a step back and think.	2
I had depression, which manifested itself in anger, now I am working out where the feeling is coming from. It could be something in the past or in the present, or it is actually the behaviour of the child that is causing my anger.	2
I have changed from being angry to being frustrated. I say to my child now am I angry with you and she says no, but I am frustrated.	1
My feelings have shifted from anger to frustration, so I am more often than not calmer, I do occasionally react but less inclined to do so.	2
Recognised my anger, the things that made me angry, gave me strategies to manage situations. I learned not to take my anger out on him when it was somebody else.	2
It was about the group, it was not just about you, it helped that it wasn't just me going through it.	1
The facilitators were very good.	2
It helped me to not overreact to my mother's comments. I became softer and less aggressive towards my parents.	5
I was embarrassed in the group. Couldn't expose myself to the facilitator and others, though I know I needed to.	3
Has helped me a bit with my relationship with my children it is getting better. Although kids still see an abusive mum, but it's the grief coming out.	1
One on one counselling may be better for me.	7
<b>Whangarei</b>	<b>Grouping #</b>
I didn't find it helpful, I was looking more for strategies to help me with my son's behaviour.	6
The course was more about me and why I got angry, I don't know that that helped me with my son's behaviour.	6
The course helped me for myself but it wasn't what I was looking for.	6
I was able to let go of some of the anger I felt toward my parents for not being there for me, to forgive them.	1
I was able to differentiate between what my kid had done and the real reason for my anger, my mum.	1
It reflected on my childhood, I needed something to go back to when I felt bad.	1

I needed to reflect on my emotions.	2
Being able to be open and honest and not be judged	3
Brought into my awareness the problems that I had.	1
In the second course I learned from the experiences of the other mums, and it was good to share.	5
On the first course I had the facilitators to myself so that was really good I could really open up, the second I learned from the other mums	3
Yes because the facilitators were very kind and helpful.	3
<b>Timaru</b>	<b>Grouping #</b>
Put my mind in the perspective that they are children and I should not expect too much of them.	2
I am not bringing up myself I am bringing up children.	2
It gave me perspective and understanding of my mind.	1
I was able to get a few things off my chest.	3
Following my assessment I thought the programme would be good for me.	2
I found that some of what I learned helped me with the other kids.	2
Really got why it was that I had no patience, it was the Body Map that did it awesome. It was my childhood.	1
Other girls being there, connect with the same problem, I was not alone. I could get an outside look at myself through someone else.	5
Small group helped a lot.	4
I found where my anger was coming from.	1
By understanding it I could modify it. Once I understood it I could deal with it and it subsided.	2
I thought roleplay was naff but it was really good, powerful.	3
A light bulb moment, when we talked about my childhood and other mums, I realised I was behaving like my parents.	1
The Body Mapping put everything into slow motion, and I became more aware of what was going on inside me.	1
The small group of like mums helped	4
I was alone with my kids and so I joined, but I quickly realised it wasn't for me. The programme was about the effects on me of experiences I had in my childhood. It was that I didn't have support and I was frustrated.	6
Delving back into my past, it was hard I found some surprises there.	1
The whole programme meeting like mums knowing you're not the only one.	4
Understanding that my anger was being triggered by something else, where my anger was coming from.	1
The family history and where the triggers were coming from, I learned from that exercise.	1
I met people with a lot more problems than me - that was an eye-opener.	4
It took me off my pedestal, but put me on another one. It gave me the right direction. It made it possible for me to help other mums.	2
The advice I give is now based on reality, not from my hobbyhorse. I can see things more clearly I am calmer.	1
I keep what I learned from the course in my head when I am dealing with my child.	2
I learned what I was doing was wrong, and the programme gave me the right way to go.	1 & 2
I am now able to give realistic informed advice to others.	1
I was taught not to over think my problems.	2
<b>Hastings</b>	<b>Grouping #</b>
The scenarios with different people gave use ideas for different ways of coping with different scenarios and issues.	5
Before the programme I didn't know how to engage with my daughter, after the programme I knew.	2
No so angry at the behaviour of my daughter	2
The weekly involvement, the role playing, everybody being a woman was supportive, it was focussed on us and anger.	1
Before I was frustrated, too busy for my kids. After I and the kids prioritised our time together ourselves, I spent time on our relationships.	2
Looking at my own upbringing, seeing it from the child's perspective.	1
Watching the person playing me in the roleplay.	5
It made me understand why my son acts out the way he does.	1

Before the programme I was ripping my hair out with him, after the programme I can talk to him without getting frustrated and he listens a lot more.	5
It brought up my past and I didn't want my kids to go through what I went through.	1
It taught me how to control the behaviour of my son towards me.	2
It taught me how he gets triggered	1
Before he behaved like me, after the programme he has changed because I had changed. His change was in response to mine.	2
Seeing the roleplay was the most important. Seeing that was very helpful. Before the programme it was low times between my son and me, now I can tolerate his behaviour.	5
It helped me be more aware, changing my behaviour towards my child.	2
Before the programme I was busy, it was hard, fighting with her father all the time. It was good for some time after the course.	2
She (my daughter) was in the middle of it all. After the programme it helped me to be stronger with the business and daughter, and assertive with my partner.	2
Role playing was helpful and the generational stuff.	1
Generational stuff was more about how my family had affected me and I brought that into my life.	1
The role play was hard for me, there was stuff around it. The facilitators were able to ask the questions in a different way which thought was good. Same question but always a different angle to look at the question. I thought it was effective, it was able to broaden, able to see circumstances and how that happened.	1
Before I knew I had a problem with one of my children. By doing the programme I was able to understand and address it.	1
Most helpful. For me it was because we went back to our own background. To go back and understand how I was raised.	1
My problem child is like me back then. T was trying to discipline her with what had happened. It failed. It worked for me in part. Didn't work for her.	1
It was good to be with people who didn't know me or judge me.	5

## Responses to Supplementary Question #2 (ii)

***Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?***

Whanganui	Grouping #
Life circumstances change for women, not to do with their children, that can cause regression.	1
Yes in fact I would like opportunity to redo the programme when full benefit not obtained and/or following change in life circumstances.	2
I got something from the programme but not what I was looking for.	5
Don't feel I needed any follow up session, what happened was all I needed.	5
Yes quite possibly, but being in a group was good, people you wouldn't have picked had problems, they were helpful.	2
If it went on to another programme to give you the strategies and tools to deal with what we had learned.	6
Follow up would have helped me, a "go back" session to work out the cause. I thought it was my marriage, but it was the loss of my eldest son. I sought specialist "grief" counselling once I found out what it was. I want to repeat the course now.	1
No I was quite happy with it.	5
Not sure, think so.	1
I did get the facilitator ringing me up on a regular basis so that covered that for me. I didn't feel the course stopped and I was left to fend for myself between sessions.	3
The facilitators rang me up during and after the programme to see how I was going.	3
Whangarei	Grouping #
Yes, it would have been good to have one on one with a facilitator to go over what you had got out of the programme.	1
Yes, definitely.	1
I was visiting Jigsaw anyway receiving counselling and we had a little talk about it anyway.	4
Yes	1
There was no follow up so I did the programme again and I was able to deal with my issues.	2

Yes	1
Yes, one on one.	1
I did the programme twice, the first group fizzled out I completed it.	2
Probably, because anger is ongoing so I probably would benefit, but that's not to say the course was incomplete.	1
Maybe 3 weeks after would have been good, with the facilitator. You do the programme then you are left to your own devices.	1
Follow up would have helped, to see how things were going, it seemed quite short.	1
I got all I needed from the programme, but a follow up might have been good.	1
A follow up was organised but only one session, and then there was not enough people to continue.	3
<b>Timaru</b>	<b>Grouping #</b>
No follow up, I would have benefited from a follow up.	1
We had a follow up session some weeks after the programme.	2
No, not officially, but unofficially yes, because we spoke with the facilitators.	3
We were supposed to have a follow up but it didn't happen. It would have been quite good. We were supposed to meet after 6 or 8 weeks.	2
No follow-up session, I don't know if it would have helped I was seeing the counsellor anyway.	4
No follow-up, but the course solved my problems.	5
We were meant to have a group get together, it didn't happen. I would have liked that, we could have tweaked our feelings.	2
No I wouldn't have wanted one.	5
<b>Hastings</b>	<b>Grouping #</b>
Kind of did I still had you as my counsellor	4
No	5
Yes, but then I was getting counselling, so the outcome of the programme became part of the counselling.	4
Possibly, but when would you do it, 3 months, six months?	1
I think we were supposed to do that, but I didn't, everything popped up at once.	1
Didn't do arranged follow up too busy	5
Yes it would have been good, done as a group, and I don't usually like groups. We were 4 down to 3.	1
We did have a follow up session, it was useful to the four of us that turned up. It was quite good a made a friend of one of the other mums	1
We did have follow up, I didn't think it was necessary, I felt confident in myself.	5
Yes definitely, interviewing today because I had relapsed, not for the fault of the course, just a new problem that has arisen again and left me mind boggled.	1

## Responses to Supplementary Question #2 (iii)

### *Were you at any time asked to provide feedback on the effectiveness of the programme?*

<b>Whanganui</b>	<b>Grouping #</b>
Feedback was provided during and at the end of the programme.	1
A questionnaire was completed and returned.	4
Yes through feedback forms	1
At the end, I did make the comment about strategies and tools. Could ring them at any time, felt safe throughout.	4
Yes, and we had "homework" putting into practice strategies between sessions.	2
At the end of the programme	4
Yes a form posted to me a few weeks after the programme, it asked about the effectiveness of the programme and about any changes I thought might help.	3
First day and last day we did an evaluation sheet.	1
Yes through evaluation forms.	4
<b>Whangarei</b>	<b>Grouping #</b>
Not until now.	5
No	5
Can't remember, maybe I filled in a form and I was asked at the counselling session I had later.	3

During the sessions from memory.	1
Yes, at the end of the programme through a form. We filled a form at the beginning and the end.	4
We were regularly asked if it was working for us.	1
Survey at the end, and at the beginning of each session.	1
Can't remember.	1
We filled out a form at the 3rd session.	1
We were at the time, but I can't remember when.	1
I filled out a form at the time, and we had a little chat at the sessions.	1
I think so at each session we talked about it.	1
Yes I filled out a form, a questionnaire.	5
<b>Timaru</b>	Grouping #
There was follow up a few weeks after the course.	3
No, and they didn't ask me why I left the programme.	5
No	5
I think I did	1
Yes we filled out a questionnaire	1
Every week we would do a how was your week, anything changed, it was a check-in and an evaluation form at the end.	1
I can't remember, I don't know if we did, just the evaluation form at the end.	1
Can't remember if someone made a follow up call. I did complete an evaluation form.	1
There was a survey to do at the end of the programme.	4
We were asked to fill out a form at the end of the programme.	4
<b>Hastings</b>	Grouping #
Yes, an assessment was completed at the end of the programme, it was enough.	4
Yes, I think I filled out a questionnaire, and there was an individual meeting with the facilitator.	4
Yes I think I filled out a questionnaire asking what my skills were now after the programme.	4
Gave feedback in writing at end of programme, it was very positive.	4
Yes, verbal during the session and written.	1
Evaluation on completion and nothing up till now.	4
We had feedback all the time, mostly verbal at each session, it was my choice to speak or not.	1
Yes, facilitators always checked in with us during the course, also phone contact between us, very useful.	1
We had a recap at the commencement of each session, that was good.	1

### Responses to Supplementary Question #2 (iv)

*Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

<b>Whanganui</b>	Grouping #
Include an element to help with new pressures from later life changes.	1
Everyone I know who has done the programme says it's fine I think so too.	2
Yes, some follow up one on one after a month or so.	3
By including an element that gives you strategies to avoid the triggers identified and tools to make changes to avoid triggers.	1
No, the support was there, it was a positive, helpful environment.	2
The small class size was very good.	4
No comparison available but thought it was good.	2
Keep to a small group.	4
No it was quite a good course.	2
Do not think it would work if there were more people	4
The first few weeks I thought were slow at first. But I realised that it had to be done that way. Later the programme moved much quicker and it had to be like that because the first few weeks were preparing you for what was coming and it had to be taken slowly.	2

We lost a few people in the early stages of the programme, we started with 6 and it went down to 3.	4
No not that I can think of.	2
Difficult for me to say, the programme was not entirely successful for me, but it may have been me that was the problem.	2
Make it more bi-cultural.	5
<b>Whangarei</b>	<b>Grouping #</b>
Yes an interview process before the start of the programme so that people can be sure what they will be getting from the programme is what they are looking for. Both my son and I are angry, but the programme only worked on me.	6
Longer programme term to facilitate one on one when needed.	7
Give us alternative behaviour to our anger.	8
Every aspect needs to be reviewed the programme it's self is great, but it should be part of an overall parenting programme to help her use the new knowledge that she had gained about her anger.	9
No more than 5 in the group.	4
More in depth on the skills that mums have to deal with their anger, once it's identified.	8
Identify what new skills the mum has gained from the programme.	9
Cover that it's ok to feel angry but not to abuse, but provide mums with alternatives.	8
No I don't think so I think it was good.	2
There were 5 people on the programme I wouldn't go more than that.	4
It could have run for a bit longer. I think the length of the programme would be determined by the participant(s)	7
No, the programme is good as it is, there must be small groups because they get to know each other and share.	2&4
A follow up, or Part 2 with a small group would help.	3
No improvement, but it would be good to have something tangible to take away, so you can review and reflect on and help you see what progress you were making.	10
There were 6 people in the group, that should be the maximum, a range of ages and different backgrounds, I felt comfortable.	4
I had 8 sessions that was fine.	2
From additional comments supplied by participants (all locations): Q2(iv) Grouping 7 <i>Included in Whangarei returns.</i>	
<b>Timaru</b>	<b>Grouping #</b>
Change the name, the word anger is not good.	11
There wasn't enough time overall, should have run for more weeks, maybe two sessions a week.	7
In between sessions was hard, could have done with some help.	3
I found it very useful and helpful, it was perfect for me.	2
The group was very good for each other.	4
The name was good, I wanted to change my anger not manage it.	11
No, I thought it was good, especially the small group, and we needed the time taken.	4
Get a group of mums with similar problems, this didn't happen on my programme. It was hard to relate to each other.	6
It was a small group, that was good we came to trust one another.	4
Possibly more weeks overall, to get a good grasp on what was happening for me at the time.	7
A catch-up with the group a few months afterwards would have helped.	3
Small group worked well, we weren't rushed so it was easier to understand in a small group.	4
Maybe one on one rather than a group to save going through other peoples issues.	6
I didn't have much in common with the other mums.	6
<b>Hastings</b>	<b>Grouping #</b>
Not asked	
The number of people was good 8 or 9 at the start although one or two dropped out.	4
The pace of the programme was good.	2
More programmes, I have recommended it to others and have had positive feedback.	2
It is run only once a week, those in crisis more often would be better.	7

I think it's fine as it is.	2
No does need to be changed.	2
There were only for and that was right , a small group.	4
It could have been longer, more role playing I could have done more around my other child.	7
My friend (from the programme) and I agreed it was an emotional ride. I was supported on the programme, but not by my partner. I have shared this with family who have also completed the course.	2
Probably pacing could have required more time.	7
4 participants enough, quite deep things going on.	4
Improvement, no group should be bigger than 4. As parents all had different issues, size was excellent for each of us to manage what we were going through.	4
Wouldn't like to see it changed. I may return to it due to relapse.	2
Certainly it was hard to express ourselves, a little whakama. The facilitators were good to bring us out.	2
I just believe it touched the surface of our personal history.	7
Relapse, a different curve ball. New issue with the same child.	9

### Responses to Supplementary Question #3 (i)

***What was it about the programme that gave you the confidence to talk about your problems?***

<b>Whanganui</b>	<b>Grouping #</b>
Sharing with other mums who had had the same experience.	1
The programme identified the questions the mums' had and answered those questions.	2
Gave me more confidence to be a mum.	2
Came to the programme with confidence. Facilitators were professional and easy to talk to.	3
Other mums being there helped, showed others were worse off.	1
Facilitators shared their experiences with us helped us.	3
Knowing I might be helped made me open up.	2
I got some help out of the programme, but not what I wanted.	6
The small size of group.	4
The skills of the facilitator.	3
I was able to talk in my own terms, in basic English. This helped me to express myself properly.	3
It wasn't all scary facilitator made it happy at times to counter the negatives.	3
Seeing things from a different angle and finding out where my thought processes came from (my father).	2
Made me think about why I was reacting in the wrong way.	2
You are not the only one out there.	1
Some of what you are doing is good and ok	3
Facilitators spoke of their own personal experiences which meant I didn't feel judged.	3
Confidentiality was strong.	5
How it was explained to me.	2
Watching the others.	1
I was already aware of where I was coming from, so there wasn't so much new stuff for me.	6
No response	1&3
Getting to know the group, feeling comfortable, felt safe, good facilitators all helped.	6
Didn't really work, I feel like I should do violence prevention course or keep doing this course until it works. It's me, I couldn't commit to telling out loud my issues. My partner is not very affectionate, I wonder how much longer this is going to last. He's not interested.	6
<b>Whangarei</b>	<b>Grouping #</b>
It was the small group, the friendliness and the shared experiences.	1
I felt that no-one could harm me in that room, the other mums were strangers and so non-threatening.	5
It gave me the strength to contact other family members, who I had not contacted for some time and talk to them about my historical issues, and break the cycle of abuse.	2
I trusted the facilitators.	3
Hoped people on the programme were trustworthy.	1



Everybody else was in the same boat and would talk about their issues	1
Programme title, it was specific, nothing hidden it was straight up.	2
As soon as I started the programme I realised just how many women would be helped by it.	2
I had a friend with me, that gave me confidence and the other people who were there.	1
Once I had sussed out the facilitators and other mums I was fine.	1&3
I figured the people involved would be worth talking to, they were the experts, and so it turned out to be.	3
We talked together, privately, in confidence.	5
I have always been an open person, so opening up was easy, it was putting it back was hard.	5
The sharing of my experiences and thoughts with other mums made me realise what happened to me was not unusual.	1
The Body Map and the map of your past and present were very effective and made it easy to talk.	2
I already had a degree of trust in one of the facilitators, and I was just so friggin desperate to make a change, I was ashamed at how I was.	2&3
The other mums shared with me, similar stories it made it possible even though it was hard.	1
Seeing how the others opened up, I wanted to help them as well as myself.	1
I knew the facilitator, and the way the facilitators made you feel, you could open up safely.	3
It was just a conversation to start with so we got to know each other.	1
<b>Timaru</b>	<b>Grouping #</b>
It was a safe and comfortable environment to talk in.	5
I knew it was going to be confidential, the group was trusted.	5
The facilitators made me feel safe.	3
I could see where we were all at in the group.	1
Understanding, I learned a lot through the programme.	2
The facilitator helped with this. It did feel embarrassing and humiliating but necessary to be honest.	3
The small group all being in the same boat also helped.	1
I was able to talk about the problem because it was confidential; I was given the opportunity to speak openly and it was the same for everyone.	5
It was a small group, we all opened up - that helped me.	4
The people, the facilitators, they were friendly, helpful answered questions and understood us.	1&4
There were other mums there opening up as well.	1
The confidentiality was vital.	5
We were prepared for the difficult sessions in advance.	2
Mine was not a serious problem so I was happy to talk. Other mums had bigger problems.	1
<b>Hastings</b>	<b>Grouping #</b>
Helped me understand the difference between anger and violence, they are separate. I always thought they were the same thing.	2
Anger is an emotion, violence is a behaviour choice.	2
Everyone sharing, the support the participants and facilitators gave me.	1
As we got to know each other it got easier. I am still friends with one of the mums.	1
Everyone was talking and sharing, I didn't realise how angry I was, I thought I was busy and frustrated. It's a laugh and a half now.	1&2
The participants stay in touch and it's great.	1
I felt safe and reassured, I thought I was the only one, but there were others in the same boat.	5
I had a friend there, and we went through it together, made it easier in the roleplay.	1
Small group, was confidential, got support from facilitators and other mums, we all understood each other.	4
I knew I had to do it.	2
The facilitators and the other mums talking about their experiences.	1
I suppose it was how Mary (the facilitator) opened everything up.	3
They were open with their own stuff and gave good advice.	3
There were 5 in my group, 2 dropped out, I was disappointed they dropped out they dropped out.	4
Not the programme, it was myself. I needed to sort it out. The programme made it possible.	2
For me I believe it was time. Knowing our children are the next generation. How I was raised wasn't working for my daughter	2



It brought me here and why I needed it.	2
The facilitators didn't know me or judge me. I found it easier to talk after a while. It became easier to release stuff I had carried for a long time.	3
Certainly it was hard to express ourselves, a little whakama. The facilitators were good to bring us out.	3&4
I just believe it touched the surface of our personal history.	2
Relapse, a different curve ball. New issue with the same child.	2
It was good to be with people who didn't know me or judge me.	1

### Responses to Supplementary Question #3 (ii)

***What was it about the experience of the programme that made you feel able to confront your problems?***

<b>Whanganui</b>	<b>Grouping #</b>
We were listened to at the sessions.	3
As a women I was subjected to 3 different parenting styles during upbringing due to family circumstances and mother's change of partners.	
No response	2
Facilitator made it happy as well as scary, this made it manageable.	3
Facilitator always finished the session on a positive note.	3
Felt safe, sharing with other mums, not alone.	1
The identification that what had happened in the past that was affecting you, and the need to let that go.	2
I wanted to break the cycle and not have my kids acting in the same way because of me.	2
The programme was not rushed.	3
The sessions were not too heavy.	3
We were told to take some "me" time after each session. That was needed.	3
The questions asked and the way the programme was run.	2&3
The process was right for me.	2
More aware of the physical side of things how things build up to anger outburst.	2
No response	
Brought everything up, stuff you were trying to keep down.	2
The process, how it started i.e we eased into it, the little activities we did.	2
I didn't really, but some I did. I did it when the other mums were out of the room having a ciggy. But I couldn't talk while they were present.	3
Didn't engage in the resolution part of the programme, my psychologist is helping with that.	6
One mum was judgemental which didn't help.	
Other two mums were holding back also. I wondered if that was why I was still raging.	6
<b>Whangarei</b>	<b>Grouping #</b>
The facilitators, made us feel safe, we could talk openly.	3
I knew that the more I put into the programme the more I would get out of it.	2
To let the balloon go, to say to myself it's ok to let it go and to believe in myself and have the strength to face up to the problems	2
Other people were sharing.	1
You have to be ready for the change. It took me through childhood and adulthood	2
Feeling more confident that I'm not the devil, that there were others out there having the same difficulties.	1
It investigated why you were angry, then dealt with why it was happening, then we did body mapping. It was very visual and practical you didn't feel you were getting therapy, it just came out. It was very private and sharing. The body map was like having a puppet.	2
I wasn't the only one in that position there were others, and my problems were minor compared with the others.	1
It was real, it dealt with the reality well, we were not patronised, no bullshit. What was said applied to me.	2
The Body Map was great it was the reality for me, very helpful.	2
Other anger management programmes are bandaids.	2

It was me knowing how I am and not wanting my son to be the same way.	2
The environment made it possible for you to talk without being judged.	3
Going with how others were letting go, made it possible for me.	1
The way the programme was structured made it possible for us to confront our problems.	3
There were young and old there that helped.	1
I could relate to what others were saying and I didn't want them to feel alone.	1
The way it was done, and the role play was very effective.	3
<b>Timaru</b>	<b>Grouping #</b>
It took me off my pedestal, but put me on another one. It gave me the right direction. It made it possible for me to help other mums.	2
The advice I give is now based on reality, not from my hobbyhorse. I can see things more clearly I am calmer.	2
I keep what I learned from the course in my head when I am dealing with my child.	2
Short course big changes.	2
I learned what I was doing was wrong, and the programme gave me the right way to go.	2
I am now able to give realistic informed advice to others.	2
I was taught not to over think my problems.	2
The facilitators were great I felt comfortable and safe.	3
With the other mums I felt I wasn't alone and shared my problems with others.	1
I had an inkling what was wrong but the programme helped me to deal with the emotions I felt as a result.	2
Realising that it wasn't just my son, but it was a two way problem.	2
I had a problem to overcome.	2
Knowing that others were going through the same thing.	1
<b>Hastings</b>	<b>Grouping #</b>
Being part of a group and hearing the experiences of the others, I was not the only one.	1
I learned to think before I spoke	2
It was different each week, I wanted to learn more.	2
It was an open and honest environment.	3
I like to know the reasons behind why I did what I did. My parents didn't teach me to be a parent.	2
The programme explained that my behaviour was learned from my mother.	2
It just seemed so real.	3
The roleplay, couldn't have asked for much more to come out of it.	1
The support and advice received.	1&3
The role modelling was upsetting, but we were safe enough o express the hurt we felt.	3
The people running the course and the other participants, what I was learning.	3
The way the relationship was and what was happening.	2
Recognising how I was being, how reactive I was.	2
The Body Mapping and role play, the practical aspects of the programme.	2
I settled, it was more difficult for my daughter. I wanted to reconnected with my daughter. My approach when I got her back	2
Wasn't working.	1
I found out about F/Works through DOVE.	

### Responses to Supplementary Question #3 (iii)

*What was it about the programme the made you want to see the programme through?*

<b>Whanganui</b>	<b>Grouping #</b>
Knowing you could access a facilitator if crisis occurred between sessions	1
Couldn't talk to family can talk to people who understand.	2
Wanted to fix the problem.	3
Not told what was going to happen next and so didn't know if it was worth coming or not so kept coming to find out.	4
The programme was interesting, the body map was good, I wanted to know what next.	4
Although I think I knew what my problems were I hadn't confronted them, I was ready to confront my	3

problems.	
The small group, we became close.	2
The way the programme was set out, it was important to go through the whole process.	4
I wanted the tools and strategies which I did not get.	5
Made a commitment to myself, and it was time for me to deal with the issues.	3
I don't believe in not finishing programmes like this.	3
I had had my nephew taken off me by CYFS and I was told I had to do it. The programme did interest me so I didn't feel like I don't want to be here. I was impressed with what was in the programme.	3
No response	
Did the course a second time because there were different issues to deal with as my child got older.	3
Needed a refresher because things were different now.	3
Having Post Natal Depression first time around meant I did get all that I should out of the programme.	3
I thought it might help with my post natal depression after giving birth to my children, trying to clear the problem before each child.	3
Saw programme through because I wanted the problem solved, I didn't know what was coming next so kept going to find out and maybe get the answer.	3
<b>Whangarei</b>	<b>Grouping #</b>
It wasn't really for me, but I realised that it was helping me to understand my anger, and be more controlled.	4
I was going to get through it and become a happy, happy mummy, it didn't happen. Follow up is needed after the programme.	4
It was interesting, healing, powerful	4
I wanted to change	3
Didn't see the point in coming to the programme, working through all the emotional stuff and then not see it through.	3
I wanted to solve the problem.	3
It wasn't really for me, but I realised that it was helping me to understand my anger, and be more controlled.	4
Some of the techniques were very interesting, the body map	4
It was the name first, then I could see how it was going to work and that saw me through.	4
I wanted to do something about my behaviour.	3
My son, and it was good to hear praise from other people about my new way of parenting.	2
I needed to find all the resources I could to help me.	4
I didn't want to keep on being the same it was time for me to change.	3
Everything, I wanted learn all the techniques available.	4
Wanted to be there for the other mums.	2
It felt good to get it all out, I wanted to see what would happen at the end.	4
I didn't want to become my mum.	3
Because if there was something you wanted to discuss we could, if there was something too personal it was good to talk to the counsellor.	1
<b>Timaru</b>	<b>Grouping #</b>
I thought the programme would come right for me. I didn't see it through.	5
I knew there was stuff for me to work on to be a working part of the family. I knew when I lash out its my own stuff coming through. I still have stuff to deal with	3
It was helping me.	3
It was the light bulb moment when I realised what was causing my anger.	4
I felt I was making progress all the way through the programme.	4
I was given an opportunity, we were advised to see it through, and its arrogant to think that you should turn down an opportunity to receive help.	4
Curiosity, what was going to pop up next, and something interesting always came up.	3
The facilitators were very good, entertaining, that helped a lot.	4
I wanted to see this problem through, I wanted to change my situation.	1
It was hard but I knew that was going to happen.	3
The facilitators were very supportive.	4
We were asked to stick to it, I did think that I would pull out but I didn't want to give up on it.	1

The facilitators were lovely and supportive, and I wanted to be there for the other girls.	4
<b>Hastings</b>	Grouping #
Excited about what I was learning.	4
As previous answer	
I was so full, and I went to support my sister initially, but we finished up supporting each other. It was a blessing.	4
No response	
I was going through court and I knew that changes needed to be made for my children.	3
The support, the help and encouragement I was given.	2
I wanted a different home life.	3
I was committed to it, I was nervous but I wanted to do it.	3&4
I needed help	3
The start made you realise where the anger came from	4
Dealing with stuff from the past to move forward today.	4
Again it was about myself, my choice, either do it or not.	4
The role play was hard but I had to do it to achieve.	2
At first I couldn't figure out what we were doing had anything to do with now.	4
I went to the library found a book that connected with the course.	4
I got confirmation that the course would help, I was questioning my parenting.	3
The connection with own upbringing kept coming I realised old has a lot to do with future of how you raise your own children.	4
I could have walked out after the second session for no reason, just couldn't be bothered.	4

### Responses to Supplementary Question #3 (iv)

***Had you tried other programmes or sought help elsewhere prior to joining the programme?***

<b>Whanganui</b>	Grouping #
No, but grandmother was very influential in my life in a positive way, taught me right from wrong what was good and what was bad.	5
Not parenting programmes, read some books ("I'm 2 years old by me" a good book), it helped me.	6
I did a lot of analysing of other peoples' behaviour as I grew up, parents friends etc, tended to rely on the results of that.	6
I had not tried other programmes, I was probably not ready.	7
Yes other counselling, not programmes.	1
Yes, didn't work	2
No there were none available	4
Not about Anger Change.	2
No, did incredible years and another course since.	2
No response	
Was receiving help from a psychologist whilst attending the programme.	1
A D & A counsellor. I think their intervention helped with my anger although not directly.	1
The psychologist was good with the deeper issues brought out by the programme.	1
Yes psychologist and mental health.	1
<b>Whangarei</b>	Grouping #
Yes, Anger change for Mothers and Positive Parenting etc and books on self help.	8
I also went to the doctor.	1
Yes, several, did lots of self reflection and afterwards I did another programme.	8
No, I didn't know I had a problem, other people told me I had the problem.	7
Yes, mental health it didn't work for me, it was about my diagnosis and not about helping me with my child	1
No	
I did Sowing Seeds with Jigsaw, it didnt help with my anger.	8
I did the course (AC) last month	8

Yes, church, other anger management programmes, counselling, it was all too pc. This worked.	8
No	
Only reading books, there arnt there many programmes for anger and mums.	6
AA was the only other programme I have been on, they share too and it works. A deeper connection and bonding in the group.	7
Anger Management, but it didn't give me the answer.	8
Question not asked.	
No	
<b>Timaru</b>	<b>Grouping #</b>
My doctor and a paediatrician, I thought she (daughter) had the problem	1&7
I have done other courses and they have helped in conjunction with this course, e.g. parenting programmes.	2
Plunkett put me on to you guys.	3
I knew I wasn't getting it right and I needed to do something about it.	7
I am now doing a different course because my son is presenting problems that this programme couldn't help with.	3
Parenting programme to supplement this programme. Negotiating the minefield.	2
I was receiving counselling at the time.	1
The kids have been on other programmes.	3
Yes Negotiating the Minefield, didn't stick to it.	2
No	7
No other than my sister, who also struggles in the same way.	5
One on one counselling only.	1
I did a mothering course a long time ago.	2
Counselling because I was taking my past partner experiences out on my present partner.	1
Not for that.	3
No	3
<b>Hastings</b>	<b>Grouping #</b>
Yes, counselling, parenting courses. I did an anger programme after.	1&2
I had done a parenting course, and was also doing a women's course at the same time.	2
I had done worked with Birthright previously.	2
Yes I did Toolbox, that helped. I did it before the programme, and Inside Out.	2
Courses, Toolbox 0-6, Anger Change end of 2011, Incredible Years 2012.	2
Not for that particular issue.	1

### Responses to Supplementary Question #4 (i)

*Have there been any changes in your home environment since you participated in the programme?*

<b>Whanganui</b>	<b>Grouping #</b>
Life circumstances have changed, different pressures now apply I need to do the programme again and identify new triggers.	1
Had another baby, otherwise no.	2
Still have a problem with commitment to relationships.	5
No, just a new house	3
No	
No	
Moved house.	3
Grandson's dad no longer around.	5
Seeing someone new.	6
More pressure from CYFS	9
No response	
No	
Relationship with partner was not going well.	5

I have a different relationship with my mother.	7
My kids have a better idea about parenting	7
<b>Whangarei</b>	<b>Grouping #</b>
I have a new partner at home now.	6
No	10
Partner now lives in, we have had a baby.	7
Mum's got custody of my daughter and I don't live with her anymore, by choice.	7
Lived with mum when I was on the programme, but moved out after the programme ended, but it had been agreed I would move out before I went on the programme.	7
Husband overseas, son has moved out.	4
Programme has helped son and mum to work together toward a successful outcome.	7
New boarders have moved in, I don't believe it has made any difference to my relationship with my child.	10
Whole family moved out then moved back in again, my daughter's step brother has moved in, got him from court.	4
The energy in our home, is down since CYFS took our kids, the programme has settled this down I am more aware of myself and how I talk to other people, since the programme things at home are much better.	7&9
I moved back to my mum's house, me and my boy, it's much better all round now.	7
No	7
A child left, my grandson.	10
No	4
No just the kids are older.	10
<b>Timaru</b>	<b>Grouping #</b>
Same nuclear family, one additional child.	2
Family the same one of the children has returned home from staying with grandparents.	4
No changes in the home.	10
I had my brother in law staying with us for a while, that was challenging, a new dimension.	10
I have changed my morning routine, which have helped Otherwise no changes.	7
No changes.	10
Husband has moved back in since the programme.	6
Daughter left home and come back again. Boarder living with us now.	4
We have moved house.	3
Son not so violent in his outbursts.	7
I am more laid back, I can cope with lots of kids and any touches that happen in the family.	7
No changes in the home setting.	10
No changes just me and the boy.	10
Daughters moved out to become independent - she's 21.	4
<b>Hastings</b>	<b>Grouping #</b>
No changes home life is stable.	10
Yes, boundaries have been put in place with my partner. We work more as a team now parenting our daughter.	7
Yes, I'm separating from my husband my two older children have moved in with dad, I have moved closer to town.	5
Kids have grown up and moved out, and they realise that all of us are responsible for what happened.	7
Yes, my sister has come and gone, I have learned to say no to my family but to do what's best for the kids.	7
A short separation from my partner.	6
Yes, less yelling and arguing, more listening.	7
No change in home setup.	10
Spend 2-3 hours with my son each day, sometimes I stay the night.	7
Yes, got rid of the partner, new partner, no more domestic violence, more tolerant with both boys.	6&7
Yes, partner has gone, I moved myself and relocated the business.	3&5
I still get angry, mostly frustration.	10
I let my child know how I am feeling and cool myself down.	7

No	10
Partner came back and problems have arisen around my daughter. My daughter has sought to do naughty things,	6
I thought she had come right, stealing and lying, focussed on family members.	7
I have chosen I must be there to support my daughter.	7
I lost what I was taught because I was hurt, broken relationships within the family.	1
I would have to say last 2 years of my life, diagnosed with cancer, losing my grandson who was hit by a car. Moving to a new town.	3
I made a statement "It was over", he was willing. I felt happier something was done and terrified about the uncertainty of the future. I am not a doormat.	6&7

### Responses to Supplementary Question #4 (ii)

***Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?***

Whanganui	Grouping #
Programme helped me decide on my parenting style, to be the mum I wanted to be.	1
No response	
The whole thing really	2
Realisation why I was angry towards a specific child.	3
Anger has changed because I am more aware of why I am angry.	3
Can't always understand reasons for behaviour of stepchild, because I don't know what happens when she is with her birth mum.	1
Question not asked	
A new insight into my feelings and how I reacted to different triggers.	3
Realising that I could not change my kids or my behaviour straight away.	6
Knowing where the kids anger was coming from.	3
Being able to achieve space when it was needed.	6
Learning to deal with things differently.	6
Learning not to be self critical.	4
Being more accepting of myself made me more tolerant of myself and others.	4
Helped me cope with the loss of my friends after I had moved.	6
I practiced what I learned and I was committed to my grandson for my life.	1
Realising how my actions reflect on my child.	6
No response	
It reminded me how much I loved my son and that my anger wasn't really directed at him, it was about someone else, he was there and it was easy to take it out on him.	6
The skill of the facilitators.	5
No response	
Whangarei	Grouping #
I was able to identify what it was that made me angry.	3
Being aware of what it was I was angry about.	3
Nothing really, it was more that I wanted to change and have stuck with it.	2
It has taken me two to three years to get to where I am at right now.	2
Learning to say no, and not take on board other peoples' issues.	6
The realisation that my anger wasn't because of what my partner/child did it stemmed from my childhood.	3
I learned the real reasons for my child acting in the way that he did.	6
I now know when I am reaching my limit and can get someone to step in take my daughter away.	6
It was the body map that helped me. I can now feel my feelings change and know what to do.	3
Not one thing, a cumulative awareness from the beginning to the end of the programme, I was able to identify what made me angry, the environment allowed me to forgive myself, I was there for the best intentions.	3&4
Realising that I'm not alone, and there was a reason for my anger.	3&7
Other people in the group helped me.	7



Remembering to look after me and my daughter first, instead of treating everyone the same.	6
She doesn't annoy me so much, I react differently now. I think of the consequences, she may be taken away.	6
The Body Map and remembering what we learned in the course overall and applying it.	3
Recognising that what's happened in your past, what is happening now and on into the future how they are all interconnected.	3
Seeing my past, connecting it with the present. I was the same as my Dad, that's how the programme helped me to change.	3
It was the maps that made me aware of how I was and where it come from.	3
Probably having the space to own up to being an angry mum without being judged.	4
Because of the group sharing experiences, and not being judged I could stop beating myself up about being angry, to understand it and then control it. It's hard to do that if you are feeling ashamed.	4&7
No one thing, again it needs a follow up.	2
The group did a roleplay that really helped, because I was on the outside looking in for the first time.	3
All of it combined and realising that it was a particular person that made me the way I was.	2
Knowing that it was not my fault, it was behaviour I had learned from someone else.	3
The facilitators always made me look to the positive side of my situations.	5
It gave me the strength to stand up to my mother.	6
From additional comments supplied by participants (all locations): Q4(ii) Grouping 8 -1 <i>Included in Whangarei returns.</i>	
<b>Timaru</b>	<b>Grouping #</b>
I realised my life was not that bad when you listen to other peoples stories.	2&5
I could provide help to the other mums.	7
Everything about the course I think.	2
Realise you are not your kids and you have to let go of your own bitterness from your childhood.	3
It has given me an aware of the process I am going through and to look at it objectively.	2
The roleplay was good, once week got into it, it was amazing how much anger there was in me.	3
This programme wasn't just about me it was also about my relationship with my girl.	3
Can't think of any one thing, the whole programme has changed my feelings which make it possible to maintain my new approach.	2
I think it might be more that the kids are older now rather than something about the programme.	8
I do still think about what the facilitators dragged out of me, that was the key thing, my eye-opener.	3
<b>Hastings</b>	<b>Grouping #</b>
The exercises we draw the form of a person, and we had to draw in our anger triggers, and I understood.	3
The penny dropped between head and heart.	3
I look at everything more positively and I am calmer now.	6
Stopping and thinking before I act.	6
Hearing other peoples ways of dealing with the issues.	6
Feeling normal to be angry, it made me honest, I learned how to seek support, and self care, heaps and heaps.	4
It taught me to stop and think before I react, because I learned a different way to react the kids didn't wind up so much.	6
Thoughts going through my head from the roleplay, I walk away now, calm down then deal with it.	3&6
When I walk away I calm down and confront my son, and he knows when I do that he will be disciplined but in the right way, he now says "sorry mummy"	6
I keep looking at the books and getting advice from friends and the school teachers. He is better at school but does drift back sometimes.	6
The body map, when I got angry I closed my fists now I don't and I am aware of my behaviour and actions towards my children.	6
The whole course, not holding onto past stuff.	3
Facilitators gave it a special name.	2
Sometimes I am better at it.	5
I have the resources.	6



Role play, because we gave an example of the situation, seeing the problem as a whole gave me the understanding of it.	3&6
Not asked	3

## Responses to Supplementary #5 (i)

*In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Whanganui	Grouping #
Knowing other people are out there with the same problems helped me.	1
Reminded me of the relationship I wanted to have with my children, and it gave me the fright that things might get worse if I did not do something.	2
I learned I am not alone, not the only one there are people like me everywhere.	1
Help me understand why I lashed out	4
I don't have to be perfect.	3
More aware of the triggers.	4
Thinking more about should I be angry at what that person has done or is it the trigger causing my anger.	4
Understanding that in a blended family the step mother must not get wound up by the birth mother not doing all she should.	5
Better at controlling responses but not sure they are always the correct ones.	5
Not confidence, awareness.	4
Acknowledgement that we will get angry, but it's how we deal with it.	5
Putting anger where it needs to be.	5
Taking on my grandson, my own kids went off the rails, it was not my fault but I took some of the blame, so I was not confident taking on my grandson. I approached his upbringing differently, more confident, disciplined him differently.	2
Learnt to say no.	5
I try to be a lot calmer when I am dealing with my child.	5
I had depression, which manifested itself in anger, now I am working out where the feeling is coming from. It could be something in the past or in the present, or it is actually the behaviour of the child that is causing my anger.	4
I have changed from being angry to being frustrated. I say to my child now am I angry with you and she says no, but I am frustrated.	5
My feelings have shifted from anger to frustration, so I am more often than not calmer, I do occasionally react but less inclined to do so.	5
I get it right 70-80 % of the time instead of 40-50%.	4
Helped to not blame myself, not to be guilty but let it go	3
Although it did not seem to lessen the intensity of my anger, the outbursts became fewer.	5
Older daughter is like me, stroppy, she ticks me off. Younger daughter different temperament more placid, our relationship is better.	5
Older daughter is confident, I am not. Some envy here on my part.	2
I need to do course again	1
Whangarei	Grouping #
I learned that I get angry when people didn't listen to me.	3
Not my confidence, my awareness, and having people tell you you were doing well and listening to my problems.	3
The reassurance from the facilitators and the other mums, we helped one another, we shared ideas.	1
No pressure from the facilitators.	1
That it's ok if everything doesn't go the way it should.	3
I felt more empowered, I understood the reasons for my anger.	4
Learning that others had the same sort of problems.	1
Remaining calm, and learning what to do when the anger came.	4
I have this moment now when I feel myself getting angry, I become mindful of it and have a choice what am I getting angry about.	5
Knowing that no matter what age I am I am still able to make changes.	4

Knowing I'm not the only solo mum with a problem out there, and being part of a support network.	1
Learning to be a lot more understanding towards my child, my husband and others. To be more relaxed with others.	5
Ok to be frustrated, just don't get angry. Now I say to myself angry is a strong word do you really want to use it?	5
I am now more aware of how my behaviour has affected my son, and I am more careful now.	5
I have learned that I can be and now am a good mum.	2
I now know I am doing my best for him.	2
It got me out of the feeling that I should be perfect all the time when you treat yourself like this, the slightest trip feels like a massive problem.	3
I could say something straight out and finish it, after the programme instead of going on and on as I did in the past.	5
The tools that I learned have made me stop and think now, I don't just blow up.	5
I learned that a lot of my problems stemmed from my mother, once I got rid of her and we have no contact, things are much better.	4
There are a number of factors which need to be taken into account that all affect your ability to cope.	1
<b>Timaru</b>	Grouping #
By not feeling so angry, I looked at situations more calmly not so volatile, and stick to my guns. Let the kids abuse of me go.	2
I realised my child was not attacking me, she was just being a child.	2
Having empathy for her, before the course I felt I was failing and damaging her, now I feel empowered and empathy for my daughter. Things are more normal.	2
It made me realise the effect of my behaviour on my child.	2
I feel much better about the way I deal with my kids. I don't do the yelling and banging about so much now.	2
Make a decision and stick to it, be clear about my answers and the rules.	2
Speaking nicely to your kids, spend time with them reward their achievements.	2
<b>Hastings</b>	Grouping #
I am able to communicate without getting angry.	4
I used to yell a lot, not so much anymore.	5
I can separate what I do from what I feel.	4
I no longer react instantly; I catch myself and say calm down.	5
The days before the programme commenced, triggers had occurred, by attending the programme and talking with the other mums, I discovered better ways of coping.	1&4
I found a more positive and calming way of dealing with the issues instead of my anger.	5
Setting boundaries,	5
I learned a different, more effective way of dealing with my kids.	2
Not just me has noticed, my sons caregiver praises me for not giving in to my son, and that I have worked the hardest to make the most change.	5
Talking about what went on during access, and everyone gave me ideas as to how I could handle it better.	5
Try and be strong, don't let him get to me and get his own way.	2
Now I ignore him and walk away until he calms down.	2
It taught me to ignore the behaviour, be patient and persevere, stop self-doubting.	2&3
I try not to allow myself to think about self-doubt.	3
I am able to set rules and boundaries; the environment now is completely different.	2
The course dealt with US, what triggered you and your child, learning not to fly off the handle.	5
Take that breath; listen to the child, not to jump up straight away.	2
Before role play I would question myself as a mother. I couldn't get enough space or understand her gifts. I could with the other girls.	3
She reminded me of me, so I couldn't get personal separation.	2
She was quiet, now she shares lots. I noticed I didn't listen to her and she would walk off. Now I stop and give full attention and listen to her.	2
More communication between the two of us, a happier household. She was actually talking to me.	2
There is no anger between she and I I have better skills to communicate with her, the main things the	2

course gave me was a different sense of harmony.	
Peachy cream until last month.	4
I was wishy-washy didn't address anything, and it was getting out of control. I am better now, boundaries in place fear based cooperation is out.	2
I drew a line in the sand for myself and my family. Everything changed after the programme, things are now cool.	2

## Responses to Supplementary Question #5 (ii)

*Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

Whanganui	Grouping #
No other help at that time, just finished counselling for clinical depression.	1
Was waiting to see a counsellor, have relied on my own reading and analysing in the past.	1
I did counselling around that time.	2
Maybe only counselling.	2
No	1
No	1
No	1
Two lots of counselling since, "All about me" and "Strengthening Families" grandson's ADHD.	1
Yes, counselling.	2
No response	
Was receiving help from a psychologist whilst attending the programme.	3
Yes a psychologist.	3
Whangarei	Grouping #
No	1
No, but have since. Counselling and parenting programme.	1
I was receiving counselling at the same time, it worked well going to both at the same time. I would recommend it.	2
I was receiving help at mental health.	3
I have done a Bridge programme since.	1
No	1
I did not feel I needed one on one counselling during the programme the facilitators were enough.	1
No	1
I did some counselling after the programme for the same issues. It was more that I wanted to talk about so counselling.	1
No, I was arrogant, I thought I knew how to be a mum.	1
Only a counsellor from time to time, this was prior to the programme.	1
No	1
No	1
I was always afraid of what might come out.	1
Timaru	Grouping #
Daughter was in counselling, this helped me too, because I talked about the course with the counsellor.	2
Yes, was receiving counselling.	2
I did Negotiating the Minefield straight after; that was good to do in that order.	1
Emotional Bank, put stuff in get stuff out.	1
No	1
No	1
No	1
One on one at the same time, which continued after the programme	2
I did Negotiate the Minefield after the AC programme.	1
Yes after the programme, but for different stuff.	1
Yes, personal counselling before during and after the programme.	2
Hastings	Grouping #

Yes I was receiving counselling at the same time.	2
Yes I was also attending counselling.	2
Yes, counselling for about 4 weeks before the programme.	1
No, not during the programme.	1
Birthright referred me to the anger change programme.	1
Started Incredible Years since and will be doing that next year.	1
I was on the Toolbox programme	2
I went into counselling towards the end of the programme but she left.	2
I did it but did not complete, it was a group and I have done Toolbox since.	1
Counselling	2
No, but I am doing social service training, social work level 6.	1
Anger Management 9 week course with DOVE. HB.	1

## Responses to Supplementary Question #6 (i)

*What is it about the programme that you believe can make it effective for other mothers?*

Whanganui	Grouping #
Not applicable.	
The programme opens you to the reality of your life, stops you blaming other people.	1
Awareness of why you react the way you do. Realising the triggers it was a lightbulb moment	2
Stop the guilt at being angry	3
Content very good.	4
Mums must be ready for the programme.	5
learning you are not the only one.	6
Watching the other mums, repeating past behaviours learned from the pass. Hearing about the changes they had made in their homes and the successes they were achieving.	6
No response	
Everyone experiences anger it would help them to recognise that their anger is coming from somewhere else.	2
Make it part of a range of support services for mums.	7
Short course big changes.	4
Whangarei	Grouping #
The sharing with other mums.	6
Being told that you were getting some things right.	3
For me I wanted to change my relationship with my son.	4
Add parenting to the anger change programme. Incorporate information and strategy in the programme.	7
It's straightforward, there was a range of different mothers on the programme, most were Maori, I was the only Pakeha, it didn't matter.	4
Being able to be honest and not be judged.	3
It would empower them and break the intergenerational cycle of abuse.	4
Breaking the cycle of the problem repeating itself, generation to generation.	4
The programme would work for any age of mum as long as they are ready.	5
Other mothers could share their problems and could benefit.	6
I have told other people about the programme, and I have explained what it's about because the name is a bit misleading.	4
It would help them to understanding where they are coming from and why they are the way they are.	2
Hard to say, but if it was more widely advertised.	8
Give it more of a Maori perspective.	9
The realisation of everything, the little things you do that are not ok, then you want to do something about it.	4
Being in an environment that made it possible for me to open up.	3
Anger is inevitable, but have the space where you can look at that without shame and find pathways out of that.	4

If there was follow up there would be the support for the mum after the learning from the programme.	7
It is a safe place to share, no-one gets angry, you're not judged and things are explained and your helped.	3&6
Just being able to talk to people, to know you're not alone, to help one another, it can be a support system between the mums.	6
<b>Timaru</b>	Grouping #
One mum had had her kids taken off her, she was alone she was trying so hard, she got support from us the facilitators.	6
This is a good programme to help mums who are struggling at home with no support, or where the family is identified as having problems.	4
It is a help, mothers need to know it's there.	4&8
If they could have some experience that puts them back in control instead of reacting from what they experienced in their past it must help.	2&4
I am not sure that mums who had bad things going on at home would be brave enough to speak up in the group setting.	5
Delving back into our past and our experiences at the time, that we now see are triggers to my anger and outbursts. This helps to give the knowledge to change behaviour.	2
Realising that they have a problem, need one for kids too. It's a two way street with the kids.	5
It made realise that you have to take time with your kids, make them your priority.	4
Learning to understand where the anger is coming from it's not necessarily the child.	2
Learning to break the cycle.	4
It will make them more aware of their situation and the reasons for it.	1
<b>Hastings</b>	Grouping #
The way you learn to separate anger from violence, it's ok to be angry it's just an emotion. Violence is not ok.	2&4
We went over a lot of the background from our own childhoods, and the possibilities of where anger could be triggered.	2
Where the anger was coming from.	2
Understanding the causes of our anger. The programme helped us recognised where these triggers came from.	2
Honesty about not having the skills, learning those skills and good support.	4&6
Support, understanding that anger is a natural part of life and teaching them ways of better using their anger.	1,2&4
People realise that they are just repeating a cycle and it needs to break.	1
To learn more about their children, and see where the child gets their behaviour from. They need to know it's from a parent or family member.	4
The whole experience, the self awareness, but they must be ready. They must realise what they are doing before it is offered to them.	4&5
Them sticking to it, trying it, rather than them giving up on themselves.	1
Challenging first time. This is stuff that is not spoken about, and you have been trying to stuff it down.	2&4
The course could be detrimental if not well prepared for it.	5
The whole lot starts slow and then builds.	4
Keep the groups small.	6
Exploring their own upbringing first. Although a lot of mothers are not going to see the relivance.	2
How the facilitators conducted it. You need to be open minded and let yourself hear and see the point the facilitators are making.	4
Understand the generic links back to own family.	2
The trauma you experience as a child effect your parenting. Every action comes from somewhere and we teach our children by our actions.	2
I learned how true that was. Given an understanding of why children do what they do. Not a bad mother, need help to get on track.	2&4

## Responses to Supplementary Question #6 (ii)

*How might the programme be modified to make it effective for a wider range of mothers?*

<b>Whanganui</b>	<b>Grouping #</b>
Programme is not dictating, you identify the problems then give strategies to cope with them.	1
Make the programme available to men.	1
Guarantee the provision of counselling if needed during the programme.	2
Follow up with an anger management course.	3
Does not need changing.	4
More opportunities for women to do the programme.	5
Change the name, remove the reference to "anger" so women do not see themselves as angry or won't admit it.	5
Include an additional component to teach mums how to manage their anger and tools to make changes to avoid triggers. This opinion is shared with other mums who have been on the programme.	3
Make a similar programme available to men, but separate to women.	1
Programme was good.	4
Anger comes from frustration and they achieved good results from the programme.	4
Raise its profile amongst mums.	5
The programme is really good.	4
No response	
There were more people at the beginning of the course that were not there at the end. I think this was because they didn't want to be judged, didn't want others to criticise them or look down on them.	6
At the start of the programme explain to everyone what was going to happen and make them feel at ease and not fearful of being judged.	7
As the group got smaller it was easier to share, there were 3 of us at the end.	8
Make it bi-cultural, include Te Reo Maori and introduce Maori protocols.	9
Close the session in a way that doesn't leave you with this open wound.	10
Integrate it with other programmes so that mums don't feel stigmatised.	3
Include an element to reduce the stress on mums when you are alone.	3
One for dads but separate to mums.	1
Improvement, no group should be bigger than 4. As parents all had different issues, size was excellent for each of us to manage what we were going through.	8
Wouldn't like to see it changed. I may return to it due to relapse.	4
<b>Whangarei</b>	<b>Grouping #</b>
A better definition of what the course is about, it is for anger in adults.	5
Provide a leaflet which explains what the course entails and a description of what the course covers.	7
One on one with a facilitator or counsellor at the end, or make it available for mums who need it or couldn't share in the group.	2
Ensure that the mum is ready to address her problems.	6
Participants should be asked to go home and reflect on their learning and write down their thoughts for discussion at next session.	11
Participants should take some time for themselves after each session to wind down.	11
Make it part of a parcel of programmes which help with parenting.	3
Interview prospective participants and explain the purpose and intended outcome of the programme, and ensure the mum is ready for the programme.	3
Change the name, anger change implies angry mums. Explain beforehand it doesn't help with parenting only with identifying your anger.	5
Have counselling in there	2
Programme was still beneficial despite lack of counselling.	2
It was good to have a small group, we could share and get comfortable.	8
Have more than one group each week.	11
It was good to have a wide range of mothers in the group.	8
The name is good, because I identified myself as an angry mother. The name is straight up and honest.	4
Advertise in doctors and places like that.	5
Don't change the content or the formula.	4

Improve the marketing of the programme.	5
Possibly longer.	11
There was a wide range of people in my group, but we had similar problems.	4
Advertise it and explain it more, through schools, Family Planning, Plunkett, child care, Marae	5
What about a course for males?	1
Tweak the name a little bit, it might put some mothers off.	5
Should be made compulsory by the courts, have someone at the court to pick people up.	5
More hours or more weeks and more programmes.	11
Tell the courts about it, government departments and the like.	1
Take the programme out to the community, to the young mums use it as part of the anti-violence push right now.	5
Don't let it become PC, if you want to change you have to be uncomfortable.	5
Pick good facilitators success is 50% programme and 50% facilitators.	5
Keep the group size small, or vary it depending on the personalities of the mums involved.	4
Childcare for some of the mums, because looking after the kids is an obstacle for some.	4
Make sure it's available to all mums.	8
Make it culturally relevant.	12
Advertise it through anti-natal, Plunkett etc.	5
Get the group back together again after a little while to share thoughts on progress.	9
Have follow up after say 3 weeks then more and more infrequently as the mum becomes more competent.	5
It may be good to have a graduate mum on the programme to help the new mums.	2
The programme is fine as it is.	2
It would have been good to go into a bit more depth from time to time when needed.	11
A creche for the toddlers.	4
It must contain different methods, role play, charts, boards, drawings, painting. Whatever the person needs to express themselves.	12
Some quiet time at the end of each session to wind down.	10
Possibly longer.	11
<b>Timaru</b>	<b>Grouping #</b>
Change the name to Mind Management, I wasn't angry just had mind control issues.	5
My perspective of what parenting was going to be about did not match reality.	3
Fathers should do this course too.	1
Include something on parenting perhaps.	3
I don't know, Can't think of anything.	4
Make sure that the issues that the mums have in the group are similar.	7
Change the name, it's awful, it makes you feel like a child beater.	5
The outline is really good, and I noticed that the facilitators would have a discussion and the direction of the course would change especially if things got heavy. That wasn't a bad thing.	4
The roleplay was awkward and embarrassing.	7
I don't think it needs to be modified.	4
It had to be suggested to me, I didn't know it existed.	5
My group was quite different in age, problems, background it still worked well.	4
The name Anger Change, makes mums feel like angry people, not necessarily so.	5
Tell solo mums about the programme through WINZ, it might help them to be better more responsible mums.	5
The programme is fine as it is.	4
Have a one on one equivalent for those mums who are very defensive/aggressive in confronting their problems.	2
Have something similar for fathers, because there are a lot of solo dads out there too.	1
Maybe have a male facilitator with a female facilitator for a different perspective, especially if the mum is having problems with a son.	2
Change the name to anger management rather than anger change or behaviour change. You don't change the anger you understand it and manage it.	5
Have counselling available to mums during the programme if it is needed.	2



Don't know. Maybe partnering it up with another specialist programme.	3
<b>Hastings</b>	<b>Grouping #</b>
It's good the way it is. My group was from 4-8 it varied.	4&8
Keep the group small, big groups are too threatening.	8
Include the message that separates anger from violence.	5
I don't think it needs to be changed.	4
We felt safe, we could talk about our problems with each other and the facilitators.	4
My group was of a similar age I think that made a big difference	4
Maybe courses in schools, plant the seed early, show them that there is a different way of parenting.	5
Some mums don't realise that they need the course, and all participants need to want to do it.	7
Make it available to pregnant mothers, so that they get that education.	5
Not asked	
A bit more culturally-based, because different cultures would react in different ways.	9
Make it longer, or add sessions for those who might need it.	11
Maybe include a medical input to help mothers with any medical problems they might have.	3
Change of name, we discussed this at a session.	5
It could be targeted at more court ordered cases, but they would react negatively.	5
It's about breaking the cycle of your own life experience	4
I don't think it needs to be modified. Perhaps monitor the women after the course if they have been dealing with hard stuff, phone contact even to see if they are ok.	4&11
When you are attending the course ensure that some support is in place. Instead of running to alcohol and drugs.	2
The hard thing was the actual taking yourself back and playing out the role. We did it because we felt a connection to each other. I felt I had to lead by example. Select the group where there is a connection to play out the role plays.	2
Being whakama was hard.	2&4
The session where we did the role play helped. But for us it was a basis of "we can let go, accept it happened and move forward". It is hard to do that it has to be the right group of women. It was amazing what had been locked away everything came rushing back it was awesome.	4,8&6

## Responses to Supplementary Question #7 (i)

### *Were the consequences predicted or unexpected?*

<b>Whanganui</b>	<b>Grouping #</b>
No comment.	
Other mothers' stories.	2
Was surprised at the depth of feeling I felt on the course.	2
I did not expect what came from the programme, it was very positive.	2
Unexpected, my father's suicide, he was depressed. The programme made me realise how all this had affected me. I was adopted. This was a positive consequence.	2
No negative consequences.	2
Unexpected in relation to the death of my son.	2
Had not taken into account what was happening in my kid's lives outside the home.	2
Not predicted they were buried, and I didn't know what was going to come out.	2
Not applicable	
No response	
Second time I knew what was going to happen, but first time yes, some really deep stuff came up which surprised me. It wasn't nice and I didn't want to deal with it. But you do and it's much better afterwards.	1
Predicted, because I knew I would have to face something.	1
<b>Whangarei</b>	<b>Grouping #</b>
Not applicable	
Yes, one thing learned more about myself and became stronger.	2
Came away feeling better about myself, but it wasn't the be all and end all in terms of the solutions to parenting problems.	1
Both because I expected to make a change in my relationship with the child but I didn't expect to feel so	2



empowered of the changes to happen so fast.	
The facilitator listened to me and didn't judge me.	2
Unexpected	2
This was new to me so I couldn't predict what would happen	2
Unexpected	2
Unexpected	2
Unexpected	2
Unexpected	2
Unexpected	2
Predicted	2
Unexpected, because I didn't know what to expect.	2
Unexpected	2
Unexpected	2
From additional comments supplied by participants (all locations): Q7(i) Grouping 1 <i>Included in Whangarei returns.</i>	
<b>Timaru</b>	<b>Grouping #</b>
Unexpected	2
I expected a perfect relationship with my daughter, it didn't happen but it's good enough.	1
Predicted.	1
Unpredicted	2
Unexpected	2
Unexpected	2
Unexpected	2
Both predicted and unexpected	1&2
Predicted and I have not dealt with them all yet.	1
No unexpected consequences really.	1
<b>Hastings</b>	<b>Grouping #</b>
Unexpected	2
Unexpected at the time	2
Unexpected	2
I was surprised at how quickly the programme was effective.	2
Unexpected	2
Yes	1
Unexpected and unpredictable	2
Unexpected	2
Unexpected, surprised to receive the results I did in the changes in the relationship with my daughter.	2
I didn't expect change to happen so soon. While on the course, 3 weeks into the course I was applying what I was learning.	2
She was my trigger child, how I was triggered. I changed the way I tackled it. The check in helped me to understand the changes. I didn't expect it.	2

## Responses to Supplementary Question #7 (ii)

### *What form did the consequences take?*

<b>Whanganui</b>	<b>Grouping #</b>
No comment	
When I got home after the session the session would be going round and round in my head, nobody to speak to about it, drank wine and played rock music until partner arrived.	1
Unexpected. I didn't overreact when my child played up.	2
When my child did play up It felt like I was watching through a window so wasn't directly involved and was more calm.	2
I stopped focussing on what the child did and thought more about my reaction.	2
I stopped reacting and lashing out.	2

There were no negative consequences.	
Developed a better understanding of my father's behaviour towards me and around his death.	3
Realised I had been self critical.	4
Realised that things were not going to change overnight.	5
I have become more accepting of myself.	4
It brought out childhood stuff, thoughts etc	1
Not applicable	
No response	
It was hard to deal with my feelings first time around I didn't want to, and I was in a bad place anyway. Second time around I knew what was coming and I did deal with them.	3
Took me back to my childhood and reminded me of emotions I had had.	3
I get it right 70-80 % of the time instead of 40-50%.	6
<b>Whangarei</b>	<b>Grouping #</b>
Not applicable	
I felt more empowered	4
My relationship with my child plateaued out	6
I was shocked that she listened to me	4
I had no idea when I started that I would need to be so accountable, not like what I read in the self help books.	4
I trusted the facilitators	1
I was surprised and pleased with the effect on my relationship with my child.	2
They were good consequences	1
I learned from the techniques used by the other mothers.	4
Tape inaudible	
I am glad and grateful for the experience, it has changed how I see things.	2
When I learned to recognise the signals in my body which told me this is where my anger starts, I recognise it now and change my reaction.	2
My relationship with my husband has gone up a level, I am more aware of myself and how I affect others, things are more positive for me now.	6
I was committed to making a change and although I still got angry I managed it much better.	2
Things at home are heaps better, I didn't realise they could get better because I was used to what was going on.	6
I tell my son I love him now and give him hugs.	2
I listen to my son now when he wants to talk to me.	2
I didn't expect to enjoy the programme, and I didn't expect to learn as much about myself as I did	4
I don't shout at my son anymore	2
My kids now know about anger and understand my struggle with my anger and so perhaps the pattern will be changed.	2
It help me manage my anger.	2
My anger softened.	2
I wanted to understand why my anger kept coming back, and the programme showed me.	2
I found that step by step the programme unravelled me and explained things as we went.	2
I didn't expect to change the way I did, I didn't think I would change at all.	4
I realised that the more I opened up the more I helped myself.	4
It gave me the confidence to tell my mother to bugger off, and I'm different with the rest of my family now.	4
I realised that my mother was the problem not me.	3
Yes, the programme made it possible for me to understand my problem and I sought the right sort of help and the problem was resolved.	3
<b>Timaru</b>	<b>Grouping #</b>
My relationship with my daughter has been strengthened.	6
I now understand the whole mind thing - me understanding my own mind and the effects of my childhood on me and my relationship with my daughter.	3
My partner's and my family issues are not allowed into our home.	3
I am now my daughter's protector.	3

I opened the door to my past and started to uncover the unpleasantness, it was too much so I shut the door again.	1
I still have stuff to deal with I know.	5
I am more aware of the stuff inside me, what's left I manage much better.	4
I realised that most of the issues were mine, now I have worked it out I have a much better relationship with my daughter.	2
Was tired, weepy, sad and exhausted after sessions	7
I have a better relationship with my mother now.	6
My problems with my father I am able to manage better now. This was a major advancement for me.	6
I am able to chill more easily now, take a deep breath.	4
I was able to say I am good enough, you guys are wrong, the programme did that for me and helped prevent me from being angry towards my child.	4
I didn't realise how much what had gone on in the past was affecting my life	3
I don't understand how it works but it does. I had a complete rage against my daughter, by the end of the programme I felt empathy for her.	6
It taught me to be more patient, be more loving, be calmer. She comes and asked for cuddles now. She doesn't act out any more. It's great, like night and day. Before I knew what she wanted but I couldn't do it.	2
In the roleplay when I was angry I could see the effect on the other mum, it broke my heart.	3
It changed the way I felt about my negative emotions, I realised they were inherited but I felt differently	3
The strength of the emotion I felt.	4
I was dramatically changed at the end of it.	4
Made me aware of my behaviour towards my child and my frustration. It wasn't a good thing to do.	2
I realised I would have angry kids if I carried on the way I was going.	6
I used to go off my rocker, but not so much now.	2
My kids are more appreciative and supportive of Mum now, it is a work in progress.	6
I talked to my mum about it, that was a surprise to me, and I told her what it uncovered.	6
I expected to be a better mum and it worked.	4
It brought up stuff from my past that was a surprise to me.	3
I talk to my family and friends more I have better relationships all round.	6
I can cope with lots of kids around the place better. I am more laid back, I calmer when things get heated at home.	2
Kids are achieving now where they didn't before.	2
I talk to my parents now.	6
Mostly emotional, more anger but that was directed towards my parents not to my son, which was the right place for it.	3
I thought the course would be different; the content of the course and the outcome would be different.	8
They were trying to find something and in the end they found a weak spot, but personally I don't think it was relevant. It annoyed me that they had to find a reason.	8
I felt grief at first, then we did the roleplay and I felt much better afterwards.	3
<b>Hastings</b>	<b>Grouping #</b>
Identifying my triggers and dealing with them	2
My mum noticed the changes in my responses towards her, I think she was relieved.	6
Mum and I get on a lot better now.	6
My relationships with others also changed for the better	6
My reaction to my not being angry.	2
I changed a lot during the programme, and after the programme	4
I was surprised at how much things changed in my world, not entirely the outcome I expected that is I would have liked to be with my husband, but it's o.k.	4
I changed a lot during the course for the better.	6
Can't remember, they probably did ask if we implemented what we had learned during the programme.	2
Not asked.	
I changed a lot, I don't yell so much, I keep my temper down, I don't break down so much.	2
I have stopped referring to him as an evil little child when I was upset, I now face the issue more head on.	2

My parents have noticed a change in me, all violence and shouting has stopped.	7
I cried a lot, my story coming out and other stories from other people.	4
I realised I wasn't the only one with these sorts of problems.	3
I was surprised, it brought up stuff I thought had gone, but they hadn't, it helped me deal with them.	4
I spun out a bit, had some time out, got some support from another mum who is now a close friend	4
It was good that I felt I wasn't getting judged in the group.	6
Broke up with partner, my daughter is better off seems much happier	4
I had been fighting with my partner, and it took us time to realise that we were fighting. I lost my trust in him and was made to feel I was not a good parent.	2
Key changes, I think differently and persevere with it.	4
Learn something new and not follow through.	1
I had to consistently put changes into practice.	2
I rewarded daughter when she had done something great. She got praised and was able to phone a friend after school.	2
We had rules, for bad things there were consequences, she lost a privilege. She knew the rules when she did something wrong she offered me her phone, and say how long for mum?	6
She will have noticed I am now more easily approached, it was where my frame of mind was at the time.	4
The programme supported me to speak out, Mary said I had spunk.	1

## Responses to Supplementary Question #7 (iii)

### *Did you report or take any action in response to the consequences?*

Whanganui	Grouping #
No comment	
Apart from trying to get a counsellor using the wrong phone number, no.	1
No need to.	1
No	1
No	1
Highly recommend the programme.	1
No	1
Not applicable	
No response	
No was able to talk to my psychologist for help.	2
Question not asked	
Whangarei	Grouping #
Not applicable.	
No	1
Spoke to my counsellor about it.	2
The group talked about it when we had our morning talk.	4
We all shared our experiences in terms of consequences.	4
No	1
There was a wide range of people in my group, but we had similar problems.	1
We talked about it in the group, and I talked to my friend.	3&4
I am glad and grateful for the experience, it has changed how I see things.	1
I told the facilitators and the group, the good and the bad stuff	4
I now am part of a support network with other mums to provide and receive follow-up.	4
I did Path Planning with the facilitator after the course it was very helpful, I did it with my husband it was great.	2
No	1
No	1
No.	1
No but I dealt with my mother.	1
We talked about it in the group, and I talked to my friend.	3&4
Timaru	Grouping #

Could talk to the counsellor about things.	2
I discussed some of what I learned with my partner and we made changes to the what we would put up with and what we wouldn't.	3
Spoke with my husband and got cuddles.	3
I talked to my husband about it.	3
No	1
No	1
Probably we talked about the consequences at the sessions.	4
I talked to friend about it.	3
No I kept it to myself I didn't lose any sleep over it. I didn't talk to anyone about it.	1
<b>Hastings</b>	<b>Grouping #</b>
Question not asked.	
Yes during the programme we reported on the changes within ourselves.	4
Not asked	
Can't remember, they probably did ask if we implemented what we had learned during the programme.	4
Not asked.	
No answer	
The group could tell that there was changes in me.	4
I just moved on with my life	1
I let the facilitators know about the changes. I have not spoken to my daughter about it, because it was my issue.	2

## Appendix 18: Summary of responses from participant mothers to supplementary questions all centres

### Summary of responses to Supplementary Question #2 (i)

*What was it about the programme that you found most helpful?*

Grouping #	Responses (Outcome 2)	Whanganui	Whangarei	Timaru	Hastings
1	The programme helped me understand the real source of my anger	14	14	11	11
2	The programme taught me strategies to deal with anger	8	3	9	8
3	I could trust the facilitators	2	3	2	0
4	Being in a small group of mums helped	1	0	4	0
5	Sharing our stories with other mums helped	1	1	1	5
6	The programme did not give me strategies to deal with my anger	1	7	1	0
7	The group setting did not work for me	2	0	0	0
<i>Location Total</i>		29	28	28	24

### Summary of responses to study question #2 (ii)

*Do you believe you would have benefited from a follow up session with a facilitator after the completion of the programme?*

Grouping #	Responses (Outcome 2)	Whanganui	Whangarei	Timaru	Hastings
1	Yes because circumstances change, but one on one	3	9	1	5
2	Yes because circumstances change but in a group again.	2	2	3	0
3	The facilitators provided follow up opportunities..	2	1	1	0
4	I had follow up but not with the facilitators.	0	1	1	2
5	No, a follow up is not needed.	3	0	2	3
6	Not a follow up session, but on to another, specialist programme e.g. parenting.	1	0	0	0
<i>Location Total</i>		11	13	8	10

### Summary of Responses to Study Question #2 (iii)

*Were you at any time asked to provide feedback on the effectiveness of the programme?*

Grouping #	Responses (Outcome 2)	Whanganui	Whangarei	Timaru	Hastings
1	Feedback was provided during and at the completion of the programme	3	8	5	4
2	We had homework to put into practice between sessions.	1	0	0	0
3	I received a form through the post some weeks after the programme.	1	1	1	0
4	Feedback was provided through an evaluation form at the end of the programme.	4	1	2	5
5	No, not until now	0	2	2	0
<i>Location Total</i>		9	12	10	9

### Summary of Responses to Study Question #2 (iv)

*Do you believe that the programme could be improved, maybe a change in the programme content, method of delivery, group size or the pacing of the programme for example?*

Grouping #	Response (Outcome 2)	Whanganui	Whangarei	Timaru	Hastings
1	Include an element to provide strategies to avoid triggers and cope with future pressures	2	0	0	0
2	It's fine the way it is	7	3	1	7
3	Provide follow-up/counselling etc	1	1	2	0
4	Keep the small group format	4	4	4	4
5	It needs to be more bi-cultural	1	0	0	0
6	Include a pre-programme interview process to ensure mum is ready/understands what the programme is like.	0	1	3	0
7	More time needs to be allocated to give mums time to be confident and to take their time.	3	2	4	
8	Needs to provide alternative behaviour to anger.	0	3	0	0
9	This programme should be part of a group of programmes including parenting/counselling for example.	0	2	0	1
10	Provide written material or record for mums to take away and refer to in the future.	0	1	0	0
11	Change the name it puts a lot of mums off	0	0	2	0
Location Total		15	18	14	16

### Summary of Responses to Study Question #3 (i)

*What was it about the programme that gave you the confidence to talk about your problems?*

Grouping #	Response (Outcome 3)	Whanganui	Whangarei	Timaru	Hastings
1	Sharing with other mums with same experience.	5	9	5	7
2	The programme had the answers I needed.	6	5	2	9
3	The facilitators.	8	5	2	4
4	The small group of mums.	1	0	2	3
5	Confidentiality was strong.	1	3	4	1
6	It didn't	3	0	0	0
Location Total		24	22	15	24

### Summary of Responses to Study Question #3 (ii)

*What was it about the experience of the programme that made you feel able to confront your problems?*

Grouping #	Responses (Outcome 4)	Whanganui	Whangarei	Timaru	Hastings
1	Sharing with other mums with same experience.	1	7	2	3
2	The programme had the answers I needed.	8	9	10	8
3	The facilitators.	8	4	1	5
4	The small group of mums.	0	0	0	0
5	Confidentiality was strong.	0	0	0	0
6	It didn't	2	0	0	0
Location Total		19	20	13	

### Summary of Responses to Study Question #3 (iii)

*What was it about the programme that made you want to see the programme through?*

Grouping #	Responses (Outcome 5)	Whanganui	Whangarei	Timaru	Hastings
1	I could access the facilitator if needed.	1	1	3	0
2	Sharing with a small group of other mums.	2	2	0	2
3	I needed to change my situation and I was ready.	10	6	4	5
4	The programme was interesting and well organised and worked for me.	3	9	6	10
5	The programme did not work for me.	1	0	1	0
Location Total		17	18	14	17

### Summary of Responses to Study Question #3 (iv)

*Had you tried other programmes or sought help elsewhere prior to joining the programme?*

Grouping #	Responses (Outcome 5)	Whanganui	Whangarei	Timaru	Hastings
1	No but I had counselling/psychiatrist/mental health support.	5	2	4	2
2	I tried parenting programmes.	3	1	4	5
3	No I havnt tried anything before.	0	0	5	0
4	There were none available.	1	0	0	0
5	No I used family support.	1	0	1	0
6	I tried reading books/used my own skills.	2	1	0	0
7	No I wasn't ready.	1	2	3	0
8	Yes but they didn't work.	0	7	0	0
Location Total		13	13	17	7

### Summary of Responses to Study Question #4 (i)

*Have there been any changes in your home environment since you participated in the programme?*

Grouping #	Responses (Outcome 5)	Whanganui	Whangarei	Timaru	Hastings
1	Life has changed, different triggers need to repeat the programme.	1	0	0	1
2	Had a child.	1	0	1	0
3	Moved house.	2	0	1	2
4	Child moved out/in.	0	3	3	0
5	Partner left or relationship rocky.	3	0	0	2
6	New partner/partner returned.	1	1	1	4
7	Change in whanau relationships for the better.	2	7	3	10
8	Moved back with whanau.	0	0	0	0
9	Pressure from CYFS.	1	1	0	0
10	No changes.	0	5	5	4
Location Total		11	11	14	23



### Summary of Responses to Study Question #4 (ii)

*Which aspect(s) of the programme made it possible for you to maintain the change in your behaviour towards your child/ren?*

Grouping #	Responses [Outcome 4]	Whanganui	Whangarei	Timaru	Hastings
1	The part that helped me decide my chosen parenting style.	3	0	0	0
2	The whole programme	1	4	5	1
3	The part that explained the reasons for my anger.	4	12	4	6
4	The part that taught me not to be self-critical/more tolerant.	2	3	0	1
5	The skill of the facilitators.	1	1	1	1
6	The part that taught me to deal with things differently.	6	6	0	9
7	Sharing with other mums.	0	3	1	0
8	I don't think it was the programme.	0	1	1	0
Location Total		17	3	12	18

### Summary of Responses to Study Question #5 (i)

*In what way did what you learned from the programme assist you in building your confidence when dealing with your child/ren?*

Grouping #	Responses [Outcome2]	Whanganui	Whangarei	Timaru	Hastings
1	I learned from the facilitators and that other mums had the same problems.	2	5	0	1
2	It reminded me of the relationship I wanted with my child and gave me a warning, things could get worse.	3	2	7	13
3	It taught me I didn't have to be perfect, that was impossible.	2	4	0	3
4	It identified the triggers of my anger for me, and how to deal with them.	6	4	0	4
5	It taught me it's ok to be angry, it's how you react to and manage the anger that's important.	10	6	0	7
Location Total		23	21	7	28

### Summary of Responses to Study Question #5 (ii)

*Were you receiving help in the form of another programme or counselling whilst you were attending this programme or since?*

Grouping #	Responses [Outcome 2]	Whanganui	Whangarei	Timaru	Hastings
1	Not at the time	6	12	7	7
2	I was receiving counselling.	3	1	4	5
3	Mental Health counselling.	2	1	0	0
Location Total		11	14	11	12

## Summary of Responses to Study Question #6 (i)

*What is it about the programme that you believe can make it effective for other mothers?*

Grouping #	Responses [Outcome 6]	Whanganui	Whangarei	Timaru	Hastings
1	You stop blaming other people, it make you face the reality of the situation.	1	0	1	3
2	It teaches you about the triggers that set off your anger.	2	4	3	10
3	It stops you feeling guilty.	1	4	0	0
4	The content is relevant and effective.	2	11	5	9
5	Mums must be ready for it.	1	10	2	2
6	The sharing with other mums.	2	4	1	2
7	Make the programme part of a suite of programmes including parenting etc.	1	5	0	0
8	Advertise the programme more.	0	3	1	0
9	Make it more bi-cultural.	0	1	0	0
Location Total		10	42	13	26

## Summary of Responses to Study Question #6 (ii)

*How might the programme be modified to make it effective for a wider range of mothers?*

Grouping #	Responses [Outcome 6]	Whanganui	Whangarei	Timaru	Hastings
1	Make a similar programme available to men.	3	3	2	0
2	Provide counselling during and/or after the programme and follow up if it is needed.	1	6	3	3
3	Make this programme part of a suite of programmes including parenting/budgeting etc.	4	2	3	1
4	Does not need changing - it's fine.	5	6	5	9
5	Change the name, avoid "anger" and advertise it more and make it available more.	3	12	6	5
6	Ensure that the sessions are in no way judgemental towards the mums.	1	1	0	1
7	Give a thorough explanation of what the programme is about at the start.	1	2	2	1
8	Keep the group small 4 or 5 only.	2	3	0	3
9	Make it more bi-cultural.	1	1	0	1
10	Close each session in a way that doesn't leave you with this open wound.	1	1	0	0
11	Provide more Time and time out for mums at the end of each session and a written record of the session for Mums to refer to.	1	8	0	2
12	Provide a creche for mums with small children.	0	2	0	0
Location Total		22	47	21	26

## Summary of Responses to Study Question #7 (i)

*Were the consequences predicted or unexpected?*

Grouping #	Responses [Outcome 7]	Whanganui	Whangarei	Timaru	Hastings
1	Predicted	1	2	5	1
2	Unexpected.	8	14	7	10
Location Total		9	16	12	11

## Summary of Responses to Study Question #7 (ii)

### *What form did the consequences take?*

Grouping #	Responses [Outcome 2]	Whanganui	Whangarei	Timaru	Hastings
1	Kept replaying the sessions inside my head, needed someone to talk to about it.	1	0	1	0
2	I didn't over-react when my child played up. I understand what triggers my anger now.	4	14	6	8
3	I understood the effect of my relationships with my parent(s) was affecting my relationship with my child.	3	3	9	1
4	I stopped being self-critical, I am more empowered.	2	12	6	8
5	I realised the change wouldn't happen overnight.	1	0	1	0
6	My relationships with my family have improved.	1	6	9	6
7	I was sad, tired and weepy after the sessions.	0	0	1	1
8	The consequences were not good, it didn't work for me.		0	2	0
Location Total		12	35	35	24

## Summary of Responses to Study Question #7 (iii)

### *Did you report or take any action in response to the consequences?*

Grouping #	Responses [Outcome 7]	Whanganui	Whangarei	Timaru	Hastings
1	No	6	6	3	1
2	Talked with my counsellor	1	2	1	1
3	Talked with family/friend.	0	2	4	0
4	Talked with the group.	0	6	1	3
Location Total		7	16	9	5

## Appendix 19: Additional comments provided by participant mothers in answering study questions

### Study Question #2

***Do you believe that your attendance at the Anger Change programme helped you to correct your treatment of your child/ren?***

Definitely, it helped me realise where my anger came from and how to manage it better.

Yes definitely, it helped me realise where my anger came from and how to manage it better.

I recognise that when I'm angry where it's from and try not to take it out on the boy.

Probably. It made me aware of my participation in the family dynamics, it made me aware of how I could be changed and not be a participant.

Before I was a protagonist, after I did not buy in to that.

Did not complete the course, found it difficult because I didn't think my childhood had anything to do with me and my child.

I was alone with my kids and so I joined, but I quickly realised it wasn't for me. The programme was about.

Probably, more work needed on the subject of triggers, through one on one sessions for individual mums.

The effects on me of experiences I had in my childhood. It was that I didn't have support and I was frustrated.

I was doing Negotiating the Minefield at that time.

Before the programme I had a really short temper, now I think about it and talk to him first.

### Study Question #3

***If you had not felt that the programme could have helped you, would you have sought help from elsewhere?***

Probably not, wouldn't know where to go to get help.

Probably not, would have waited for counsellor I was waiting to see.

Definitely, because I was looking for something to help me.

Probably, but I was referred by Presbyterian Support. I was looking for help.

Probably yes, had previously, Family Works, I didn't get a lot out of it.

Definitely I had done programmes before at Jigsaw in Taihapi, felt safe, good rapport with facilitators.

Had already had 7 years of counselling, so probably

Definitely, I still am. Now that my son is at school they are realising that there is a problem for us both.

Probably, but whatever programme is chosen it must take into account all the aspects of a mum's life, the positives and the negatives.

From the programme we found ways to let go of our anger but we didn't get ways to boost ourselves and our children.

Definitely Not, my family was breaking apart, scrambled mind.

Probably, would have gone to the facilitators for counselling.

Definitely not. It was only that people I trusted told me about it.

Definitely

Probably, at the time I needed something. I wasn't too aware what was available.

Probably Not I heard the advert on the radio and it spoke to me.

I wouldn't know where to go. There was advertising on the radio after I took the course.

Got to know about the programme through the counsellor.

Found out through the radio advertising

Probably, because I had a problem. Strengthening Families suggested it I think.

But I don't think there is anything else.

### Study Question #4

***Has what you gained from the programme that was helpful to you to change your behaviour continued to help you?***

Probably not. Becoming overwhelmed by circumstances again, need to go back, do the programme again learn how to manage new pressures.

On and off, probably, sometimes very conscious of my behaviour other times regressed, very tired some times. My mental health had a lot to do with it. I am better when I am feeling good, I think about the parent I want to be.

At this point interviewee expressed her realisation (for the first time) that maybe her anger was in relation to her mother not her children.

Did not pick that up in the programme, but maybe the experience of the programme has helped me to that realisation.

Did not have effective parents, she had to parent her siblings often, she was a teenager, siblings were a problem, bad times.

Her kids behaviour takes her back to those times, that's the trigger, but it's not her kids it's the poor parenting of her parents that was the problem. Having realised that what do I do now?

Definitely, my kids aren't scared of me anymore, I don't get wound up like I used to.

Probably, there are still a few things that she does that wind me up a bit. Would like to do Incredible Years programme with Jigsaw when child is older.

Probably not, because there was no follow up. The programme itself is not long enough to make the change. There needed to be follow up and written material either provided or written by the participants themselves, to refer to into the future.

Programme should be free, no cost.

Probably, there are moments when I get frustrated.

Definitely, I am much more mindful about my anger.

Definitely, because I have had my son's disability explained to me and we have had a group meeting to put us all on the same page.

I got rid of daughter's father. I was trying to hold onto something that was not there.

it's not just helping me it's helping my daughter as well.

It's helping her communicate and accept who she is and we have become closer.

Probably not. In the last month a new issue has arisen with my daughter and I forgot all I was taught.

Finding out about my past and the triggers that came from them.

### **Study Question #5**

***Would you say that what you experienced at the programme has improved your confidence in your ability as a parent?***

Probably yes but feel I need to refresh by attending the programme again.

Probably not. Because you need to bring the target child to the programme so that the facilitators can see what you are dealing with. Not blaming the child but there are factors outside the mum that are not being taken into account by the programme.

Definitely, I was a wishy-washy person, I am not at all like that now, I am a whole different parent, more patient and calm.

Definitely. It's up to other mothers to do the programme. I was ready because I couldn't deal with my son's behaviour any more, I control him before now I can.

Definitely I can stick to who I am and there is a reason why I do what I do.

Probably. I felt I wasn't alone, others felt frustrated also.

The people on the course made me realise that I was not that bad, maybe I dramatised my problems too much. If my younger son misbehaves I can keep it more in perspective, and look at it differently.

### **Study Question #6**

***From your experience of the programme, do you believe that if it were made available to mothers throughout New Zealand the incidence of child abuse by mothers would decrease?***

Yes definitely, and design one for fathers as well.

Probably not there are so many factors involved in anger and anger change. Anger change alone won't make it.

Probably not, you have got to be ready to change yourself.

Probably not, too many issues.

Don't know, if it were more available to men and women it might.

Definitely. There are a lot more mothers who need the course, more than I did.

Probably not, if a mum doesn't want to do it, it won't be any good.

Probably not. It might if it were part of a parcel of programmes, because we didn't come out with the skills needed to make the positive change, we identified the triggers but that was it.

Don't know, because the mother has to be ready, and willing to open up.  
Definitely, I was an angry mum and it taught me what signs to look for and how to react.  
Definitely, it would break the cycle  
Don't know, some mothers don't want help, they are not ready.  
I didn't realise I need help, then you have to accept it.  
Probably, the course would need to be longer and more in-depth.  
Definitely, it should also be made available to fathers  
Definitely because it's hard to deal with the frustration, and you can understand how some parents lose it.  
Probably. I don't know the answer to that it made changes for me.  
Definitely, but I believe it is the choice of the mother, she has to be ready, to be open and honest we have carried stuff for years.  
If the woman is willing to do it, it would help.  
Definitely not, some people out there don't give a crap and so it won't help. Mums have to want it.  
It's available, there is support for mums within the programme, it is affordable.  
Definitely. It's not about your parenting skills it's about where your anger is coming from. This should almost be mandatory.  
You have to know these behaviours are wrong and you are ready for the programme. Some families are taught that giving a kid a bash is ok – well, it's not.  
Probably. But the mum must be ready for the course, they must be motivated.

### **Study Question #7**

***Did you, either during or following your involvement in the programme experience any predicted or unexpected consequences?***

Don't know, but there were expected changes in my relationship with my child.  
Definitely  
The whole change, my change.  
I don't know what I was expecting so I don't know if I was let down or not.

## Appendix 20: Additional general comments provided by participants

Make the programme more available

Highly recommend the programme.

Would recommend it, it was a good experience, it answered a lot of questions for the mums.

Interesting the body mapping and how everything linked in with family relationships. It added to my understanding of being a mum.

Don't stop the programme.

The staff at Jigsaw are really good, very helpful.

The programme didn't provide me with strategies to deal with my problem but it did help with my awareness.

I felt embarrassed about attending the course. Change the name of the programme it's critical of mothers.

The programme was awesome I would like to do it again.

Information on the programme should be more detailed I did not realise how accountable I was going to have to be.

It was quite different to what I expected. There was the opportunity for 2 or 3 of us to get together to discuss our experiences, this was helpful.

At the beginning of the course I was expecting to fix the child, but by the end I was fixing myself.

Get participants to sign a contract that they will attend all the sessions, it is very important that they do.

I have a couple of the mums come round to see me, it was good and personal

Encourage mums to take the course, but to take baby steps, introduce them slowly to the idea of attending the programme.

The course is effective just the way it is.

I am now softer, I have different expectations of myself, more placid not so rushed. I relax now and I am looking again at a career. It has brought me back to being me.

I liked the programme.

Children who are left with mothers who have PND will suffer and be traumatised by the experience and cause problems in later childhood.

Programme providers should get together to provide a seamless support process.

If I hadn't have done the programme I would be a total mess.

Facilitators are so important, and a small group.

Might want to rethink the name.

I am so grateful to the course, if we had gone on it would have been a disaster.

A possible name change may make it more acceptable to some mothers.

A good course and everyone with a problem should do it.

No regrets about the course, it was not right for me.

The name made me think there was a magic formula to change my anger and it wasn't like that. It was more about learning.

I was able to give up smoking.