

Other ways Aviva can support you

Aviva recognises the potential of every person to overcome family violence. We offer a range of services for children, women and men. Central to all of our work is your personal safety and the safety of children.

Aviva's services are delivered by compassionate, professionally qualified Aviva Family Support Workers who understand family violence and the challenges you may be facing. They can support you and your family/whānau to become safe and begin a life free from violence.

Services include:

- 24-hour free phone support and information via 0800 AVIVA NOW (0800 28482 669)
- an individual safety assessment and plan to help keep you safe
- ongoing one-on-one support for you and your children
- advice and information on legal, health and financial issues
- access to support from other agencies and services
- temporary accommodation for those needing emotional and physical refuge
- help applying for a Protection or Parenting Order
- 10-week Ministry of Justice approved education programmes (individual or group) designed to rebuild self-esteem, empower you to embrace change and develop healthy relationships
- specialist peer support from women who have themselves overcome family violence
- access to No Interest Loans in partnership with Good Shepherd New Zealand

All of our services are free and you don't need to leave your relationship or enter a Safe House to access these services.

To find out more about how Aviva can support you, call 0800 AVIVA NOW (0800 28482 669) or visit www.avivafamilies.org.nz

Aviva exists because we care

We support individuals and families/whānau to not only become safe, but begin a journey towards a fulfilling, violence-free life.

To do this we offer a range of support options to children, women and men to overcome family violence.

Please visit www.avivafamilies.org.nz to see our full range of services including:

- **Aviva Women's Services**
- **Aviva Children and Youth Services**
- **Aviva Men's Services – ReachOut**

Aviva is an independent Canterbury charity first established in 1973 as Christchurch Women's Refuge.



(formerly Christchurch Women's Refuge)

Address: PO Box 32 034, Christchurch 8147

Phone: 0800 AVIVA NOW
(0800 28482 669) or 378 3847

Email: enquiries@avivafamilies.org.nz

Rangiora Office

Post: PO Box 198, Rangiora 7440

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www.avivafamilies.org.nz

Find us on facebook: Aviva Families

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*Not their real names



shine*safe@home

Becoming safe at home



Everyone deserves a home free from family violence. At Aviva (formerly Christchurch Women's Refuge) we offer the practical support of Shine safe@home, a service that enhances home security and the safety and wellbeing of families. The journey to a violence-free future doesn't need to be travelled alone. Our services support families/whānau every step of the way.



Feeling unsafe in your home?

If you and/or your children have experienced family violence in the past, you may still live in fear of its return, even though the person responsible has either left or been required to leave your house. When you feel vulnerable, every unfamiliar noise can make you anxious and afraid. You may think you have little choice but to leave your home, friends, family, job and schools to start over (and over) again. The disruption and stress of leaving familiar surroundings behind can bring additional distress and, in Canterbury, finding a new, affordable home is increasingly difficult.

“He has beaten me so badly in the past. He could kill me. I’m so anxious at night that I double check everything – all the doors and windows. I can’t get to sleep, I’m so stressed.”

Karen*

Safer, and more secure at home

Rather than leaving your home, Shine safe@home makes staying in your home a realistic option by providing practical home security improvements that make it safer and more secure for you to stay. For those who meet the assessment criteria, Aviva can supply the items required to improve your home's security and have them professionally fitted, free of charge, so that you can live confidently and safely in your own home.

Shine safe@home security upgrades can include:

installation of a silent monitored alarm which, when activated, alerts the Police Communications Centre; replacing glass panelled doors with solid doors; security lighting; fitting deadlocks, bolts, peepholes, door and window restrictors; changing locks; repairing broken windows and door frames; fitting safety glass; and providing hand-held personal alarms and small strong torches.

Once your home has been made more secure, the New Zealand Fire Service will carry out a fire safety check, install smoke detectors and develop a fire escape plan with all occupants of your house.

Our Service Co-ordinator also assists you to develop a Personal Safety Plan and provides you access to other Aviva support services and those of other agencies.

How do I access Shine safe@home?

Shine safe@home is offered to individuals and families who are assessed as being at very high risk of repeat family violence, in order to increase their personal safety and prevent an attack that could potentially result in serious harm.

You do not have to be an Aviva client to access this service. You may be referred to us from another agency or you can contact us directly. Our Service Co-ordinator assesses your eligibility based on the following criteria:

- potential risk of further serious harm
- your desire to have the offender prevented from entering your home
- your landlord's consent (where applicable)

To find out more about how Aviva can support you through the Shine safe@home service, call 0800 AVIVA NOW (0800 28482 669) or visit www.avivafamilies.org.nz

Shine safe@home was developed in 2008 by our partner agency, Shine, in Auckland. Aviva offers Shine safe@home in Canterbury with the generous support of Shine, the Ministry of Social Development, the Ministry of Justice, Rotary clubs of New Zealand, Holcim New Zealand, New Zealand Police, The New Zealand Fire Service and Bupa Care Services.

“I’m the safest I’ve ever felt, ever since the locks were changed. I now have freedom to be myself and to focus on my son more.”

Annie* (After Shine safe@home improvements)