



"It doesn't matter how differently you've presented your situation to others... speak up and reach out, because what I've had from Aviva is nothing but nonjudgmental support."

**FAMILY VIOLENCE
WHAI ORA**

Annual Report

1 JULY 2024 - 30 JUNE 2025

 **aviva**
live free from violence



"Educating the community about sexual violence means unpacking the historical, political and cultural landscapes that surround it.

*How did we get here,
who does it affect, and
how can we all play
a part in prevention?"*

SEXUAL VIOLENCE
KAIMAHI

Vision

A society free from the harms of family and sexual violence.

Mission

To support whānau and communities to live free from violence.

Values

Together, we strive to create safe homes for all individuals, whānau and communities, through the principles of aroha, pono and tika.



Joint Chairs' Report

Nau mai, tautī mai

This year has been one of significant change. What began as an exploration of the ideal space for our work with whai ora (clients), has led to Aviva securing its own space. We want to acknowledge the many years of kotahitanga (togetherness) with The Loft - Ki Te Tihi and its tenants. We have heard from many of you that just because we are no longer physically co-located, our spirit of togetherness is still strong. Thank you for this and we look forward to continued collaboration serving our communities.

Nicki O'Donnell has made the decision to resign and will leave Aviva in October 2025. The Board wishes to acknowledge Nicki's commitment to Aviva over the previous eight years. Nicki has successfully guided the organisation alongside Gwenda Kendrew and their co-leadership has been crucial in successfully steering Aviva through a period of challenge and change. The Aviva Board will shortly begin the recruitment process.

We also want to recognise the many hours of work put in by the Aviva Property Committee. A huge thank you for this. As the decision to move became a reality, Gwenda stepped up to lead the charge. We could not have done it without her drive to support whai ora and kaimahi (staff) and for this we give her our thanks.

Despite this disruption, we've seen our kaimahi step up and continue to support our whai ora. The vision of a violence free Aotearoa and the commitment to seeing our community safer for all people is beating in the heart of every person involved in this organisation. This gives us both pride for our team and real hope for our future.

The coming year will, again, be challenging. The work Aviva does feels never ending at times, but what we do know is that the impact Aviva has is tremendous; this is a direct result of our General Managers, Gwenda and Nicki; the wider leadership team; the passion and skills of our kaimahi; and our valued ongoing support from our partners. We are immensely grateful for our donors, funders and volunteers, with your support Aviva's critical work reaches even more people in need.

It is never easy walking an uncertain path, but knowing we are walking together always makes it easier. We look forward to a new chapter in our story with a new home, a new sense of identity, and new resolve for moving towards a violence free Aotearoa New Zealand.

**Ekant Veer &
Penny Kibblewhite**
Joint Chair

relationships

We accept all people and their whakapapa as they are; and where they are on their journey.

We honour the principles within Te Tiriti o Waitangi.

integrity

We work to best practice, offering an ethical, transparent and client centred approach.

social justice

We engage in opportunities for courageous conversations through challenging times.

We take a stand against social injustice.



General Managers' Report

He mānawa tītī – celebrating the endurance of our people

A year of stability and growth

It is challenging to reflect on just the past year, without realising how quickly the last five years have gone. 2020 feels like mere months ago, and yet Aviva has evolved immensely. Many things have remained constant, with over 40% of our kaimahi celebrating long tenure* with us, and our core mahi remaining the same. Yet we have grown enormously, and our service offering has expanded. In many ways, after the roller coaster of the last decade, 2024-2025 was a year of (relative!) calm for Aviva. We are grateful for that.

Expanding influence and impact

Working in this sector will always have challenges; organisations like ours are trebly impacted by economic downturns, legislative changes and broader societal matters. First, their effect on people and communities directly impacts our whai ora (and whai ora numbers); second it impacts our kaimahi; finally, it can critically affect funding when we need it most.

And so, it feels almost miraculous that in 2025, Aviva enjoyed the stability afforded by strong government contracts, robust reserves and a strong workforce. This has enabled us to continue to develop and build valuable connections locally and nationally. In particular, we wish to acknowledge our Service Managers, who not only guide their teams and support whai ora, but also work within the wider sector to strengthen services for all New Zealanders.

Jo Bader continues to work tirelessly within the Sexual Violence sector – in particular in her role on the TOAH-NNEST Tauwi Caucus. This year, in addition to his other roles, Nicky Sofai, our Seuga Development Manager, also took on a leadership role as a member of the Canterbury Pacific Governance Group with Police. Jade McArthur has worked within the education sector locally to strengthen family violence training for the social services workforce. In the last year, Fiona Platt has done tremendous work around social impact, with a particular focus on client service mapping and Theory of Change, delivering on our strategic goal, Pono (Service Improvements and Best Practices) to ensure that we continue to be a social change agency and deliver on our vision and mission.

All these achievements are the result of the team's consistent commitment to building relationships and connections within the community - reflecting the wider mahi of Aviva to change lives and uplift whānau.

We continue to grow stronger as an organisation. Earlier this year we secured a contract to support users of violence through Te Huringa o Te Aō; while this kind of mahi is not new for us, we are pleased to see it being valued at a government level, and this funding will allow us to broaden our scope and impact. We also secured a contract through Oranga Tamariki, to support tamariki and rangatahi who have experienced sexual violence, through the court system. This will be delivered in collaboration with our partners at START and Te Puna Oranga. It goes without saying that this is extremely important mahi, and we have every faith in our team to offer the highest quality support and professionalism.

The future of Aviva

Now, Aviva moves into a period of transition. With services growing, and the team nearly doubling over the past decade, we need a workspace which fits the future of our mahi. This year, a comprehensive review of our property and location strategy identified the need to transition to a more sustainable, purpose-designed space.

The report found that while The Loft served whai ora well in terms of accessibility and safety, Aviva no longer had sufficient space to meet growing demand and to support whai ora in the way we aspire to. Its final recommendation was to adopt a flexible "hub and spoke" model, with a central Christchurch headquarters complemented by smaller regional offices in North Canterbury and Selwyn. And so, the year ended with the bittersweet announcement that Aviva was on the move.

After nine years, it was hard to say goodbye to The Loft - Ki Te Tihi Charitable Trust. As founding partners, we have witnessed its growth and development and seen how it has become a vital local service, community hub, place of safety and a thriving workplace. While Aviva will be operating from a new space, we will continue to partner with the Loft's Social Emergency Response Service, to ensure the best outcomes for our whai ora.

Our community and supporters

Finally, some acknowledgements. We would like to start with a huge mihi to every single one of our donors and funding partners. To individuals and businesses who donate whatever they can, thank you – it means so much that you not only support Aviva, but in doing so, support people who you will never meet, because you believe in their right to live free from violence and be met with care and treated with dignity.

To our funding partners and donors, thank you for seeing the value of our mahi and investing in future generations. This year we welcomed many visits from ministers, whose willingness to understand our mahi and hear our feedback, demonstrated their commitment to a future free from violence for all New Zealanders.

Lastly, this year, we were incredibly grateful and humbled to receive some generous and unexpected bequests. The nature of such gifts is such that we cannot express our gratitude in the way we would like to. But it is an honour to be trusted with your lasting legacy; on behalf of every life it will touch, thank you.

Moving “closer to home”, we wish to thank our Board, our kaimahi, our whai ora, and our community. We are confident in the vision and leadership of our Board to help guide us through our next phase.

It goes without saying that we are immensely proud of our kaimahi. Their resilience, dedication and utmost care transforms, and even saves lives every day. Without them, Aviva would not be the strong, innovative and valued organisation it is today.

To our community, who even through challenging times, continue to show up – be it volunteering, getting involved in campaigns, or showing care to our whai ora with gifts at Christmas, we thank you. And to our whai ora, who show such strength, vulnerability and daring to hope, you are who inspires us.

Gwenda Kendrew & Nicki O'Donnell
General Managers

*5 years plus



FY2025 Key Statistics



**2025
442**

Sexual Violence

People supported to overcome sexual violence

**2024
492**



**2025
4639**

Early Engagement

Calls for support via Aviva's 24-hour 0800 line

**2024
5618**



**2025
103**

ReachOut/Seuga

People supported to overcome use of violent behaviour

**2024
70**



**2025
39**

Whānau Resilience

Long term support for whānau to overcome enduring effects of family violence

**2024
54**



**2025
156**

Average days in service per whai ora

**2024
165**



**2025
749**

Adults/ReachOut

Adults supported to overcome experience or use of family violence

**2024
736**



**2025
2434**

Total number of whai ora - tamariki, rangatahi and adults supported to overcome family violence or sexual assault

**2024
2267**



**2025
271**

Tamariki/Rangatahi
Tamariki & rangatahi 18 and under, supported to overcome experiencing family violence

**2024
308**

Celebrating Success

Kaimahi development

Once again this year, Aviva's kaimahi have been proactive in their own professional and cultural development. Te Reo Māori language class continued and staff at all levels embraced this opportunity, and chance to learn about themselves and each other. As staff of all backgrounds began to build their own pepeha, unexpected connections were made, and we began to learn from one another. Many of our staff showcased their new language skills, participating keenly in Te Wiki ō Te Reo Māori. Our learning was reinforced and embedded at the start of the fiscal year, with a staff retreat day at Rāpaki Marae hosted by Te Hapū o Ngāti Wheke.



Kaimahi retreat day at Rāpaki Marae

Later in the year, many kaimahi - both clinical and corporate - participated in Child Protection training, delivered by Sharon Kerr; feedback was overwhelmingly positive, focusing on the way it was delivered through a peer support and experiential lens, allowing for a balance of participation and reflection.

Kaimahi also demonstrated commitment to, and alignment with, our values of aroha, pono and tika, and upholding Te Tiriti ō Waitangi. Many of them wrote thoughtful and passionate submissions on The Treaty Principles Bill, The Regulatory Standards Bill, Social Security Amendment Bill and the Victims of Sexual Violence Protections Bill. Not only this, but they worked together, organised group training and shared resources with one another.

Placing whai ora at the centre

Through all our services we support whai ora to create safer futures for themselves and their whānau.

This year, our dedicated Family Violence team continued providing education and unwavering advocacy and support to individuals and whānau in need. The commitment of our kaimahi to empowering whai ora remained truly commendable, as they worked tirelessly to create positive change and foster safer, healthier environments.

Tamariki RISE programmes had excellent term-by-term attendance and consistent positive feedback from tamariki and their whānau. The programme has a strong reputation in Selwyn, North Canterbury and Christchurch Central, underpinned by trusted relationships with kura (schools) and local agencies.

"My support worker has been a rock for me throughout the separation. She was a voice that stood up for me until I found my own. She role-modelled it for me, and I will be forever grateful to her for that."

CATHERINE*



In a similar vein, our Rangatahi team fostered strong partnerships with secondary kura and community agencies across Waitaha Canterbury. This undoubtedly strengthened referral pathways into the service for rangatahi, who deserve to be recognised for their strengths, potential, and right to be safe in all relationships.

Once again, ReachOut saw strong referral numbers, supporting over 100 individuals to overcome their use of violence. This year was also the first full year of running ReachOut groups, which were well attended and received positive feedback.

Seuga entered its fourth year as a service. The team continued to strengthen its networks and build connections with other service providers and the wider Pasifika community, all while prioritising the delivery of high-quality support to aiga.



Nick from ReachOut & Nicky from Seuga

"When Nicky from Aviva called me back, he was honest and respectful. He helped me to realise that I wasn't broken but I did have some cracks that needed to be accepted and addressed."

BENNETT*

Lastly, the Sexual Violence Team supported high numbers of whai ora seeking support for both acute and historic incidents of sexual violence. This included afterhours kaimahi who collaborate with the NZ Police and the Cambridge Clinic to provide much needed support for those requiring forensic and therapeutic medical examinations. Kaimahi also supported many whai ora through the court support service, which is commonly a long and gruelling process.

Partnering for change

This year saw several successful collaborations with external stakeholders, strengthening partnerships and ensuring whānau receive wraparound support.

The Sexual Violence service continued to grow and extend into prevention projects where possible, along with community education where opportunities arose. Two notable examples were the team's delivery of training to Police and other law enforcement across the country, and 2025's Sexual Assault Awareness Campaign.

*Popular
Upstander
Card Packs
developed for
Sexual Assault
Awareness
Month*



Other partnerships within the community helped us to go a few extra miles for our whai ora. Working with Westpac, Foodstuffs, local Rotary and community clubs, churches, and the Mayor's Welfare fund meant that our clients and their families were well supported at Christmas.

Securing our future

Lastly, this year has been one of promise for Aviva. The securing of new contracts for our violence prevention mahi and sexual violence court support services will allow us to expand our services and impact. As always, strong partnerships will be key to delivering the best possible support for whai ora. We look forward to working with long-term collaborators, START and Te Puna Oranga, to support young survivors of sexual harm.

We have been grateful for some generous bequests, which allow us to plan ahead with a degree of certainty. Additionally, 2024-25 was a strong year for grants income, which we hope will continue, as demand for our services continues to rise.

* Names have been changed for privacy and safety

Treasurer's Report

The Aviva Board of Governance is pleased to present the financial statements for the year ending 30 June 2025. On behalf of the Board, I extend our deepest gratitude to the Aviva team, our funders, donors, and community partners. Your continued commitment has enabled Aviva to remain steadfast in supporting whānau and communities impacted by family and sexual violence.

Financial performance

FY25 was a year of resilience and transition for Aviva. Total revenue was \$4.86m, compared with \$5.58m in FY24. While we experienced a reduction in bequest income, this was offset in part by stable funding streams, contestable grants, and stronger investment returns.

Key revenue contributors included:

- 80% of funding from government contracts.
- Bequests totalling \$258k continuing a valuable stream of support.
- Philanthropic and grant income from organisations such as the Rātā Foundation, Christchurch City Council, and other charitable partners.
- Investment income of \$234k reflecting prudent financial management of Aviva's reserves.

Total expenses increased to \$4.89m (FY24: \$4.71m). The main drivers were:

- Staff-related costs, which rose to \$4.03m, reflecting the critical role of our kaimahi in delivering essential services.
- Rising rent and infrastructure costs associated with preparing for our relocation to new premises at Amuri Park.
- Ongoing investment in technology, service delivery, and operational support.

After accounting for investment income and interest, Aviva recorded a modest surplus of \$226k (FY24: \$1.15m). This result demonstrates careful financial stewardship during a year of tightening revenue and increasing operational costs.

"Aviva helped me deal with stressful family situations and helped me learn how to respond."

RANGATAHI WHAI ORA

Financial position

At 30 June 2025, Aviva's accumulated funds totalled \$3.69m (FY24: \$3.46m). Our investment portfolio, now valued at \$3.29m, continues to underpin long-term financial sustainability while providing an ongoing income stream.

Looking ahead

The coming year will be one of change and opportunity. With the relocation to our new premises at Amuri Park, we are investing in an environment designed to strengthen collaboration, improve accessibility, and support the wellbeing of both kaimahi and whai ora. The Board remains focused on long-term financial sustainability through:

- Careful management of operating costs.
- Strategic investment in service capability and infrastructure.
- Continued diversification of funding sources, including philanthropy, partnerships, and bequests.

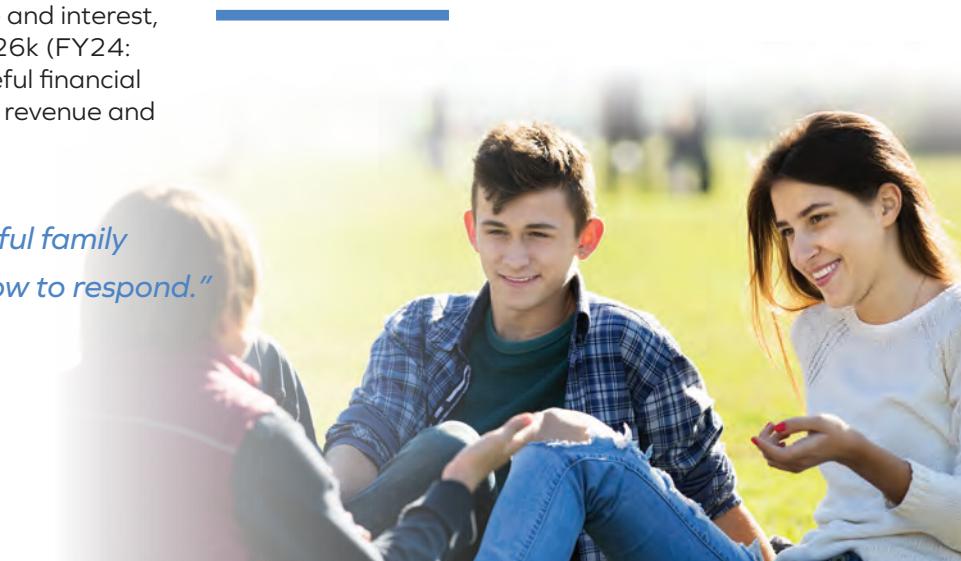
Acknowledgements

On behalf of the Board, I thank our kaimahi, volunteers, and community partners who have given their time, energy, and aroha to Aviva's mahi. We also acknowledge our auditors, PKF Goldsmith Fox Audit Limited, for their professional guidance in ensuring the integrity of our financial reporting.

Together, we remain committed to a future free from family and sexual violence, grounded in financial stability and long-term sustainability.

Anna Flynn

Treasurer



Statement of Comprehensive Revenue and Expenses

For the year ended 30 June 2025

	2025	2024
	\$	\$
Revenue from non-exchange transactions	4,829,202	5,519,516
Total Revenue	4,829,202	5,519,516
Other income	26,298	56,632
Expenses		
Employee costs	4,030,042	3,834,416
Rent	304,636	255,617
Depreciation and amortisation	40,749	43,628
IT support	79,708	90,329
Office expenses	76,277	106,825
Fundraising expenses	8,833	7,979
Client Expenses	35,151	39,368
Other expenses	316,005	284,777
Surplus / (Deficit) before net financing costs	(35,901)	913,209
Interest revenue	49,112	61,495
Other finance income	234,134	188,909
Finance costs	(21,328)	(12,692)
Net Finance Costs	261,918	237,712
Surplus / (Deficit) for the year	226,018	1,150,920
Total Comprehensive Revenue and Expenses for the Year	226,018	1,150,920

Statement of Changes in Net Assets/Equity

For the year ended 30 June 2025

	Operational Risk Reserve	Accumulated revenue and expenses	Total
Balance as at 1 July 2024	521,841	2,940,547	3,462,388
Total comprehensive revenue and expenses for the year	-	226,018	226,018
Balance as at 30 June 2025	521,841	3,166,565	3,688,406

Friends and Supporters

Nā tō rourou, nā taku rourou ka ora ai te iwi

With your food basket and my food basket the people will thrive

We extend our heartfelt gratitude to our generous sponsors and supporters whose unwavering commitment has made our work possible. Your contributions have enabled us to provide essential services to our whai ora and make a positive impact on countless lives. Thank you for your continued support and belief in Aviva's mission.

- Aotearoa Gaming Trust (prev. Southern Trust)
- Blogg Charitable Trust
- Burnside High School
- Canterbury Scientific
- Christchurch Aunties
- Christchurch Casino Charitable Trust
- Christchurch City Council - Community Grants
- Cowdy and Co Ltd
- De Jager Trust
- Department of Internal Affairs - Lottery Grants Board
- Dove Charitable Trust
- Estate of Kenneth Lipscomb
- Estate of Lynda Gay Janks
- Foodstuffs South Island
- Gattung Foundation
- Hamilton Jet
- Helen Stewart Royle Charitable Trust
- Home Construction Limited
- Jones Foundation
- Kelliher Charitable Trust
- Kiwi Gaming, prev. Christchurch Earthquake Recovery Trust (CERT)
- Lion Foundation
- Lois McFarlane Charitable Trust
- Mainland Foundation
- MainPower Electricity Distribution Network
- Mauger Charitable Foundation
- Maurice Carter Charitable Trust
- Mayors Welfare Fund
- New Zealand Community Trust (NZCT)
- NZ Charitable Foundation (NZCF)
- Pub Charity Inc
- Rātā Foundation
- Research First
- Roy Owen Dixey Charitable Trust
- Tangleby Gardens
- The Strathlachlan Fund
- The McLean Institute
- Twigger Women's Refuge Endowment Fund
- Waiwetu Trust
- Young Hunter



"The Seuga programme has been a truly transformative part of my healing journey. It provided me with practical tools and a safe space to unpack, explore and manage my emotions in a healthy, constructive way. Centred around a Samoan model of health, the Fonofale model, and delivered in the Samoan language, I resonated with the content a lot. I felt truly supported."

SEUGA PROGRAMME WHAI ORA



"Through the group and liaising with Aviva, she was able to do safety planning and get a safelet. Her confidence grew massively."

AORAKI RŌPŪ KAIMAHI



"I have my physical and mental health back. I am enjoying spending time with my kids... . Things are more manageable. I can apply myself to things with focus. The future is bright."

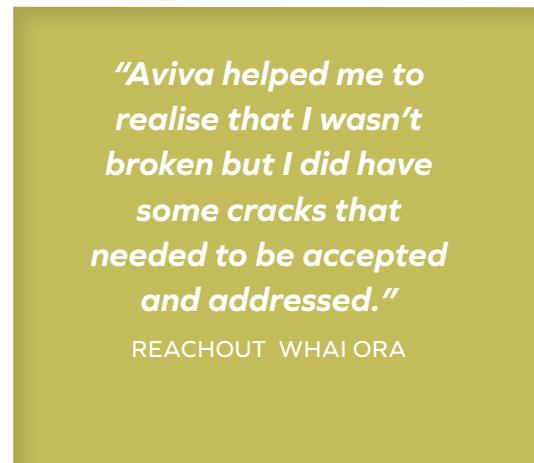
REACHOUT WHAI ORA



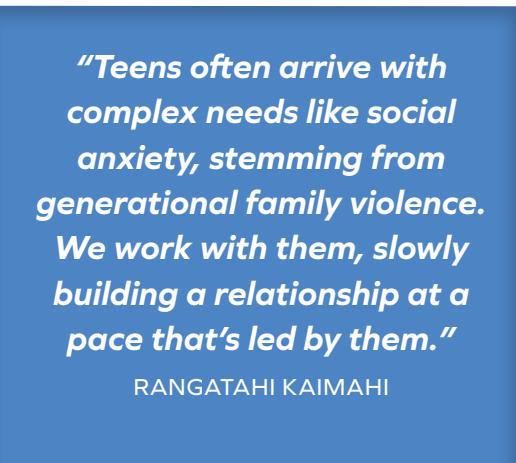
SEXUAL VIOLENCE WHAI ORA



FAMILY VIOLENCE WHAI ORA



REACHOUT WHAI ORA



RANGATAHI KAIMAHI





aviva annual report

2024-2025

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Ekant Veer (*Co Chair*)
Anna Flynn (*Treasurer*)
Alana Allan
Hayley Smith
(*Shadow Board Member*)
Harrison Cooper
Karen Cameron
(*resigned 25/02/2025*)
Monya Nicholson

SECRETARY

Fauve Ilott

AUDITOR

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