

# Christchurch Women's Refuge

**ANNUAL REPORT**

1 July 2011 – 30 June 2012

**Safer Families Stronger Communities**

He mihi tuatahi ki Te Runga Rawa  
Ko ia te timatatanga me te whakamutunga  
o nga mea katoa.

Ki te iwi o te motu, me nga heke maha – kia  
mau ki te tika, te pono, hei tikitiki mo ratou  
o nehe.

Firstly an acknowledgement to the Most  
High, who is the beginning and ending of  
all things.

To the first people of the land and to those  
who have joined them since – may we  
continue to build together a nation worthy of  
our forebears.

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"Christchurch  
Women's Refuge  
had a course ...  
and it got me  
to look at my  
strengths and kept  
me focussed on  
the reality of the  
situation I had  
been living with.  
I took my time  
to heal, but now  
I'm firing ahead.  
It's the simple  
stuff – just being  
happy and being  
safe. I feel like I've  
got myself back  
again."

Lisa\*, past client

\*Not her real name.



Image courtesy of Photos8

A Ministry of Social Development study (June 2011) estimates that a quarter of New Zealand children have witnessed family violence against an adult.

## Business Directory

AS AT 30 JUNE 2012

<b>Address</b>	PO Box 32034 Christchurch New Zealand
<b>Telephone</b>	(03) 353 7400 0800 1 REFUGE
<b>Facsimile</b>	(03) 377 2847
<b>Registered Office</b>	90 Fitzgerald Avenue Linwood Christchurch
<b>Board Members</b>	Madeleine Hawkesby-Browne (Chair) Robin Pratt (Deputy Chair, Finance & Audit Committee) Ann Kilgour (Treasurer, Chair Finance & Audit Committee) Liz de Lange (Finance & Audit Committee) Melissa Haberfield Arihia Bennett
<b>Secretary</b>	Christine Wallace (Secretary)
<b>Auditor</b>	Deloitte Chartered Accountants 50 Hazeldean Road Christchurch
<b>Banker</b>	Westpac Banking Corporation Eastgate Branch 4 Buckleys Road PO Box 24007 Christchurch

## Our Vision

A society where family violence is not tolerated, where people of all ages are safe and encouraged to be their best, and where families are honoured and supported as the origins of New Zealand's future.

## Our Purpose

To support New Zealand families to become their best, free from family violence.

We do this by working in partnership with families and communities, promoting social justice, encouraging healthy relationships and providing services that enable individuals and families to overcome family violence.

## Summary of Highlights

- Adoption of a new agency vision, mission and philosophy
- Development of a new three-year strategic plan
- Establishment of ReachOut service for men who perpetrate family violence
- Completion of research and creation of a training programme for specialist peer support
- Partnership and funding secured to offer Shine's safe@home service, commencing in the 2012-13 financial year
- Appointment of two male staff to work with, and develop services for, men who have perpetrated family violence
- Second year of financial surplus
- Strategic and service-based partnerships formed with Relationships Aotearoa and He Waka Tapu
- Three new ambassadors appointed
- Annual appeal fundraising 23% above target
- 138% increase in grant income received
- 1,843 hours (49 37.5-hour working weeks) of time donated by volunteers, Board, staff and placement students

## Summary of Challenges

- 15% increase in clients
- Demand for support via the 0800 1 REFUGE line sustained at elevated post-earthquake levels
- Embedding new services while managing increased demand for existing services
- Securing sustainable funding for new service developments
- An environment of growing financial retrenchment
- Government-directed change being signalled for non-government organisational sector
- Difficulty of finding long-term affordable and earthquake safe premises
- Operating in a post-disaster environment

"My son did the programme for children and it was a real turning point for him. He realised that he had not done anything wrong to make Daddy mad. It was huge for him to realise there were kids in the same situation. He has gone from a kid who hung his head and wouldn't look anyone in the eye, to a boy who is really starting to fly."

Rhonda\*, past client

\*Not her real name.



Annual Appeal billboard, July 2011

“In the last financial year we are proud to have initiated a systemic transformational change strategy that we believe will revolutionise not only our own model of service, but the way in which family violence is addressed in the years to come.”

## Chair's Report

*“Our buildings weren't the only things broken.”*

That was the headline on our 2011 appeal posters, highlighting the fact that months of on-going earthquakes had also broken schools, shops, workplaces, streets and, of course, our communities.

Family violence is all about brokenness – broken homes; hearts; promises; and even broken bones. When the environment in which we, as a Canterbury-based family violence agency, were operating was acutely transformed by the on-going earthquakes and aftershocks, it also shook up our thinking. It helped inspire us to evolve new ways to meet the significantly changing needs and circumstances of individuals, families and communities.

In the last financial year we are proud to have initiated a systemic transformational change strategy that we believe will revolutionise not only our own organisation and model of service, but the way in which family violence is addressed across the sector in the years to come.

Our new Strategic Plan for 2012-15 represents a significant change of philosophy and beliefs to more fully support New Zealand families (however they choose to define themselves) achieve their potential, free from violence. It reflects several beliefs that are now core to everything we do for clients: that the safest place for every one of us should be our home; that the effectiveness of services for women and children is significantly enhanced by also supporting men; that overcoming family violence can be a long term journey requiring support along the way; and that everyone has the potential to overcome family violence and live fulfilled lives when offered the right support, at the right time, in the right way.

The result has been a year of new service developments, partnerships and a renewed agency vision. Our journey forward will be one which supports the development of an integrated system of services to support all family members, while honouring and drawing on the experience of those who have themselves found the strength to overcome family violence.

It has been my privilege to serve as Chair through this time of change where the courage of management, Board and staff have set in motion a new vision for a violence-free future for New Zealand families.

### The Wider Social Service Environment

A focus on children's wellbeing will increasingly become the predominant focus of government service investment, as signalled by the Green Paper for Vulnerable Children. Thousands of individuals and community organisations responded to the Green Paper, including our own. Our submission highlighted the shared responsibility of communities, parents and Government to create a shift in personal and social attitudes, beliefs and behaviours to enhance and secure child wellbeing. We hope that the resulting White Paper for Vulnerable Children, due to be released in September 2012, will support any suggested official or legislative procedures or penalties with genuinely supportive strategies for children within the context of their families and communities.

In April 2011 the Ministry of Justice also commenced an extensive review of the Family Court, with the goal of improving access to family justice in a way that is again more focused on the needs of children and vulnerable people. The outcomes of this review are likely to impact significantly on many of our clients who use the Family Court to gain Protection Orders; resolve relationship property disputes; establish day-to-day care and contact arrangements for children; and access approved education programmes as Protected Persons. Throughout this review Christchurch Women's Refuge will continue to be an active advocate for the vulnerable families we support daily, so that any proposed changes truly deliver tangible improvements.

Looking ahead, in 2013 we will celebrate our 40th anniversary and our history as New Zealand's first refuge. We are keen to continue our evolution and innovation within a sector where we can expect significant change in the coming years. Government has given clear signals that social and community service reforms are high on their agenda. These are likely to include consolidating the number of agencies providing social and community services; further shifting responsibility for delivering social services from Government to non-government organisations (NGOs); and requiring measurable proof of improvement in the lives of those supported by such services. It is highly probable that, as a region in transition, the Government will look to Canterbury to lead this social sector reform.

### The Financial Landscape

Christchurch Women's Refuge ended the 2011-12 financial year, as forecast, in a position of financial surplus for the second year in a row. This very pleasing result can be credited to carefully considered expenditure, strategic financial management and investment, and increased earthquake-related funding.

Significant expenditure on new service initiatives and developments is planned in the 2012-13 year. In line with our strategic plan, these funds will be invested to improve outcomes for families affected by violence. A new client database and accounting package are also factored into forthcoming budgets, as well as what is expected to be a significant increase in rent when our current premise lease expires in December 2012.

Although the enormous emotional and socio-economic impact of the earthquakes on Canterbury families will continue to be felt over the coming years – and, for many, increasingly so as the repair and rebuild programme is rolled out – it is unlikely that the levels of earthquake-related funding we have seen over the past two years will be sustained beyond 2012-13. We are already noticing that many Trusts are reducing their grants and private donations have returned to pre-earthquake levels. Within this context, and together with the impact of the global economic crisis on New Zealand's economy, we anticipate a tightening of the future financial environment in which we are operating.

*continued overleaf...*

91% of those who apply for Protection Orders are women and each day the Courts deal with around 20 prosecutions of assaults on women, by men.  
(NZ Court Statistics)



Image courtesy of Dreamstime.com

## Chair's Report *continued*

### The Board, the Management and the Future

During the year we fare-welled Board member Kate Hickey, whose contribution during her time in governance is gratefully acknowledged. We also welcomed Arihia Bennett and Melissa Haberfield to the Board. Between them Melissa and Arihia bring an exciting combination of talents that include strong strategic-thinking, sector leadership, a tikanga Māori perspective, entrepreneurial energies and project management skills. I would like to sincerely thank all Board members for the time and dedication that they have each contributed to the organisation. It has been an absolute pleasure to work with them and I value each Board member's contribution immensely.

I would also like to take this opportunity to thank and acknowledge the outstanding dedication, diligence and performance of CEO Nicola Woodward and her management team. Under Nicola's leadership Christchurch Women's Refuge has forged innovative new pathways to confront family violence. In her first year in this position Nicola has embraced the challenges of the role with personal conviction and tenacity, inspiring and motivating positive change both within the organisation and throughout the family violence sector.

We look forward with confidence to the forthcoming year and the challenges it will no doubt bring. Together with our many generous funders and supporters we will support women, children and men to journey away from violence, and continue to uphold the vision of a New Zealand where family violence is no longer tolerated.



**Madeleine Hawkesby-Browne**  
Chair

## Chief Executive Officer's Report

The last financial year has been a year of significant challenge, change and achievement for Christchurch Women's Refuge. With a focus on the whole family, our new Strategic Plan for 2012-15 sets us on an exciting course to develop and implement a range of innovative new services to support and enable families – women, men and children – to become their best, free from violence. This new strategy is founded on our passionate belief in everyone's potential to overcome family violence and achieve personal fulfilment if offered the right support, at the right time, in the right way. It also reflects our belief that home should be the safest place for all New Zealanders and that men and women who have overcome family violence are uniquely placed to inspire and support others along the same path.

### New Vision, New Initiatives

The application of these beliefs into practice has already led to the development of three new services to be implemented throughout 2012 – ReachOut, Specialist Peer Support and, with our Auckland based partner Shine, safe@home. Each of these services offers individuals and families new choices and opportunities to receive the support they need to become safe and begin their journey away from violence.

ReachOut is a unique crisis intervention service for men who have perpetrated family violence. Developed with North Canterbury Police and supported in delivery by other local agencies, ReachOut became a reality in April 2012 when we began a pilot service in North Canterbury. By employing proactive early intervention practices and strengths-based support and advice, ReachOut's full-time male Family Support Worker seeks to engage men by offering a listening ear and specialist information, advice and support. Though new, the service is already on track to achieving its goals of reducing the risk of repeat family violence and encouraging and supporting men away from violent behaviour. This is in no small part due to Daryl Gregory joining the Christchurch Women's Refuge team to lead the development of our services for men and Matiu Cheesman taking up the position of ReachOut Family Support Worker.

Our vision for Specialist Family Violence Peer Support is also unique within the New Zealand family violence sector. In September 2011 we began a research project to inform the design of the service. Specialist Peer Support enables the sharing of first-hand knowledge on how to become and remain safe by drawing on the lived experience of women and men who have successfully overcome family violence. It also has the power to transform a commonly stigmatised experience into an inspirational example. Research demonstrates that the service, which will commence in late 2012, will significantly encourage earlier help seeking by both women and men and offer meaningful support throughout what can be a lengthy journey of change.

“Most exciting is the possibility of co-locating with some of the strategic partners with whom we have become increasingly aligned over the past year.”



Matiu Cheesman, ReachOut Family Support Worker and Daryl Gregory, Men's Service Development Manager.

## Chief Executive Officer's Report *continued*

Our belief that home should be our place of greatest safety inevitably drew us to fundamentally rethink our existing services. We asked ourselves how we could turn a violent house into a safe home where women and children could remain, connected to their local community, wider family and friends. An answer already existed in the form of Auckland-based family violence agency Shine and their safe@home service. safe@home physically improves a home's security to make it safer from forced re-entry and, in the four years it has been running in Auckland, safe@home has been incredibly successful. We now have funding secured and an agreement with Shine to roll out this service to high-risk Canterbury families in the new financial year.

### The Power of Partnerships

Creating opportunities to work collaboratively with operational and strategic partners has been a key focus of 2011-12 as we seek to build our capability to deliver appropriate and effective services for the whole family. Discussions with current and potential partner agencies have enabled us to identify exciting ways of leveraging from one another's expertise to build mutual capacity, generate efficiencies and avoid duplication of services.

To achieve this we have proactively engaged with agencies which share our vision for integrated whole of family services and with whom we are philosophically aligned. We have formalised our relationship with Shine to enable us to deliver their safe@home service in Canterbury; created stronger links with Relationships Aotearoa with a particular focus on providing individual and group based support to men using our ReachOut service in North Canterbury; linked more closely with Victim Support to support our clients with practical and financial assistance; and worked closely with He Waka Tapu to further develop peer support and explore the potential benefits of sharing premises.

We also wish to acknowledge the dedication, inspiration and energy of other agencies and organisations we work closely with, including the New Zealand Police; the Ministries of Justice and Social Development; Child Youth and Family; Work and Income; Christchurch City Council; Waimakariri District Council; Selwyn District Council, Hurunui District Council; family court lawyers, and the Family Court; and our other strategic and operational partners.

### New Premises and Co-location

We were fortunate to move into safe and centrally located temporary premises just prior to the start of the financial year. Unfortunately these premises are not large enough to accommodate all of our clients and services, and affordable properties are in increasingly short supply in our post-earthquake region.

As we consider our medium-long term options for relocation, we are focussing on the opportunities that our new post-quake environment is bringing. Most exciting is the possibility of co-locating with some of the strategic partners with whom we have become increasingly aligned over the past year. This would not only enable us to offer integrated services that are much more accessible for vulnerable families, but also reduce agency overhead costs which could be better invested in direct client services. In the coming year we – along with our partners – will be exploring in detail the feasibility of sharing premises and progressing plans to make co-location a reality within the next three years.

### Canterbury Family Violence Strategy

A positive consequence of the recent earthquakes has been the increased interaction between social service agencies. Within the family violence sector this has stimulated discussions about what we do and how we can do it better. Such conversations, involving a wide range of Canterbury family violence agencies working in crisis management, safety, education and prevention, have led to a commitment to co-develop a sector-wide Canterbury Family Violence Strategy.

Christchurch Women's Refuge has been heavily involved in these discussions, chairing the Centre of Excellence and Crisis Response Working Groups and convening and facilitating a number of workshops and meetings. Although progress has been stalled at times by the somewhat polarised perspectives that come from a philosophically diverse sector, the vast majority of agencies have remained positively involved and committed to overcome these challenges in order to enhance outcomes for individuals, families and communities.

### Earthquake Rebuild

In the last year we hosted two Earthquake Support Co-ordinators as part of the Stronger Canterbury network. Carol Brown and Louise Edmonds have worked tirelessly throughout the year to facilitate access to key services and supports for Canterbury's worst affected families. In recognition of their dedicated and proactive work, Christchurch Women's Refuge received a Leadership Award in the February 2012 Greater Canterbury Social Sector Awards.

As a host agency, we also actively participated in a number of networks including the Earthquake Response Management Team and the Christchurch Recovery Social Services Management Group. We have been very proactive in speaking out on issues related to earthquake response, such as the housing crisis and its effects on vulnerable families, particularly as these relate to women and children living in violent homes. Our advocacy with the Canterbury Earthquake Temporary Accommodation Service and the Ministry of Social Development helped spur wider sector discussions with the Canterbury Earthquake Recovery Authority and the Department of Housing from February 2012 onwards.



Image courtesy of Dreamstime.com

Police attend a family violence situation every 6 minutes, yet estimate that only 20% of incidents are actually reported.

(NZ Police)



Image courtesy of Dreamstime.com

9 out of 10 (88%)  
people believe  
a life without  
family violence is  
possible.

Research from the It's not  
OK Campaign (2010)

## Chief Executive Officer's Report *continued*

### Ambassadors

We were delighted to welcome three new Ambassadors in the last year – Crusaders Assistant Coach Daryl Gibson; local celebrity and MasterChef runner-up 2011 Jax Hamilton; and ex-pat international businesswoman Katherine Corich, who is based in the United Kingdom. We are very honoured to have such strong advocates to help us bring discussions and awareness of family violence further into the spotlight.

### Successes, Challenges and Opportunities

We have achieved so many wonderful successes in the past year – a new strategic direction and plan; new services; new premises; new ambassadors; and new supporters. This would not have been possible without the tremendous dedication and input of our staff and Board. Despite the very difficult environment in which we currently operate, a unified belief in our new direction has enabled us to build a wonderful platform from which to support children, women and men in Canterbury.

As we look ahead to 2012-13 we know that there will be many more challenges. Already we are experiencing financial retrenchment in donations and grants; we know that government will ask us to do more, more creatively, with less; we know that there will be legislative changes that will affect our clients and the way we work; and we know that we, along with our communities, families and clients, must continue pursuing excellence in a region struggling through the aftermath of one of the greatest natural disasters in our country's history.

But there are also many opportunities. We can look forward to supporting many women, men and children to overcome the effects of family violence by embedding and extending ReachOut; we will make at least 30 vulnerable families safe through Shines' safe@home service; we will honour and utilise the experience of women and men who have overcome family violence by implementing specialist peer support; and we will better support our clients to achieve more fulfilled lives and wellbeing through the partnerships we will forge. We will also celebrate our 40th anniversary and the wonderful legacy we have inherited as the first refuge in New Zealand, and from which we take inspiration for the next 40 years of service to Canterbury communities.



Nicola Woodward  
Chief Executive Officer

## Our Clients – Women and Children's Services

This year the demand for services has been steady and consistent with increases in most indicators, and an overall increase in clients of 15% across agency services. The biggest increase in client numbers has been in Christchurch city, where client numbers have increased 27%, supported by additional staff made available through earthquake targeted funding.

Despite an increase in reported family violence in rural outreach areas, the number of women and children using our North Canterbury service has dropped by 14%. This decrease in enrolled clients reflects limited staff capacity, increased demand for community education and capacity building (previously undertaken by the government-funded Advocate for Children and Youth, a role which ceased to exist at 30 June 2011) and the sheer complexity of client needs in rural communities. These communities have been severely transformed not only by earthquakes, but also by mass migration out of Christchurch (for safety) and from other regions (for the rebuild). As a result, the amount of time spent by our North Canterbury team working with individual women and children has increased.

Client occupation of our Residential Safe House has begun to return to pre-earthquake levels, although the Safe House remains an often under-utilised resource. The dramatically increased number of bed-nights (up 85% from the 2011 financial year) and the average length of stay (from 7.2 nights to 12.3) are reflective of the housing situation in Canterbury – once women and children leave a violent home, it is often very difficult for them to find affordable accommodation to move onto when they leave the Safe House.

There has been significant demand for our Protected Person's Specialist Education Programmes, both from women and children. In Christchurch we ran four women's and five children's groups and in North Canterbury we provided three women's and three children's groups. Our new programme for young women – Recreating Futures (also a Protected Person's Programme) – has also been very successful, as well as being a great example of true collaboration at work. We ran two Recreating Futures groups in partnership with Waipuna Youth Trust in this financial year and the young women who attended the two groups, as well as Waipuna themselves, have all been very positive about the programme.

Calls to our 0800 1 REFUGE number rose approximately 50% following the February 2011 earthquake and current statistics show that this elevated volume has remained constant throughout this financial year. The huge increase in use of our crisis and support line reflects the fact that, although the frequency and intensity of the earthquakes and aftershocks may be easing, their social impact has not diminished. Given that the average time required to deal with a crisis call is approximately 20 minutes, staff workload has increased considerably.

"The frequency and intensity of the earthquakes and aftershocks may be easing, their social impact has not diminished."

“I had a misconception about what abuse was, and generalised about what ‘sort’ of women it happened too. When I did finally make the call, I realised there was a lot more to Christchurch Women’s Refuge than I thought. They offered so many options for support. They helped me believe in myself. I began to see that I was a whole lot stronger than what I thought I was.”

Rhonda\*, past client

\*Not her real name.

## Our Clients – Women and Children’s Services continued

### Trends

Staff have observed that clients are presenting with increasingly high and complex needs that often come with family violence such as housing problems, drug and alcohol misuse, budgeting needs and unemployment. These issues require longer and more intensive interventions and strong advocacy to engage a collaborative approach from multiple agencies.

Housing and lack of safe, affordable accommodation have become major issues for women and children wanting to exit violent relationships and the homes in which the violence occurred. There has also been an increase in adolescents perpetrating violence against a parent and this trend has featured strongly in the Police Incident Reports for this period, with approximately 28% of all reported incidents falling into this category. To enhance our response to the needs of children and young people we intend to appoint a Family Support Worker with a focus on children and young people in the new financial year. A key focus of their role will be to develop our core capability to work with the growing number of young people coming through our service. We are also currently adapting an American adolescent programme called “Success”, which addresses teen relationship violence through community-based education and intervention.

We have seen more and more incidents involving animals being used to exercise control within relationships, either by threats to hurt a much loved pet, or by “taking custody” of an animal when a relationship ends in order to use it for leverage and control. There has also been an increase in Protection Orders issued With Notice, meaning that the respondent can defend the application in court before the Order is issued and can be enforced by Police.

As an agency well trained in crisis response we have so far been able to adapt and respond to these trends. However, the coming year will present more challenges as housing, rental prices and earthquake issues place more stress on families that are already vulnerable. We will welcome the Women’s Shelter initiative led by Christchurch City Mission and their strategic partners, which will help some women access temporary accommodation, and we will continue to meet new challenges and trends braced by the conviction that we are empowering women, children and men to make positive choices towards violence-free lives.



Lyn Boyd  
Operations Manager

## Our Clients – Men’s Services

Tena koutou katoa, he mihi aroha ki a koutou I runga I te ahuatanga o te ra.

It has been quite a change to come from a Māori men’s agency to a non-Māori women’s agency, but getting to learn the culture and day-to-day operations of Christchurch Women’s Refuge has been a great experience.

Since coming into post in April my main task has been helping establish the North Canterbury men’s service, ReachOut. In May we appointed Family Support Worker Matiu Cheesman to engage men named on Police Incident Reports as having perpetrated family violence and to offer them support to address their violent behaviours.

Although the service is still in its fledgling state it has been embraced and supported by the community. Feedback from Police, the community, frontline workers and – very importantly – from the female partners of the men contacted has been overwhelmingly positive.

Part of developing the ReachOut service has involved building local relationships with the wider social service sector, as well as cultivating new types of strategic and community relationships in the Christchurch urban area to support planned extension of the service. The consistently good feedback we have received from a number of sources about ReachOut and our progression towards working with whole of families, and not just women and children, has been very pleasing. New steps on this journey will be the continued development of specialist peer support services for men and further exploration of possible residential options for men who choose, or are required, to leave their homes because of their violence.

A strong focus for the coming year will be the development of training modules that support all staff to become more informed and confident about working with men, increase understanding of tikanga Māori and explore how we might truly work with whānau in the future.

No reira rau rangatira ma, ma te Atua koutou e manaaki, e tiaki koutou.



Daryl Gregory  
Men’s Service Development Manager



Image courtesy of Stockvault

“A man needs his own reason to change. It has to be personal and powerful enough to motivate him to make and maintain the changes needed to be violence-free. I call it ‘a heart hook’”

Matiu Cheesman,  
ReachOut Family Support  
Worker



Westpac Women in Business and Jane Daniels fashion and travel fundraiser, March 2012

## Our Supporters

In the last financial year we continued to benefit from widespread public support, which rose considerably in response to the series of earthquakes which began in September 2010. The earthquakes have certainly impacted on family violence levels and, hearing this, many people throughout New Zealand reached out to Canterbury families via Christchurch Women's Refuge. We are very grateful to everyone who donated to us, whether monetarily or with goods, and especially wish to thank our regular and repeat donors for their commitment to helping Canterbury families through us.

An increased number of community groups, schools and interested individuals also proactively undertook fundraising to support our work, with donations from external fundraising up 88%. We were very honoured to be chosen as the recipient of so much hard work and energy throughout the year and were even happier to put that money to use supporting women, children and men to overcome family violence.

In acknowledging the contributions of the many supporters who have contributed so generously throughout the year, we particularly wish to note:

Aotea Electric  
 Auckland University Students' Association  
 Diana Noonan and Scholastic NZ  
 Donnithorne Simms Mitsubishi  
 The Dove Trust  
 The Eden Park Trust  
 The Featherston Arts Trust – Te Waka Toi o Paetum  
 The Flaxwood Festival  
 Handmade for Christchurch  
 The Harbour Union  
 Insurance Brokers Association of New Zealand  
 Inner Wheel Clubs throughout New Zealand  
 The Jones Foundation  
 Konica Minolta  
 Lions Clubs throughout Canterbury  
 New Zealand Charitable Trust  
 New Zealand Tax Refunds  
 Rural Women of New Zealand Clubs throughout New Zealand  
 Rotary Clubs throughout New Zealand  
 Telephone System Services  
 Twigger Women's Refuge Endowment Fund  
 Un Cadeau Charitable Trust  
 Urbis  
 Vast Interior Christchurch  
 Westpac Women in Business and Jane Daniels  
 Zonta Clubs throughout New Zealand

We started the financial year with our own fundraising efforts – our annual street appeal and accompanying evening fundraising event. Despite the loss of many appeal sites and the increased stress people were experiencing, local Cantabrians still got fully behind the appeal.

Over 100 volunteers helped us spread the word that family violence is not OK and, thanks to their efforts and the generosity of the Canterbury community, we exceeded our appeal target by 23%.

The earthquake series and our new service developments opened up new funding options that we actively pursued, resulting in an increase of 138% in solicited grant income. We secured several substantial grants, including our biggest ever grant to date – just under \$147,000 from Pub Charity. Part of that grant provided the seed money for the research on which our specialist peer support programme is based. Thanks to the generosity of new funders and sponsors we also managed to implement two other new services in this period – ReachOut, a service for men who have perpetrated family violence (currently being piloted in North Canterbury), and Shine's safe@home service which we will now deliver in Canterbury. It's very heartening to see that funders and our local community have such belief in our new services and are willing to back them so generously.

Our thanks go to the many Trusts and Foundations who chose Christchurch Women's Refuge as their way of making a difference to Canterbury families throughout the 2011-12 financial year:

ASB Community Partnership  
 Air Rescue Services Trust  
 Canterbury Community Trust  
 Canterbury Social Support Fund  
 Catholic Diocese of Christchurch  
 Christchurch Casino Charitable Trust  
 Christchurch City Council  
 Christchurch Earthquake Appeal Trust  
 Department of Internal Affairs (COGs and Lotteries)  
 Estate of Kathleen Alice Boyd  
 Four Winds Foundation  
 Jack and Marjorie Ferrier Charitable Trust  
 Kelliher Charitable Trust  
 Lion Foundation  
 Mainland Foundation  
 Maurice Carter Charitable Trust  
 Ministry of Social Development (Community Response Fund)  
 Pub Charity  
 Southern Trust  
 The Tindall Foundation  
 The Trusts Community Foundation Ltd  
 Westpac Community Care Fund  
 Working Together More Fund

In 2013 we will celebrate our 40th anniversary and our legacy as New Zealand's first refuge. We intend to utilise this wonderful opportunity



to engage with others to co-operatively challenge and overcome family violence. We look forward to building stronger relationships with our current supporters and forging positive relationship with new supporters.

**Julie McCloy**  
 Marketing and Funding Manager

“We look forward to building stronger relationships with our current supporters and forging positive relationship with new supporters.”



During the South Island leg of the White Ribbon ride, Shane Henry signs the pledge with Julie McCloy and Nicola Woodward from Christchurch Women's Refuge, 25 November 2011. Image courtesy of the Families Commission.

## Our Community

Throughout the year we continued to raise awareness of family violence and the work Christchurch Women's Refuge does. We initiated or attended a variety of events including the Girl Guides' and Women's Lifestyle Expos, local business networks and the White Ribbon Day ride, and undertook a large number of community talks.

Our proactive media presence and acknowledged experience in this field saw family violence – particularly as it related to our earthquake affected environment – featured in media articles in The Press and community newspapers, on TV and in national print media. Our new strategy also gained a lot of media interest, with our decision to move to a full family focus by working with men receiving overwhelming support.

It is very reassuring to see that our efforts are succeeding in engaging the wider community in the discourse around family violence, as is evidenced by the high number of requests for speaking engagements that our agency regularly receives. The diversity of these groups is representative of the cross section of our community and ranges from tertiary institutions, community and government agencies and health providers to schools, funders and Rest Homes. Our local communities are very interested in the work that we do, the new directions we are taking and, most importantly, in how they themselves can make a difference.

A positive outcome of our on-going engagement with the wider community is that we are noticing an increasing trend in referrals from non-traditional sources such as community groups; education services; religious institutions; workplace or employers; and other social service agencies.

**Julie McCloy**  
Marketing and Funding Manager

**Lyn Boyd**  
Operations Manager

“Our new strategy also gained a lot of media interest, with our decision to move to a full family focus by working with men receiving overwhelming support.”

## Our People

The last year has seen many changes to our team and the addition of new faces to fill new roles. Our core staff, spread between three locations (Christchurch city office, Rangiora North Canterbury office and our Safe House) has grown to 24 full or part-time staff. At the start of the year we added a second Earthquake Co-ordinator to our community support team and in April we appointed a half-time marketing assistant to support our growing funding and relationship development workload. At the same time we also appointed a full-time male Family Support Worker and a half-time Men's Service Development Manager to deliver and develop services for men who have perpetrated family violence.

Unfortunately, space restrictions meant that we could not accommodate as many social work and work experience student placements from Christchurch Polytechnic Institute of Technology, the University of Canterbury and other agencies as in previous years, but we remain committed to supporting young people further their education.

Our agency is deeply committed to ensuring that all staff are well supported professionally, especially given the stressful family violence situations they may encounter on a regular basis. Early in the 2011-12 financial year we instituted six-weekly Quality and Innovation Forums which have brought all staff together to talk over issues, developments and share ideas. Staff are regularly offered training relevant to family violence and related issues. In the last year this has included seminars and workshops on motivational interviewing techniques; assertiveness training; children and domestic violence; working with teenagers; group facilitation; first aid; staff supervision and leadership; safety planning; children and adolescent behaviours; brief alcohol and addiction interventions; and children's brain development.

In order to offer a more culturally responsive service to our clients we also enlisted external expertise to help us build an organisational response to the Treaty of Waitangi and enable us to better incorporate Tikanga Māori into our workplace culture and services.

Given the current stressful living environment in Canterbury, supporting staff wellbeing has also been a critical and conscious agency commitment. Staff have been offered stress management training, external supervision and/or counselling and we have increasingly incorporated flexi-time and telecommuting into our work practices. We also established a staff social committee to create more opportunities to relax together socially.

Together our dedicated staff, Board and student placements gifted almost 1,570 hours to the agency last year (almost 42 37.5-hour working weeks) and our wonderful volunteers donated a further 273 hours (equating to seven weeks) to support our annual street appeal and fundraising events, expos, and administrative tasks such as posting out newsletters and labelling our fixed assets.



**Christine Wallace**  
Office Manager



Administrator Raelyn Te Moni

“Given the currently stressful living environment in Canterbury, supporting staff wellbeing has also been a critical and conscious agency commitment.”



Family Support Worker Carol Brown leads discussion in a women's education group

## Service-Related Statistics

### Summary of Key Statistics

	2011/2012	2010/2011	% +/-
Total Clients (Community – City and Outreach; Safe House; Protected Persons)	1310	1,135	15
Total New Clients (Community – City and Outreach; Safe House; Protected Persons)	858	757	13
Total Community Clients (City, Protected Persons and Outreach)	1170	896	31
Total New Community Clients (City, Protected Persons and Outreach)	724	552	31
Total 'Protected Person' Clients	148	119	24
Total New 'Protected Person' Clients	101	85	19
Total Safe House Residents	140	130	7
Total New Safe House Residents	134	120	12
Total Bed Nights	1713	926	85
Average stay at Safe House (Nights per person)	12.32	7.18	72
Calls to Support and Information Line	3442	3497	-
Police Incident Reports Received	1787*	2479°	
Police Safety Orders Received	97	98	-

\* Based on 2 weeks on, 4 weeks off duty roster

° Based on month-on, month-off duty roster until the end of 2011, then 2 weeks on, 4 weeks off

NB: these statistics relate only to women and children and do not include ReachOut, which commenced in late April 2012

### Total Christchurch City Clients (incl all Protected Persons) 2011-2012

Existing Clients	326
New Women Clients	290
New Child Clients	302
<b>Total New Clients</b>	<b>592</b>
<b>Total Christchurch City Clients</b>	<b>918</b>
<b>Total No: 1 to 1 Contact Hours</b>	<b>2,232.78</b>

### Total Outreach Clients (incl four regional contracts and National Outreach) 2011-2012

Existing Clients	120.00
New Women Clients	74
New Child Clients	58
<b>Total New Clients</b>	<b>132</b>
<b>Total Outreach Clients</b>	<b>252.00</b>
<b>Total No: 1 to 1 Contact Hours</b>	<b>1,074.55</b>

### North Canterbury Clients – Waimakariri & Hurunui 2011-2012

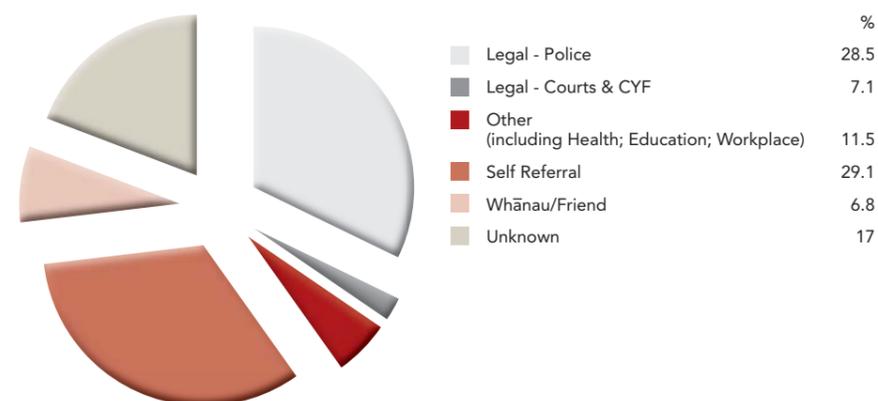
Existing Clients	72
New Women Clients	70
New Child Clients	55
<b>Total New Clients</b>	<b>125</b>
<b>Total North Canterbury Clients</b>	<b>197</b>
<b>Total No: 1 to 1 Contact Hours</b>	<b>906.92</b>

### Selwyn & Banks Peninsula Clients 2011-2012

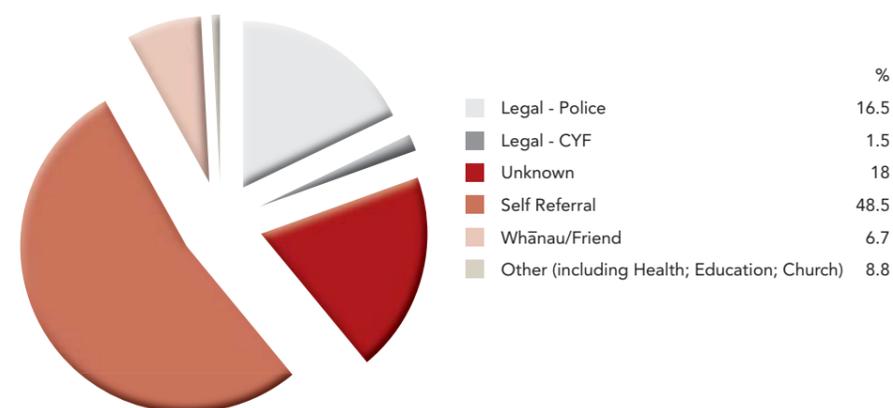
Existing Clients	16
New Women Clients	1
New Child Clients	3
<b>Total New Clients</b>	<b>4</b>
<b>Total Selwyn &amp; Banks Peninsula Clients</b>	<b>20</b>
<b>Total No: 1 to 1 Contact Hours</b>	<b>23.63</b>

84% of those arrested for family violence are men; 16% are women. (NZ Police)

### Client Referral Source 2011 – 2012 Community Clients



### Client Referral Source 2011 – 2012 Residential

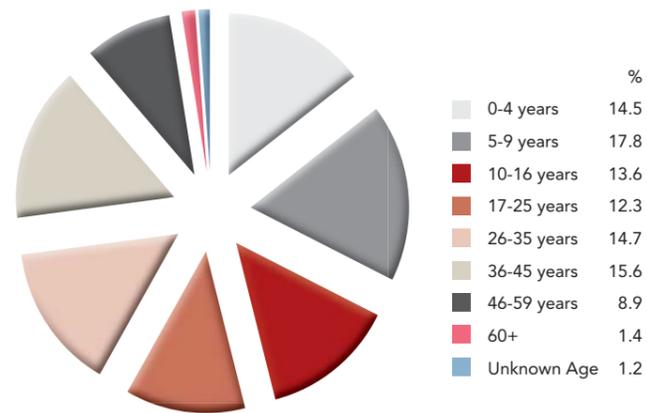


“In my experience 75-80% of the men we work with actually want the same as you or I do. They want a good life and a happy relationship.”

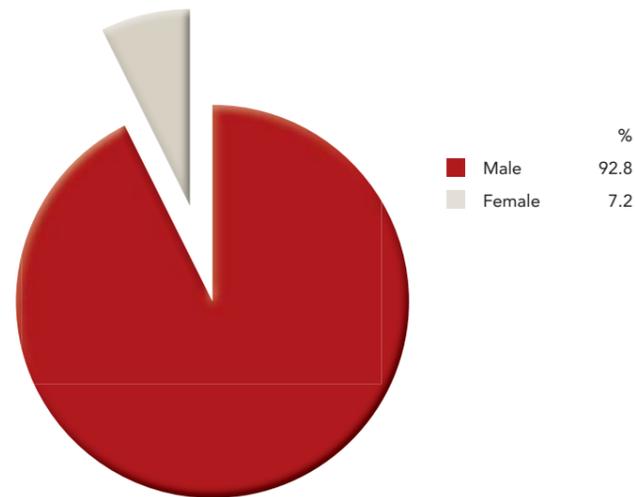
Daryl Gregory, Men's Service Development Manager

## Service-Related Statistics *continued*

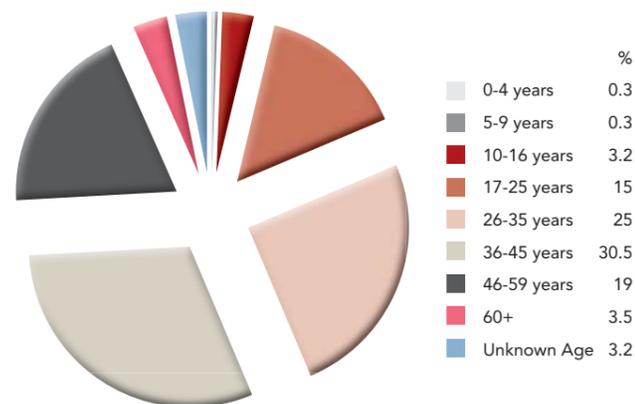
Ages of Clients Using Refuge Services 2011/2012



Gender of Perpetrators



Age of Perpetrators



## Approval of Financial Statements

AS AT 30 JUNE 2012

### Authorisation for Issue

The Board authorised the issue of these financial statements on 22 November 2012.

### Approval by the Board

The Board is pleased to present the financial statements of Christchurch Women's Refuge Incorporated for the year ended 30 June 2012 on pages 23 to 25.

Signed for and on behalf of the Board.

Madeleine Hawkesby-Browne  
Chair

Nicola Woodward  
CEO

The Board authorised the issue of these financial statements on 22 November 2012.



Fundraising during our July appeal

“Income of \$1.41m for the year exceeded one million dollars for the third consecutive financial year.”

## Treasurer's Report

The Christchurch Women's Refuge Board of Governance is pleased to present the financial statements for Christchurch Women's Refuge Incorporated for the year ending 30 June 2012.

Income of \$1.41m for the year exceeded one million dollars for the third consecutive financial year. This year income from contracts with Government agencies totalled \$559,000, a decrease of \$46,000 on last year. Grant income increased significantly this year, from \$303,000 (2011) to \$391,000 (2012). The majority of the remainder of income came from bequests, donations, investment income and 'other income', which includes receipt of funds from insurance claims relating to the Christchurch earthquakes. Within the wider category of fundraising, bequests and donations (\$275,000) were lower than the previous year (\$301,000), but we are still witnessing an increased level of generosity from the public following the earthquakes Christchurch has experienced over the past two years when compared with pre-earthquake times.

Expenses totalled \$1,289,000, which is \$296,000 more than the previous year, and is partly a reflection of the higher level of income being generated. The increase also reflects an investment in newly developed key strategic services. As a service based organisation the majority of operating expenses are inevitably related to personnel (\$863,000), which represents an increase of \$200,000 over 2011 (\$663,000), and also reflects the investment in new staff for new strategic services introduced during the financial year.

Overall, the agency made a net profit of \$150,000, which was a decrease of \$117,000 over the previous year's result, in which an unusually large surplus of \$267,000 was recorded. The agency continued to benefit from an increased profile and associated funding opportunities following the Christchurch earthquakes during 2010 and 2011, and is now in a position to invest funds into delivering a number of new services for the Canterbury community.

Total equity at the beginning of the year was \$545,000 and, with the addition of the Operating Profit of \$150,000, Retained Earnings at the end of the financial year are now \$695,000. These Retained Earnings were represented by Current Assets of \$991,000, which increased significantly for the second consecutive year (2011: \$693,000). Liabilities increased by \$156,000 with Grants and Funds in Advance being the majority of the increase (\$145,000). Non-Current Assets increased (\$9,000) to \$86,000. At year end, Christchurch Women's Refuge had term deposits of \$780,000 comprising sufficient cash reserves for risk management purposes, and for further investment in key strategic areas in the coming years.



Deloitte were appointed as Auditors in 2010, and remain as auditors for the 2012 Annual Report. Deloitte have given a qualified audit opinion on page 30 of this Annual Report.

**Ann Kilgour**  
Treasurer

Christchurch Women's Refuge Incorporated

## Statement of Financial Performance

For the year ended 30 June 2012

Notes	2012	2011
	\$	\$
<b>INCOME</b>		
Contracts		
Child Youth & Family	218,276	225,803
Ministry of Social Development	262,785	294,093
Dept of Internal Affairs	6,000	2,800
Ministry of Justice	71,903	82,714
Grants		
Canterbury Community Trust	75,000	71,647
Christchurch City Council	20,000	20,000
NZ Lotteries	5,367	59,275
Christchurch Earthquake Appeal Trust	10,000	
Wages Grants	158,591	102,895
Overheads Grants	35,667	15,109
General Grants	86,362	34,383
Fundraising	31,103	30,994
Donations	253,363	217,821
Bequests	21,750	51,828
Investment Income	34,131	20,980
Other Income	123,331	30,402
<b>TOTAL INCOME</b>	<b>1,413,629</b>	<b>1,260,744</b>
<b>LESS EXPENSES</b>		
House Expenses	39,897	26,134
Early Intervention	74,641	53,279
Prevention/Community Development	134,242	109,443
Office Expenses	17,912	15,325
Personnel Expenses	862,506	662,604
Audit Fees	4,400	4,400
Rental Expenses	48,080	44,062
Depreciation Expense	28,058	16,208
Street Appeal Expenses	4,887	4,845
Other Expenses	48,519	57,194
<b>TOTAL EXPENSES</b>	<b>1,263,142</b>	<b>993,494</b>
<b>NET SURPLUS/(LOSS)</b>	<b>150,487</b>	<b>267,250</b>

The above statements should be read in conjunction with the notes to the financial statements on pages 26-28.

Christchurch Women's Refuge Incorporated

## Statement of Movements in Equity

For the year ended 30 June 2012

	Notes	2012	2011
		\$	\$
<b>EQUITY</b>			
OPENING BALANCE		544,901	277,651
Plus net surplus/(loss) for the year		150,487	267,250
<b>TOTAL EQUITY</b>		<b>695,388</b>	<b>544,901</b>

Christchurch Women's Refuge Incorporated

## Statement of Financial Position

For the year ended 30 June 2012

	Notes	2012	2011
		\$	\$
<b>EQUITY</b>			
Retained Earnings		544,901	277,651
Net surplus/(loss) for the year		150,487	267,250
<b>TOTAL EQUITY</b>		<b>695,388</b>	<b>544,901</b>
<b>Represented by:</b>			
<b>CURRENT ASSETS</b>			
Cash on Hand		125	152
Cash at Bank		113,797	8,079
Cash on Call		58,053	311,702
Term Deposits	3	779,952	329,508
Accounts Receivable		19,558	33,695
Accrued Interest		12,941	4,042
Accrued Revenue		525	-
Payments in Advance		6,104	5,994
<b>TOTAL CURRENT ASSETS</b>		<b>991,055</b>	<b>693,172</b>
<b>LESS CURRENT LIABILITIES</b>			
Accounts Payable		48,400	78,046
GST Payable		23,406	9,986
Sundry Accruals		17,495	10,415
Holiday Pay Accrual		56,994	36,605
Tagged Grants/Funds in Advance		235,537	90,546
<b>TOTAL CURRENT LIABILITIES</b>		<b>381,832</b>	<b>225,598</b>
<b>WORKING CAPITAL</b>		<b>609,223</b>	<b>467,574</b>
<b>NON CURRENT ASSETS</b>			
Property, Plant & Equipment	2	86,165	77,327
<b>TOTAL NON CURRENT ASSETS</b>		<b>86,165</b>	<b>77,327</b>
<b>NET ASSETS</b>		<b>695,388</b>	<b>544,901</b>

The above statements should be read in conjunction with the notes to the financial statements on pages 26-28.

The above statements should be read in conjunction with the notes to the financial statements on pages 26-28.

## Notes to the Financial Statements

For the year ended 30 June 2012

### 1. STATEMENT OF ACCOUNTING POLICIES

#### REPORTING ENTITY

Christchurch Women's Refuge Incorporated is a Society incorporated under the Incorporated Societies Act 1908.

Christchurch Women's Refuge Incorporated is a reporting entity for the purposes of the Incorporated Societies Act 1908.

The financial statements have been prepared in accordance with the Financial Reporting Act 1993.

Christchurch Women's Refuge Incorporated is a non-profit orientated entity incorporated and domiciled in New Zealand. Its principal services are to provide safety and support to the women and children of Canterbury who have experienced family violence.

#### MEASUREMENT BASE

The accounting principles recognised as appropriate for the measurement and reporting of financial performance and financial position on the historical cost basis have been adopted.

The functional and presentation currency is New Zealand Dollars (NZD).

Christchurch Women's Refuge Incorporated qualifies for differential reporting on the ground that it is not a publicly accountable entity and does not exceed the specified size criteria. The Society has taken advantage of all differential reporting exemptions.

#### SPECIFIC ACCOUNTING POLICIES

The following are the specific accounting policies which have a material effect on the measurement of financial performance and financial position.

#### Investments

Investments held are stated at cost.

#### Accounts Receivable

Accounts receivable are valued at their expected net realisable value to be received within the next 12 months. Amounts that become unrecoverable are written off as Bad Debts.

#### Interest Accrued

Interest accrued represents interest earned but not yet received on deposits held as at 30 June 2012.

#### Goods & Services Tax

GST is accounted for on an invoice basis. These financial statements have been prepared on a GST exclusive basis with the exception of Accounts Payable and Accounts Receivable which are presented inclusive of GST.

#### Tagged Grants/Funds in Advance

Grants and donations received by the Society that are tagged for a particular purpose are not recognised until they have been used for that particular purpose. Until this time they are treated as a liability and held as Tagged Grants/Funds in Advance.

#### Audit Fees

The audit fees for the 2012, 2011 and 2010 years were donated.

## Notes to the Financial Statements continued

For the year ended 30 June 2012

#### Fixed Assets

Asset Type	Depreciation Rate Range	Depreciation Method
Motor Vehicles	26% - 36%	Diminishing Value
Plant	4.0% - 36%	Diminishing Value
Office Equipment	9.0% - 60%	Diminishing Value
Building Improvements	2.5%	Straight Line

Vehicles, Building Improvements, Plant and Office Equipment are stated at cost less accumulated depreciation.

Fixed assets purchased subsequent to the 1st July 1999 have been depreciated using rates and methods allowable by the Inland Revenue Department.

The buildings improvements (office) within fixed assets is owned by the Christchurch Women's Refuge Incorporated, but is on land and attached to a building which is owned by an outside party. The building improvements have been depreciated over forty years in equal instalments.

Where the cost of an individual asset is less than \$500 (excluding GST) it is expensed in the Income Statement in the year in which it was purchased.

#### CHANGES IN ACCOUNTING POLICIES

Nil.

### 2. PROPERTY PLANT AND EQUIPMENT

	Cost	Accumulated Depreciation	Book Value
<b>2012</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Motor vehicles	76,960	34,269	42,691
Plant	6,385	4,530	1,855
Office Equipment	71,111	46,765	24,346
Building Improvements	33,716	16,443	17,273
	<b>188,172</b>	<b>102,007</b>	<b>86,165</b>
<b>2011</b>			
Motor vehicles	62,447	23,959	38,488
Plant	10,797	7,666	3,131
Office Equipment	58,277	40,685	17,592
Building Improvements	33,716	15,600	18,116
	<b>165,237</b>	<b>87,910</b>	<b>77,327</b>

**Notes to the Financial Statements** continued

For the year ended 30 June 2012

**3. TERM DEPOSITS****Westpac Bank:**

Dep 15	\$42,271.48	4.25%	Term 308 days	Matures 20 Aug 12
Dep 8	\$43,973.02	4.00%	Term 280 days	Matures 14 Sep 12
Dep 16	\$42,732.14	4.00%	Term 274 days	Matures 17 Oct 12
Dep 13	\$42,248.36	4.00%	Term 361 days	Matures 12 Nov 12
Dep 10	\$41,659.72	4.00%	Term 284 days	Matures 19 Nov 12
Dep 12	\$43,125.38	4.30%	Term 269 days	Matures 6 Dec 12
Dep 9	\$41,727.40	4.00%	Term 252 days	Matures 18 Jan 13
Dep 17	\$42,059.82	4.00%	Term 275 days	Matures 15 Feb 13
Dep 18	\$40,966.58	4.25%	Term 269 days	Matures 11 Mar 13

**National Bank:**

Dep 1009	\$46,000.00	4.25%	Term 283 days	Matures 16 Jul 12
Dep 1010	\$26,040.00	4.00%	Term 180 days	Matures 23 Jul 12
Dep 1000	\$46,151.23	4.00%	Term 274 days	Matures 16 Aug 12
Dep 1003	\$46,582.24	4.30%	Term 209 days	Matures 12 Sep 12
Dep 1005	\$46,760.89	4.50%	Term 180 days	Matures 12 Sep 12
Dep 1004	\$46,264.66	4.00%	Term 275 days	Matures 17 Sep 12
Dep 1006	\$46,964.11	4.50%	Term 180 days	Matures 1 Oct 12
Dep 1002	\$46,445.50	4.25%	Term 270 days	Matures 12 Oct 12
Dep 1007	\$46,979.23	4.00%	Term 180 days	Matures 12 Nov 12

**4. COMMITMENTS**

There are no capital commitments as at 31 July 2012 (2011: Nil).

**5. CONTINGENT LIABILITIES**

A contingent liability of \$26,040 has been noted as at 31 July 2012. This contingency relates to potential claim(s) relating to the employment matters raised regarding sleepover provisions. A review of potential claims was undertaken based on the case outcomes and it was estimated that the financial effect to the agency could be \$26,040. It is uncertain what the amount or timing of the outflow may be. (2011: Nil).

**6. OPERATING LEASE COMMITMENTS**

Non cancellable operating lease commitments are payable as follows:

	2012	2011
	\$	\$
Not later than one year	35,188	73,188
Later than one year but not later than two years	57,238	74,938
Two to five years	92,750	79,500
	<b>185,176</b>	<b>227,626</b>

The premises lease expiry dates are as follows:

- Refuge (Confidential), Christchurch
- Percival Street, Rangiora expires 6 July 2013
- 90 Fitzgerald Avenue, Christchurch expires 31 May 2014
- 112 Hereford Street, Christchurch – three year lease starts on access to the property. This will occur once the red zone cordon has been lifted and the refurbishment of the premises is completed.

**Tagged Grants  
Received 1 July 2011 – 30 June 2012**

Air Rescue Services	\$2,000
ASB	\$6,920
COGS	\$16,651 (incl. gst)
Canterbury Community Trust	\$75,000
Canterbury Social Support Fund	\$57,500 (incl. gst)
Catholic Diocese of Christchurch/Tindall Foundation	\$10,000
Christchurch Earthquake Appeal Trust	\$10,000
Christchurch Earthquake Appeal Trust	\$129,122 (incl. gst)
Christchurch Casinos Charitable Trust	\$5,000
Christchurch City Council	\$20,000
Community Response Fund (MSD)	\$49,999.95
Dove Charitable Trust	\$30,000
Estate of KA Boyd	\$1,000
Four Winds Foundation	\$2,000
Jack and Marjorie Ferrier Charitable Trust	\$5,000
Kelliher Charitable Trust	\$10,000
Lion Foundation	\$19,000
Maurice Carter Charitable Trust	\$4,000
Mainland Foundation	\$18,000
Pub Charity Inc	\$146,662
Southern Trust	\$22,750
The Trusts Community Foundation Ltd	\$5,000
Westpac community Care Fund	\$5,000
Working Together More Fund	\$4,500
<b>TOTAL</b>	<b>\$655,104.80</b>

**INDEPENDENT AUDITOR'S REPORT**

**TO THE MEMBERS OF CHRISTCHURCH WOMEN'S REFUGE INCORPORATED**

**Report on the Financial Statements**

We have audited the financial statements of Christchurch Women's Refuge Incorporated on pages 23 to 28, which comprise the statement of financial position as at 30 June 2012, and the, statement of financial performance and statement of movements in equity for the year then ended, and a summary of significant accounting policies and other explanatory information.

This report is made solely to the Members, as a body. Our audit has been undertaken so that we might state to the Members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Members, as a body, for our audit work, for this report, or for the opinions we have formed.

**Board's Responsibility for the Financial Statements**

The Board is responsible for the preparation and fair presentation of financial statements, in accordance with generally accepted accounting practice in New Zealand, and for such internal control as the Board determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

**Auditor's Responsibilities**

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing and International Standards on Auditing (New Zealand). Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates, as well as the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our unmodified opinion on the financial position and our qualified opinion on the financial performance.

Other than in our capacity as auditor, we have no relationship with or interests in Christchurch Women's Refuge Incorporated.

**Basis for Qualified Opinion on Financial Performance**

Control over the revenues from donations prior to being recorded is limited, and there are no practical audit procedures to determine the effect of this limited control.

**Qualified Opinion on Financial Performance**

In our opinion, except for adjustments that might have been found to be necessary had we been able to obtain sufficient evidence concerning donations, the financial statements on pages 23 to 28 present fairly, in all material respects, the results of operations for the year ended 30 June 2012 in accordance with generally accepted accounting practice in New Zealand.

**Opinion on Financial Position**

In our opinion, the financial statements on pages 23 to 28 present fairly, in all material respects, the financial position of Christchurch Women's Refuge Incorporated as at 30 June 2012 in accordance with generally accepted accounting practice in New Zealand.



**Chartered Accountants**  
22 November 2012  
Christchurch, New Zealand



**THE VOICES OF  
LIVED EXPERIENCE**

"I did the Protected Persons Programme run by Christchurch Women's Refuge. It helped me understand that the violence wasn't my fault; that nobody deserves to be treated that way. He had chosen to be violent and he had chosen not to get help."

Haley\*, past client

"ReachOut is a buffer zone. There's someone to talk to when I'm angry, to get ideas on how to handle it."

Sam\*, on the journey to overcoming violence

"We can breathe on our own and not be victims. We do have choices, we are worthwhile members of society and have something to give back in any way that we choose whether through work, or living practical, healthy lives."

Rose\*, a survivor of family violence

You can't turn to anyone, even yourself, because you've lost yourself."

Jane\*, on how it feels to live with family violence.

"I don't want to be where I am. I want to go to a better place. I don't want others to follow me."

Josh\*, a man on the journey to a violence-free life.

"It was never in front of others. He was seen as a perfect father, a brilliant provider. Part of the reason I stayed so long was I thought people wouldn't believe me, they'd think I was making it up."

Katie\*, past client

"I thought violence was the way to get the love and respect I wanted from my family. In reality it was the exact opposite."

Mark\*, on the journey to overcoming violence

"I was trying to be everything he wanted me to be, and in the effort I lost my true self. I had to be brave enough to peel away the layers and find that I was in fact a strong person on the inside."

Vanessa\*, mother of two

## CHRISTCHURCH WOMEN'S REFUGE INCORPORATED

0800 1 REFUGE (0800 1 733 843)

– 24-hour free phone

T: 03 364 7306

E: [enquiries@womensrefuge.co.nz](mailto:enquiries@womensrefuge.co.nz)

P: PO Box 32034, Christchurch 8147

W: [www.womensrefuge.co.nz](http://www.womensrefuge.co.nz)