

Annual Report

1 July 2017 – 30 June 2018



aviva

Family Violence Services

TIKA PONO
ĀROHA

♥ RIGHTS, INTEGRITY, LOVE ♥

AVIVA



TOGETHER

WE KNOW IN OUR

HEARTS

WE CAN CREATE

SAFE HOMES

FOR ALL OUR

WHĀNAU

AND COMMUNITIES



“My time at Aviva taught me a lot of things; it showed me how fiercely women will protect their children and how much strength and courage that takes.”

Kate,
Past-staff member



Our Vision

A society free from the harms of family and sexual violence, where healthy children, families and communities are honoured and supported as the foundations of New Zealand's future.

Our Purpose

Through strategic and service excellence, our purpose is to support New Zealand's children, families and communities to become their best, free from the harms of family and sexual violence.

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"Aviva's involved in every aspect — if they can't help they'll advise; if they can't do that, they'll refer. Aviva is a never-ending resource to help others."

***Jamie**

Aviva (Inc. Christchurch Women's Refuge) Charitable Trust

Business Directory

AS AT 30 JUNE 2018

Address: PO Box 24161 Christchurch
New Zealand 8642

Telephone: (03) 378 3847
0800 28482 669 or 0800 AVIVA NOW

Registered Office: The Loft, Eastgate
Shopping Centre, Christchurch 8062

Board Members: Nathan Latimer (Board Chair)
Peter Cody (Board Treasurer)
Melissa Haberfield (resigned June 2018)
Darryn Russell (resigned March 2018)
Abby Suszko
Michelle Cathcart (appointed December 2017)
Monica Davis (appointed December 2017)

Secretary: Nicol O'Donnell

Auditor: Deloitte
Chartered Accountants
151 Cambridge Terrace, Christchurch

Bank: Kiwibank, 7 Waterloo Quay, Wellington

Chair and Chief Executive Officer's Report

2018 is our 45th anniversary of social and community service. In 1973 Rosemary Howard and Diane Shannon became the public faces of a local group of radical feminists who took a stand to stop violence against women by co-founding New Zealand's first refuge — Christchurch Women's Refuge.

At the time many New Zealanders, including some pretty powerful people, actively resisted the call for violence against women to be recognised as a significant social injustice, preferring instead for the problem to stay behind closed doors as a domestic issue. In the following years what became known as 'the refuge movement' developed. Women organised, marched and protested. By 2009 there were 50 refuges and safe houses in cities and towns across the country. The response to violence initiated by Christchurch Women's Refuge in 1973 has since sheltered and supported thousands of women and children, and still today this approach symbolises New Zealand's mainstream response to domestic and family violence against women.

Over the past forty-five years we've seen and made great advances in New Zealand's response to family violence: we have laws and regulations to protect people; people talk more openly about family and sexual violence; high profile campaigns encourage people to reach out for help; there is a network of safe houses up and down the country.

So why does Aviva, formerly known as Christchurch Women's Refuge, now take and advocate what is perceived by some as a radically different approach?

Far from achieving our founders' vision, New Zealand today has the highest reported rate of intimate partner violence in the developed world. Annually, Police investigate well over 100,000 reports of domestic violence; it's estimated another 500,000 or so go unreported. Despite 45 years of support via refuge-focussed services, New Zealand's future as one of the most unsafe countries in the developed world for women and children remains firmly intact. This is why Aviva believes that doing more of what we've always done isn't going to change this.

Just as we were in 1973, Aviva is, and will always be, a social change agency. We passionately believe that New Zealand can become free from family and sexual violence; that women and girls are not intrinsically vulnerable to violence, and boys and men are not intrinsically violent; that it's a fundamental social injustice for any person to have to leave home in order to become safe when violence is preventable, and alternative, more sustainable options are available.

And we passionately believe that New Zealand has the collective potential to build communities and homes that are safe and loving for all children. Ultimately, this is how we will break the intergenerational cycle of violence.

The real potential of a violence-free Aotearoa calls upon the collective powers and responsibilities of all people within New Zealand to co-create a society that no longer tolerates violence of any kind. We tolerate by believing 'it's not my problem'; we tolerate by turning the other way; we tolerate by fearing to offend if we question or speak up; we tolerate through inaction. Our personal and collective tolerance sustains the normalisation of violence in thousands of New Zealand homes and, in its own way, helps to sustain the cycle of violence 'behind closed doors'.

As just one part of our commitment to achieving a violence-free New Zealand, we've supported hundreds of children, young people and adults to create safer lives and relationships over the past year. We've also challenged assumptions and traditions which we believe are preventing the development of a more progressive, socially inclusive response to family violence.

The year's lowlight was our departure from the Integrated Safety Response (ISR) pilot. This resulted from a difference of opinion between Aviva, Oranga Tamariki and Canterbury Police on the pilot's operating model, arrangements for managing staff caseloads, and the implications of this, from Aviva's perspective, for staff wellbeing and service effectiveness.

However, the year also included many highlights. It was our second successful year of service, creativity and innovation with our partners at The Loft. This included the development of The Loft's Family Violence Wayfinder role — Te Ara Atea, with support from The Tindall Foundation. This role is significantly increasing the speed and effectiveness of our response to people who are experiencing family violence and seeking immediate help by walking through The Loft's front door. We were also delighted to welcome the Wise Group (Pathways, Link People and Workwise services), Kingdom Resources, Christchurch Resettlement Services, the PGF Group (including PGF Services and Mapu Maia) and the Laura Fergusson Trust. Thirteen NGO social and community agencies are now represented at The Loft, providing a nationally unique range of holistic services alongside the adjoining Integrated Family Health Centre and Linwood Community Library and Service Centre. The Loft has become one of Canterbury's busiest service providers, with over 300 people visiting each week. Its rapid response to hundreds of people with high and complex social needs is informing the development of The Loft as a 'social emergency department'.

“Christchurch Women's Refuge was established by a group of passionate radical feminists outraged at the emerging visibility of violence against women and children.”

Rosemary,
Christchurch Women's Refuge founder



Christchurch Women's Refuge's supporters taking it to the streets in the 1990's.

Other highlights in the year have included our partnership with Child Matters to develop an innovative peer-informed training model to build community capability to care and protect children. Our new Youth Service enabled many young people to build safe and healthy family and intimate partner relationships. This last year again saw an increase in the number of people supported by our Sexual Assault Support Service Canterbury (SASSC), run in partnership with START, with the service's expansion into Selwyn and Ashburton. Other achievements are described elsewhere in this report.

We're enormously grateful, once again, for the support of our multiple partners, including funders and the very many individuals and organisations that support our work in myriad ways. We'd be unable to do what we do without you. We'd be equally unable to do what we do without Aviva's amazing staff and volunteers — from frontline services, to administration, management and governance. This has been a year of challenge, opportunity and change. Through our collective commitment to purpose and social change we've learned and become stronger. This strength will continue to drive our passion to work in partnership with others to create a violence-free Aotearoa New Zealand in the years to come.



Christchurch Women's Refuge's founding members Diane Shannon (left) and Rosemary Howard (right) on the porch of New Zealand's first refuge in the 1970s.



Nathan Latimer
Chair



Nicola Woodward
CEO

Summary of Key Statistics

Description	Actual This Year 2017 – 2018	Actual Last Year 2016 – 2017	% up/down on previous year*	Target (contractual and/or internal)
Total number of children, young people and adults supported for family or sexual violence-related issues	1,224	1,849	34% down	N/A
Independent Victim Specialist High Risk and Perpetrator Outreach Service High Risk actioned	Withdrew from ISR in December 2017	412	N/A	N/A
Referrals from ISR team that have been actioned that are medium to low risk	Withdrew from ISR in December 2017	480	N/A	N/A
Calls for support via Aviva's 24-hour 0800 line	4,066	4,619	12% down	N/A
People supported by SASSC to overcome sexual assault	320	371	14% down	N/A
Homes made physically more secure from forced re-entry through safe@home	52	75	31% down	N/A
Individuals made safer in their own homes through safe@home	178	177	N/A	N/A
Children and young people supported to overcome family violence	229	116	97% increase	Contracted 90 154% over target
Adults supported to overcome violent behaviours by ReachOut	64	154	58% down	Contracted 80 20% under target
People beyond crisis supported on the journey to wellbeing by Specialist Peer Support	21	93	77% down	N/A
People trained to support others as peers within their community	0	12	100% down	N/A
Families supported towards financial wellbeing through Community Finance	58	29	50% down	Contracted 79 27% under target
Gifted Hours	8,835	9,516	12% down	N/A
Children receiving DV Education	159	60	215% up	MSD contract 10 MOJ target 71 110% above target
Women receiving DV Education	184	74	149% up	MSD contract 17 MOJ target 70 139% above target

*Many services without contracted volumes show a decrease in numbers. This is because focus was on delivering contracted volumes and Ministry of Justice targets, which has enabled us to maximise revenue.

Client Services Report

Twenty-four hours a day, every day of the year, Aviva is on hand to support Cantabrians overcoming family or sexual violence. We're privileged to be a part of so many people's journeys to brighter futures — it's what gives us our passion and our strength.

Through all of our free services we aim to support our clients to create safer futures for themselves and their families. We work with both those who use violence and those who experience it; with children, young people, and adults; and we offer specialist services related to sexual assault within or outside personal relationships. Safety planning is a key element of the work that we do with all our clients, regardless of which service they initially enter.

We provide that support to North Canterbury from an office in Rangiora, and to Christchurch, Selwyn and Ashburton Districts from The Loft in Christchurch. Outside office hours, support is available 24-hours a day via 0800 Aviva Now.

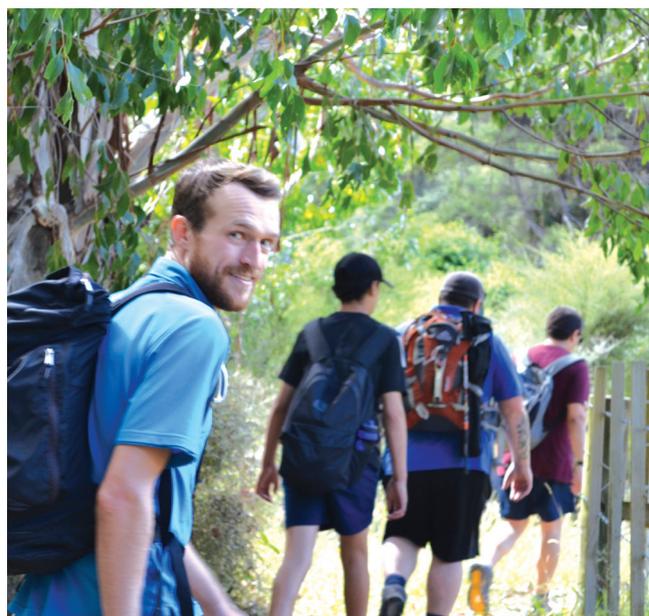
Integrated Safety Response (ISR) Pilot

Aviva was active in the ISR pilot from July – November 2017, operating teams for both those using and those experiencing family violence and identified as medium – high risk. In that time our teams supported 69 people to become safer and begin a journey towards violence-free lives. Whilst we are no longer formally involved in ISR, we have continued to support the pilot by reporting on the Daily List and supporting high risk ISR clients (via The Loft Wayfinder) who are waiting for their case to be referred to the ISR table.

Family Support Work (FSW) Team

The FSW team continues to deliver core services within Aviva, undertaking many referrals for adults (primarily women) and children who have experienced family violence. The FSW team received a high number of referrals this year including 396 self-referrals and 269 referrals from the Ministry of Justice (MOJ). At times we have needed to operate a waitlist due to the number of referrals received, a practice which ensures manageable, effective case management.

We believe that education is vital to breaking the cycle of family violence. Our education programmes help children, young people and adults develop tools to support them as



Outdoor adventure programme.
— Connecting young people with the outdoors.

they rediscover their confidence, build their resources and create safer futures. In the last year we piloted a Rangatahi Group to support young people over 13 to develop safer, healthier relationships. This proved so successful we will continue offering this group education options for teenagers.

Aviva provides children, young persons' and adults' education in 10-week long groups, or adapted individual programmes. In the last year we ran a record number of education groups (12); these included the first Rangatahi Group. Including both group and individual education options, we provided education programmes to 184 women (an increase of 255% from the last year) and 159 tamariki [5-12] and rangatahi [13-16] (an increase of 273%). Additionally, our MOJ Children's Worker ran three two-child school-based education programmes.

0800 AVIVA NOW

The Aviva 24-hour support line is managed during business hours by clinical staff who provide support with enquiries, safety planning, and advocacy e.g. with lawyers. This service is used by clients, potential clients, family/friends, and other professionals. Interagency referrals can be made through the 24-hour support line, as can self-referrals. This 24/7 line continues to be managed after hours by a call centre which is supported by on-call Aviva staff. We received 4,066 calls for support in the last year.

“All it takes is one friend to stay with you and not give up on you. That one friend can potentially make the difference between life and death. And your Aviva family won’t give up on you.”

*Lisa

Social Inclusion

Community Finance underwent some changes during the last year, moving to become part of a wider Social Inclusion team alongside Specialist Peer Support Services.

Community Finance has seen an increase in enquiries over the past few months from a monthly average of around 80 to 115, a consequence of the Salvation Army Canterbury closing its No Interest Loans Service (NILS) pilot. In total there have been 980 enquiries for the year and 235 interviews, with 58 (a 41% conversion rate) loans (40 NILS and 18 StepUP low interest loans). The recent addition of some new screening tools and an increase in referrals from Work and Income has seen screening interviews becoming more focused on financial conversations that support considering different spending choices, rather than planning for a budget surplus to service a loan.

The Salvation Army is again planning to implement a local NIL service in the new financial year, which we welcome, as demand for loans has been so high that we have had to rely on volunteers for administrative assistance. In addition, we have committed to employing an additional part-time staff member for 12 hours a week to support the Service Manager.

Over the past twelve months a lack of targeted funding for **Specialist Peer Support Services** led to a service restructure and a reduction in capacity to 1.5 full-time equivalent (FTE) staff. Specialist Peer Support continued to deliver one-to-one work, with 21 new referrals this year and 10 still in service from the previous year; 61% of these clients engaged for a period of three months or longer. During the year the team worked with Child Matters in Hamilton to develop and deliver community-based, peer-led child protection training for professionals, and a modified version for community members. This was received with great enthusiasm by the community and we are already exploring how to further this training offering in the new financial year.

The Purposeful Peer Support workshop, which trains people to become effective peers in their own communities, was on hold this year due to the Child Protection project but will be offered again in the new financial year. In the following months Specialist Peer Support will be taking the lead in developing a train-the-trainer manual related to group facilitation; delivering alcohol and other drug brief intervention training to other Loft staff; and reviewing some of Aviva’s group education materials from a lived experience lens.

ReachOut

The ReachOut early intervention service for adults (primarily men) using or at risk of using violence continued to receive regular referrals throughout 2017-2018. A staffing change in December enabled us to create a co-gendered team for the first time, and this was well accepted by clients. Whilst this service receives significant self-referrals, relationships with agencies such as the Police, Probation and other social service networks facilitates referrals for those men who have recognised a need to consider behaviour change management.

One hundred and five referrals were received through the year and 64 clients actively engaged in the service. Whilst client numbers were somewhat down on previous years, this was due to staffing changes as practitioners moved into ISR roles or left for other opportunities. A fortnightly Men’s Group initiative began in May, providing a safe space for clients to talk about their experiences and share with peers what they have learnt during their engagement with ReachOut. Men’s Group also provided service users with an opportunity to maintain their engagement with Aviva past the usual 1:1 intervention of ReachOut, therefore increasing their support to maintain positive change. This group was co-facilitated with a staff member from the PGF Group, which is also based at The Loft.

Sexual Assault Support Service Canterbury (SASSC)

As a result of two separate tender processes, SASSC was successful in being contracted to engage within Selwyn (commencing November 2017; 25 clients to end of June 2018) and Ashburton region (May 2018; six clients to end of June 2018), alongside our service across Christchurch and North Canterbury. The SASSC team doubled in capacity and capability to service the additional demand. North Canterbury continues to be supported with regular clinics now held at our Rangiora office, whilst most other clients are serviced through our Christchurch office within The Loft. We work alongside other social services, counselling and health practitioners in support of clients, and the formal partnership between Aviva and START continues to support delivery of this service. Police are our most significant referral source providing 64% of our inwards referrals, followed by self-referrals at 17%.

Aviva Youth

Aviva's Youth Service successfully achieved its contracted volumes in the past 12 months and will continue to operate until the end of September, with support from the Wayne Francis Trust. After this it will assume a MOJ referral focus. One hundred and twenty-seven new referrals were received, and the team supported 70 young people. This service has been hugely successful in supporting 12-25 year olds who identify across all genders and who have experienced and/or used family violence. As such this service has needed a diverse skill set and approach from staff.

The service has now successfully developed and piloted a Rangatahi (Youth) Healthy Relationship Education Programme for 13-16 year olds, which runs at The Loft during term-time. This programme delivers 20 hours of content around the life skills needed to connect in healthy relationships and live a life free from violence.

The Youth Service has been successful in working intensively not only with the young persons, but also many of those within their wider circles including their families, social workers, and health professionals across the Christchurch and North Canterbury regions. There have also been several occasions where the team have supported other agencies and schools in family violence and pornography education.

Shine safe@home

Shine safe@home aims to enable adults and children who are at high risk of repeat family violence to remain safely at home and in a familiar environment through the provision of security upgrades and alarms. In 2017 Aviva closed the service to external referrals and the service became integrated as part of the Family Support Worker service (although it is available to all Aviva clients, working with any team), rather than a standalone service. In the last year we improved the security of 52 homes, which provided 178 individuals with the ability to remain safely within their own homes. This service has also been supplemented by the use of Safelets, personal alarms with GPS tracking systems disguised as a bracelet, so that we can enhance safety outside the home, as well as inside.

The Loft

The Loft staff team has also grown this past year, in response to a significant demand for family violence support from people walking in through The Loft's front door. Because Aviva and other local family violence services are generally over-subscribed and operating waiting lists, people can wait several weeks to be assigned to a Case Worker. In response to this need, a Loft Family Violence Wayfinder role was created at the start of May 2018, funded by the Tindall Foundation. This position provides immediate and short-term safety planning and support for walk-in clients until they can be assigned to a Family Support Worker.



Some of the Aviva team supporting Pink Shirt Day.

“The Aviva Youth Service worked for me because they treated me like a human, they didn't pass judgement about what I had done in the past. They helped me to make changes and encouraged me to look after myself better.”

* Tamati

Our Friends and Supporters

Our Volunteers

In 1973 Christchurch Women's Refuge, as we were then known, relied entirely on volunteers. Even as a small paid workforce evolved, volunteers remained a core part of the 24-hour phone support team until the mid-2000s. In taking over SASSC from the Monarch Centre in 2014 we also took over a volunteer workforce who provided after-hours support to adults recovering from sexual assault. Our volunteer base has grown further in recent years as regular volunteers assist with administrative tasks that we are not funded for.

The investment of time from our volunteers is significant — in the past year Aviva was gifted 8,835 hours by SASSC volunteers, as well as ACC return-to-work placements, student placements, Board members and staff. This is equivalent to 220 40-hour weeks or four and a quarter years of full-time work, valued at well over a quarter of a million dollars. This does not include volunteer time for the annual street appeal and other events (e.g. Women's Expo), which have not been formally recorded; they equal approximately 260 additional hours.

Without our volunteers, some of the services we offer would struggle to operate as efficiently as they do and our clients would feel the effects of that strain. To our volunteers we say an enormous thank you for all that you do and give.

Our Funders and Donors

For 45 years we've relied on the generosity of many, many people and organisations to enable thousands of Cantabrians to overcome the effects of family and sexual violence. Knowing that so many people in our community care about others and want to make New Zealand violence-free is what sustains us. That support is an investment in the lives of many people and their journey to safety and wellbeing. Thank you to every person, family, funder, fundraiser and company who has given to us in order to support our clients on those journeys.

Here we'd like to acknowledge some of the people and groups that have supported us with donations, fundraising, gifts, volunteering, or in other ways over the last 12 months. There are many more people who have donated to us and although they we do not name individuals, please know that your support is immensely valued and relied upon.

Bequests:

- The Estate of Berry Hampden Talbot
- The Gwen & Ces Stevens Trust
- The Estate of Norman Ray Connor

Our Funders:

- ACE Aotearoa
- Alexander Harold Watson Charitable Trust
- B A Lewis Charitable Trust
- Blogg Charitable Trust
- Catholic Diocese of Christchurch
- Christchurch Casinos Charitable Trust
- Christchurch City Council Community Grants
- Christchurch Earthquake Recovery Trust
- David Ellis Charitable Trust
- George Sevicke Jones Trust
- Kelliher Charitable Trust
- Lion Foundation
- Lottery Grants Board
- Macpac — Fund for Good
- Mainland Foundation
- Maurice Carter Charitable Trust
- New Zealand Community Trust
- Pub Charity Inc
- Rata Foundation
- Southern Trust
- The Strathlachlan Fund
- The Tindall Foundation
- The Trusts Community Foundation
- The Todd Foundation
- The Wayne Francis Charitable Trust
- William Toomey Charitable Trust

Our Supporters, Fundraisers and Donors:

- AMI Play it Forward
- Amnesty International Canterbury Region
- Around Again Cycles
- Avon Cosmetics
- BATA Group
- Bright Sparks Brands
- Canterbury Scientific
- Chargeurs Wool (NZ)
- Christ's College
- Christchurch Men's Prison Disaster Recovery Unit
- City Harvest
- The Creek Trust
- Cryptopia
- Deloitte

- DMC & CMB Burnett Charitable Trust
- Dove Charitable Trust
- Drummond Inheritance Trust
- Inland Revenue Department
- The Jones Foundation
- The Jean Stanbury Family Trust
- King's Church
- Kiwi J. I. Office FitOuts
- Lions Clubs of Pegasus, Amberley and Riccarton-Waimairi
- Lois McFarlane Charitable Trust
- Macpac
- Opawa Brownies and Rapaki Girl Guides
- Rotary Clubs of Bishopdale/Burnside and South Christchurch
- SAGA Inc
- Scenic Hotel Group
- St Bedes
- Strategy Creative
- The Warehouse Eastgate



This year's annual appeal was our most successful in five years.



Recovered food from City Harvest.

Treasurer's Report



'The June 2018 financial year was both challenging and rewarding, with a contraction in the number of services offered through the loss of ISR; continuing to further our strategic partnership with The Loft; and the establishment of the Aviva Foundation.'

The Aviva Board of Governance is pleased to present the financial statements for the Aviva Charitable Trust (Aviva) for the year ending 30 June 2018.

The June 2018 financial year was both challenging and rewarding, with a contraction in the number of services offered through the loss of ISR; continuing to further our strategic partnership with The Loft; and the establishment of the Aviva Foundation.

From a financial perspective we saw a marked drop in income levels at \$2.8m for FY18 compared to \$4.4m in FY17. The core drivers behind this decrease in income included:

- A significant reduction in donations received of \$0.8m, predominantly due to the two large one-off donations received in FY17 not reoccurring;
- A \$0.9m reduction in contracted service income when compared to FY17 which predominantly related to the end of Aviva's involvement in the ISR pilot.

Despite the overall reduction in revenue, costs increased to \$3.6m in FY18 from \$3.1m in FY17. Of this increase, \$0.7m relates to the donation made to the Aviva Foundation during the year. Removing this one-off donation, we see that

reduced costs of \$2.9m are on a comparable basis to FY17.

Unfortunately, the reduction in costs did not occur at the same relative rate as the reduction in revenue as Aviva made a strategic commitment to support critical family violence services that were not funded or had seen funding removed during the year. The consequence was that the Aviva derived a deficit of \$0.9m in FY18, significantly down from a surplus of \$1.4m in FY17. Even removing the one-off donation \$0.7m made to the Aviva Foundation, Aviva still recorded a deficit which is not sustainable over the medium- to long-term.

The accumulated funds of the Aviva Charitable Trust at balance date totalled \$2.1m, of which \$1.4m relates to funds received, and held, on behalf of The Loft. Building of the accumulated funds associated with Aviva continues to be a focus of the Board to ensure financial stability. Cash reserves reduced by \$1.0m predominantly due to the \$0.7m donation combined with the trading deficit.

From a financial risk management perspective, the primary area of focus for the Board is to strengthen our non-contracted funding streams so that we can develop a sustainable operating

model and execute strategic projects that deliver on our purpose. This will have the effect of building financial reserves. Grant funding continues to be a challenge to secure and FY19 is continuing to be increasingly difficult. As such, the Board is focused on driving fundraising efforts to ensure the organisation continues to provide financially sustainable services to our clients.

Continued investment from our key funding partners is the greatest acknowledgement possible that we are indeed achieving our desired outcomes — we acknowledge and thank all of those funders who have continued to support Aviva in making a difference to our communities.

As the current head lessee of The Loft, Aviva Charitable Trust holds the assets on its behalf. Once a new Loft entity is formed all assets, and any residual liabilities held by the Aviva Charitable Trust, will be transferred to this new entity.

The Board and Management wish to formally acknowledge and thank our external auditors, Deloitte, for their continued service and support of Aviva.

Peter Cody,
Treasurer

Statement of Comprehensive Revenue and Expenses

For the year ended 30 June 2018

	Note	2018	2017
		\$	\$
REVENUE			
Donations, fundraising and other similar revenue	1	246,517	1,032,166
Revenue from providing goods or services	2	2,098,876	3,007,594
Interest and other investment revenue		55,229	51,597
Other revenue		357,174	343,043
TOTAL REVENUE		2,757,796	4,434,400
EXPENSES			
Expenses related to public fundraising		3,762	10,202
Volunteer and employee related costs		1,934,867	1,932,281
Costs related to providing goods or services		84,064	111,023
Donations	3	700,500	-
Bad Debts		12,971	-
Other expenses		877,021	1,003,064
TOTAL EXPENSES		3,613,185	3,056,570
SURPLUS / (DEFICIT) FOR THE YEAR		(855,389)	1,377,830
OTHER COMPREHENSIVE REVENUE AND EXPENSES		-	-
TOTAL COMPREHENSIVE REVENUE AND EXPENSES FOR THE YEAR		(855,389)	1,377,830

1. Includes two large one-off donations in FY17
2. Reduction in contracted service income is predominantly related to the end of Aviva's involvement in the ISR pilot
3. Donation made to the Aviva Foundation

Statement of Changes in Net Assets/Equity

For the year ended 30 June 2018

This Year

DESCRIPTION	Accumulated Surpluses or Deficits	Reserves	Total
Opening Balance	1,451,091	1,441,697	2,892,788
Total Surplus / (Deficit)	(855,389)	-	(855,389)
Transfer to Reserves	-	-	-
Transfer from Reserves	-	-	-
Closing Balance	595,702	1,441,697	2,037,399

Last year (2017)

DESCRIPTION	Accumulated Surpluses or Deficits	Reserves	Total
Opening Balance	447,973	1,066,985	1,514,958
Total Surplus / (Deficit)	1,377,830	-	1,377,830
Transfer to Reserves	(374,712)	374,712	-
Transfer from Reserves	-	-	-
Closing Balance	1,451,091	1,441,697	2,892,788

Reserves: This money represents the capital investment in The Loft for the purpose of the fit out, furniture, office equipment and computer equipment which is held by Aviva (as head lessee) on behalf of all Loft tenants. The balance of these reserves as at balance date is \$1,441,697.

Image Overleaf:

Artwork created by Megan Salole from The League of Live Illustrators, capturing Aviva staff's discussions about the values that underpin our work.

INTEGRITY

we accept PEOPLE as they are



WE ACKNOWLEDGE DIFFERENCE



WE DON'T JUDGE

WE DO THE RIGHT thing

EVEN WHEN IT'S THE HARD THING

WE ARE ethical
Transparent and
we follow BEST PRACTICE



BUILD CONNECTION



WE follow through AND DO AS WE SAY

TIKA PONO AROHA

RIGHTS, INTEGRITY, LOVE



TOGETHER

WE KNOW IN

HEALTHY



SAFE

FOR ALL

WHY

AND C

honouring

TE TIRITI O

We focus on STRENGTHS



we are patient



WE TAKE OUR STAND but with respect for others

EVEN IF WE ARE LONE VOICES



WE TAKE A STAND FOR PURPOSE + VISION (at all costs)



WE are COMMITTED to DOING THE RIGHT things (if we ARE wrong, we OWN it so we can LEARN from it)

WE HAVE COURAGE to STAND for what we BELIEVE in

WE ARE HONEST



WE BUILD CONFIDENCE

INTEGRITY to Act in a way that I can live with



We Value staying true to yourself



SOCIAL JUSTICE

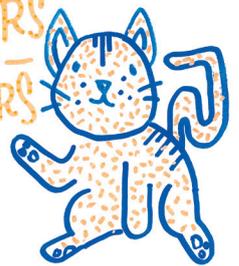
WE ALLOW PEOPLE to WHAKAPAPA

AVIVA

BY LOVE

WE CAN HAVE CHALLENGING CONVERSATIONS + PIONEERS

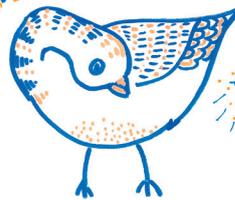
WE ARE INVENTORS + PIONEERS



WE HAVE AN INNOVATION MINDSET!

WE ARE SUPPORTED TO SPEAK UP

We challenge the OLD with INNOVATION



TOGETHER

IN OUR HEARTS



WE CAN CREATE BETTER HOMES

OUR HĀNAU COMMUNITIES

connecting to O WAITANGI

WE SUPPORT BIG COURAGEOUS JOURNIES

CAN WE? WHY NOT!



WE SUPPORT EQUAL OPPORTUNITIES

ha! I'm paid to learn + better myself, working with AMAZING people



BI-CULTURALISM, MULTICULTURALISM RELATIONSHIPS

WE ARE FEARLESS + PREPARED for the KNOCKS



We are INCLUSIVE in our WORK and in our LANGUAGE

WE'RE RIGHTING WRONGS

WE BUILD PARTNERSHIPS with PARTNERS and CHANGEMAKERS





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