



aviva

Family Violence Services

Annual Report

1 July 2013 – 30 June 2014





“(This woman with lived experience)– ...sharing her story blew me away. ‘You mean you look like that, smell like that, look that happy...’ She radiated happiness. Violence-free and happy. And I kind of wanted a bit of that. That’s what I zoned in on. She was my hope for the future.”

April,
Peer Support training graduate, now an
Aviva Peer Support Specialist

Our Vision

A society where family violence is not tolerated, people of all ages are safe and encouraged to be their best, and 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 rebuild families and support them to overcome violence.

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Christchurch Women’s Refuge Incorporated T/A Aviva

Business Directory

AS AT 30 JUNE 2013

Address: PO Box 32034, Christchurch, New Zealand

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

Facsimile: (03) 377 2847

Registered Office: 90 Fitzgerald Avenue, Linwood, Christchurch

Board Members: Melissa Haberfield (Chair; Finance & Audit Committee)
Ann Kilgour (Treasurer; Financing and Investment Committee)
Nathan Latimer (Chair Financing and Investment Committee)
Darryn Russell

Secretary: Christine Wallace (Secretary)

Auditor: Deloitte
Chartered Accountants
50 Hazeldean Road, Christchurch

Bank: Westpac Banking Corporation
Eastgate Branch
4 Buckleys Road, PO Box 24007, Christchurch

Chair and Chief Executive Officer's Report

It is fair to say that whilst much was accomplished during the last year, it was also a very difficult period on many levels. As expected, it was a financially challenging year; service demand was extremely high with almost 1,640 people supported; new services were introduced while others were expanded; and staff – like many other people in our community – were wearied by the ongoing strain of living in a city still recovering from New Zealand's worst natural disaster. However, as usual, our determination and passionate commitment to doing the best we can for the people who need our services paid off and we finished the year with many reasons to celebrate.

In this last year we continued to develop and embed expanded services to meet the needs of the children, women and men we support. Knowing that family violence is often accompanied by financial hardship, we partnered with Kiwibank and the Good Shepherd New Zealand Trust to implement a pilot No Interest Loans Scheme (NILS) which began in February 2014. These loans are supported by complementary resources, budgeting advice and support for individuals and families. Aviva NILS has been made available to clients of our Alliance partners (Barnardos; Family Help Trust; He Waka Tapu; Relationships Aotearoa and START) as well as The Salvation Army in Canterbury, in order to spread the benefits of the service. Five clients received a loan for services or goods including car registrations, rental bonds and furniture and we see this financial support as a key element in supporting people beyond safety and into true long-term wellbeing.

Other highlights of the year included the December celebration of making 100 homes and families safer through our Shine safe@home service; extending ReachOut from North Canterbury into Christchurch; and, with support from Work and Income, employing two graduates of peer support training on six month contracts (now extended thanks to other funders) to begin offering peer support to others. This employment opportunity not only made peer support into a reality, but also enabled us to pilot a return-to-work pathway for which we see huge potential. We aim to develop this opportunity with other local employers, with Aviva providing any emotional and psycho-social support that may be required to make the transition into the workplace a success for both the employee and employer.

One of the biggest projects of the year was the progression of our vision to co-locate with several other partner social service agencies. Like Aviva, several other agencies with which we work closely believe that by co-locating, we can together better support the thousands of Canterbury families and individuals who use our services. Many

of these agencies also lost premises in the earthquakes, just as Aviva did, and had to re-locate into temporary accommodation. The need - and ability - to relocate at almost the same time, combined with our shared belief in the need to fundamentally reform the social service model in Canterbury led us to explore the feasibility of co-locating in more detail. By the end of the year we were pleased to have identified an ideal site and discussions were well under way between the agencies committed to co-location. By the close of the coming year we intend to turn our vision for co-location into a reality that we believe will deliver better outcomes for our most vulnerable children and their families.

Our continued commitment to raising awareness of family violence and its effects also saw Aviva working hard in the wider community to encourage everyone to be part of the solution. Our staff regularly contribute to and/or lead various work streams of the Canterbury Family Violence Strategy, which brings together a large number of agencies working across the sector. As an individual agency Aviva has also undertaken training and education at the local hospital and for other social service providers and networks; offered talks at schools, tertiary institutions, local businesses and community groups; and also raised public awareness by participation in events such as the Women's Expo, running our annual street appeal and by significant interaction with local and national media.

Turning the spotlight on family violence was also the purpose of the Glenn Inquiry's 'People's Report' and 'Stories of Change'. Aviva contributed to the research behind the Report and we were delighted to be chosen as one of only three agencies in the country to be featured through 'Stories of Change' as an example of positive and innovative response to family violence and community need. Aviva's work was also further acknowledged by our third consecutive inclusion as a finalist in the Large Charity section of the Champion Canterbury Business Awards (which we later won in September).

“We could see visible changes in Cathy (11), especially her awareness that she was ‘not alone’ in having a family with family violence issues. That insight brought her a great sense of relief, as did the understanding of how those experiences might have impacted her life.”

***Robyn, foster-parent**



Shine safe@home Co-ordinator Carol Brown with builder/supporter Dave Ablett, celebrating having helped make 100 families and their homes safer.

As always, we are very grateful to all of the funders, Trusts, community groups, businesses and individuals who continued to support us and the children, women and men who need our services. This year was a tough one financially and we had to invest from our assets to establish new services such as Specialist Peer Support, or meet excess demand for services such as Shine safe@home. However, we believe that the approach we are taking will provide the best support we can possibly give to children, women and men overcoming violence and now, with your support, we offer a unique range of services that we know people want and need. Despite such a challenging year, we expect the new financial year to be significantly better as many seeds sown finally begin to bear fruit.

This year has also been a hard one for our staff who, once again, have supported a record number of clients whilst themselves experiencing the 'third-year' exhaustion that international experience tells us is common in post-disaster environments. Their dedication to the wellbeing of the families and individuals we support is outstanding.

They have never faltered in their commitment and we are very proud of such a passionate team who really care about the people in their community. We also wish to thank our ambassadors, Jax Hamilton and Katherine Corich and our Board of Governance, all of whom have gifted so much time, dedication and skill to the work that Aviva does.

What keeps us going in such challenging times is the privilege of every day witnessing children, women and men change their lives for the better. Thank you for being part of their journey, and ours.



Melissa Haberfield
Chair



Nicola Woodward
CEO

Client Services Report

This was another year of record client numbers, up 9% overall from last year and up 45% on the pre-earthquake year of 2009/10 (new services account for some of this increase). Our 0800 AVIVA NOW number is still 44% above pre-earthquake levels and use of the Safe House remains significantly lower than pre-earthquake levels (100 individuals this year compared with 174 in 2009/10) for two reasons: Shine safe@home is enabling people to stay in the familiarity of their own home, yet still become safer; and the average stay in Safe House is now much longer because people cannot find affordable accommodation to move into (the average stay in Aviva's Safe House has increased from 16 (2009/10) to 28 days).

Education and Advocacy

Our team of Family Support Workers (four based in Christchurch and two in Rangiora) for children and women offer a wide range of core support services, including: providing direct support to clients; helping clients develop safety plans; supporting people to access support from other agencies or organisations; helping women prepare Parenting and Protection Order applications; supporting Safe House residents; and referring clients to NILS and Specialist Peer Support. Whilst undertaking all of these tasks last year they also ran 16 Ministry of Justice approved 10-week education groups which supported 49 women and 53 children to gain a better understanding of what they had experienced and how to keep themselves safer in the future.

“Cathy (11) wanted you to know that ... through the education group her confidence to make friends has grown and she feels more positive and helpful. We see and live the benefits of her having attended the group and feel so grateful.”

***Robyn, foster-parent**

0800 AVIVA NOW

The 24-hour 0800 AVIVA NOW line continues to be consistently busy, although for the first time in the last four years demand has dipped slightly (by 6%). Women and men who want to change their lives and those of their children for the better, or concerned family members, friends and colleagues, all use this toll-free number to call us for support and/or advice. Approximately 30% of our clients refer themselves to our service through this 0800 number.

“It’s so worth it all when a woman comes to you saying ‘I wouldn’t have been able to do this without you.’”

Kate, Family Support Worker

Residential Support

Use of the Safe House increased slightly (5%) this year and that increase came from women without children, with the number of families using the House decreasing slightly. Part of the reason for this increase is related to the challenge women are experiencing in maintaining rental payments following the breakdown of a relationship. The average length of stay in the House again increased substantially, up 57% or 10 days, reflecting the ongoing difficulty in finding affordable rental accommodation.

“The staff at the Safe House were all wonderful and very helpful, something I really appreciated.”

***Fiona**

Supporting Police Response

We received 2,151 Police reports of family violence during the year, with almost 470 of these being for ReachOut. Staff used the telephone, text and/or post to offer support to men and women who had used and/or experienced violence. Approximately 25% of clients enter our service this way. An increasing number of young men (approximately 15%) are appearing as the user of violence on these reports, a disturbing trend that has been noted throughout the Canterbury region. This group is also proving to be challenging to access, but by securing additional resources in the new financial year we hope to be better able to engage these young men to prevent violence from becoming part of their future relationship behaviours.

ReachOut Men’s Intervention Service

This year ReachOut had the benefit of two full-time staff members as the service consolidated its expansion into Christchurch. Self-referrals continued to grow, along with other agency referrals, which was a very positive trend and testimony to the relevance of

the service and the ability of ReachOut to make a difference in the community. ReachOut is also integral in enabling Aviva’s wider Family Support team to work more effectively with whole families. Once Christchurch city Police Incident Reports become available for proactive contact in the new financial year we expect to have to actively manage demand for our ReachOut staff, who this year supported 102 men whilst also undertaking significant community development work and education.

“He just listened to me and I found that I actually wanted to talk.”

***Cameron**

Shine safe@home

Shine safe@home provides housing security upgrades that enable those at the highest risk of repeat family violence to remain more safely in their home. In Canterbury this service has exceeded all expectations. Ministry of Justice funding targeted 60 home upgrades between July 2012 and the end of June 2014, but by September 2013 we had upgraded 100. By the end of June 2014, 221 families had been made safer in their own homes. The common sense and social justice of the service, which makes the home safer for those who have been traumatised by violence rather than encouraging them to leave their homes, as well as the unavailability of affordable accommodation in Canterbury, explains why demand so consistently exceeds targets in Canterbury.

“That was the first night, after many sleepless nights, that I was able to sleep - knowing my house was safe and secure. I truly believe if I did not have the support from the Police Safety Team and Aviva Shine safe@home, I would not be here today.”

***Maria**

Specialist Peer Support

Peer Support has gone from strength to strength in this period, with 27 people graduating from the two peer support training courses offered during the year. In January two of those graduates were employed as Peer Support Specialists to provide family violence related peer support to others and by the end of the financial year 19

people on their journey towards violence-free lives had benefitted from their support.

“What I love about peer support is the therapeutic value of one human-being being with another while they discover their journey. I want to fan people’s hope. Maybe I can help that one person to change their world.”

Sharon, Peer Support Specialist

No Interest Loans Scheme

With support from Kiwibank and the Good Shepherd New Zealand Trust Aviva implemented a pilot No Interest Loans Scheme (NILS) in February 2014. Aviva NILS provides access to loans of up to \$2,000 to those on low incomes, living with family violence and who are without access to mainstream financial resources. Loans can be made for essential household goods or services and in Canterbury they can also be used for rental bonds in order to help people into safe housing; this is not the case in Australia, where the loans scheme originated. Aviva offers the loans to our own clients and those of our five alliance partners. Since our accreditation as a loan provider in February, we received 10 applications in the remainder of the financial year and made five loans, as well as providing other non-eligible clients with financial and budgeting advice.

“I have no idea what I would have done without this loan. I’m hoping once this loan is paid off Aviva NILS might be able to support me again in the future. It’s so good not having to pay interest, it makes such a big difference.”

***Jessie**

Summary of Key Statistics

	2013 - 2014	2012 - 2011	% +/-
Total Clients (Community – City and Rural; Safe House; Protected Persons; ReachOut; Shine safe@home external referrals; Peer Support; NILS)	1,639	1,507 (including peer training graduates)	9% up
Total Community (Non-Residential) Clients (City and Rural; Protected Persons; ReachOut; Shine safe@home external referrals; Peer Support; NILS)	1,539	1,412 (including peer training graduates)	9% up
Total Shine safe@home clients	154 (homes/families; 321 individuals)	68	126% up
Total ReachOut clients	121	60	102% up
Total ‘Protected Person’ Clients	143	154	7% down
Total Safe House Residents	100	95	5% up
Total Bed Nights in Safe House	2,575	1,654	57% up
Average Residential stay (nights per person)	27.39	17.41	57% up
No Interest Loans approved	5	Service not available	
Peer training graduates	27	9 – new service	
People supported by Peer Support Specialists	19	Service not available	
Calls for Support and Information (0800AvivaNow)	3,405	3,605	6% down
Police Incident Reports Received	2,151 (includes 468 ReachOut)	2,168 (includes 351 ReachOut)	1% down



Our Supporters

We support individuals, families and communities towards violence-free futures, but we are only able to do that with your help. Together we can make a real difference. We have been very lucky to receive support from many donors, funders, sponsors, companies and volunteers as their way of making family violence – and the potential to overcome it – more visible in our community.

We are immensely grateful to everyone who has supported us on this journey in the past year. In particular we'd like to thank:

Funders:

- ANZ Staff Foundation
- Air Rescue Services
- Blogg Charitable Trust
- Community Organisation Grants Scheme (COGS)
- Canterbury Community Trust
- Catholic Diocese of Christchurch
- Christchurch Casinos Charitable Trust
- Christchurch City Council
- Christchurch Earthquake Appeal Trust (NZ)
- Christchurch Earthquake Appeal Trust (UK)
- Christchurch Earthquake Recovery Trust
- Clyde Graham Charitable Trust
- The Dove Charitable Trust
- Family & Community Services
- First Sovereign Trust Limited
- J & M Ferrier Charitable Trust
- Keith Laugeson Charitable Trust
- Lottery Grants Board
- Lion Foundation
- Mainland Foundation
- Maurice Carter Charitable Trust
- Pub Charity Inc
- Southern Trust
- The Dublin St Charitable Trust
- The Harcourts Foundation
- The Trusts Community Foundation Ltd
- Tindall Foundation

Supporters:

- 4 Avenues
- Annual appeal supporters – Strategy Design & Advertising; The Radio Bureau; The Press;

The Radio Network; Big Picture; Mediaworks

- ANZ Colombo St
- Canterbury Scientific
- Caspa
- Christchurch Hospital Pharmacy Department
- Christchurch City Council Corporate Services
- Christchurch International Airport Ltd
- Christchurch Men's Prison Disaster Recovery Unit
- Courier Post
- Crisco
- Deloitte
- Direct FX
- Donnithorne Simms Mitsubishi
- The Dove Charitable Trust
- EQR Blenheim Rd
- Fletcher Building Limited
- Hyman Marks Trust
- Inland Revenue Department
- The Jones Foundation
- Karyn Robinson
- Kiwi Joinery Installation
- Ladies Night at the Races – many sponsors and supporters
- Lions Club of Halswell & District
- Lions Club of Riccarton/ Waimairi
- Meridian staff of Christchurch
- New Zealand Federation of Graduate Women
- North Canterbury Quilting Group
- PGG Wrightson
- PPTHE Tasman Charitable Trust
- Scenic Hotel Group
- Scholastic New Zealand and Diana Noonan
- Siobhan Grimshaw and Quakes & Ladders
- Strategy Design & Advertising
- The Twigger Women's Refuge Endowment Fund
- Trents Wholesales Ltd
- Un Cadeau Charitable Trust
- Unilever
- Whitcoulls South City
- Z stations throughout Christchurch for promoting and selling Quakes & Ladders
- Zonta Club of Christchurch Canterbury
- Zonta Club of Christchurch South



1. Thanks to Kidds Cakes for donating a cake to celebrate 100 families made safer through Shine safe@home.
2. Z station owner John Allen presents Aviva Marketing and Funding Manager Julie McCloy with a cheque for proceeds from sales of Quakes & Ladders at Z stations throughout Christchurch.
3. Shirley Boys High students, along with 120 other people, volunteered their time to support our street appeal in May.
4. Local artist Ira Mitchell-Kirk donated her time and skills to paint the Tamariki group education room. Thanks to Resene for the paint.

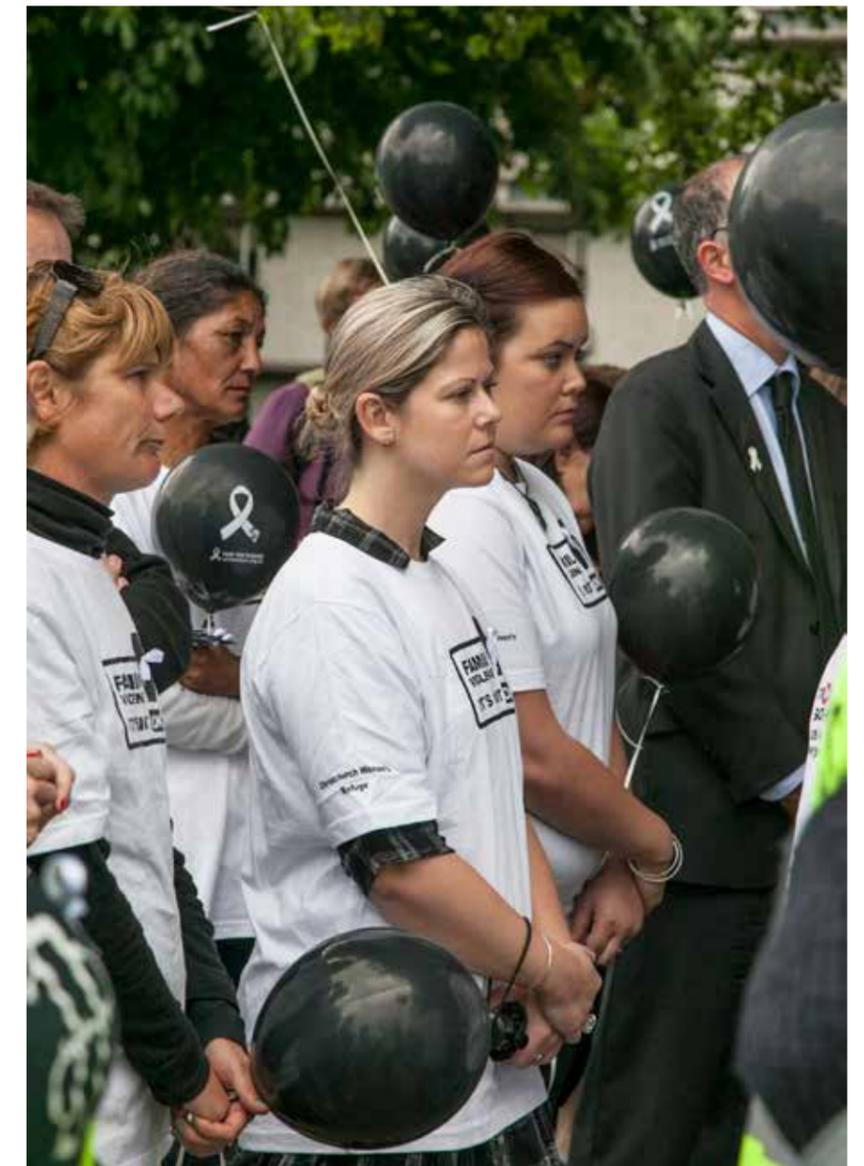
Treasurer's Report for the Financial Year Ending June 30 2014

The Aviva Board of Governance is pleased to present the financial statements for Christchurch Women's Refuge Incorporated T/A Aviva for the year ending 30 June 2014.

Income of \$1.46m for the year well exceeded the one million dollar mark for the fifth consecutive financial year and our sights are set on reaching the two million dollar mark in the short to medium term. This year's income from contracts with Government agencies totalled \$713,000, a slight decrease of \$16,000 (2%) on last year. Grant income also decreased this year, from \$504,000 (2013) to \$472,000 (2014). The majority of the remainder of income came from bequests, donations, investment income and 'other income'. Within the wider category of fundraising, bequests and donations (\$198,000) were stable against the previous year (\$196,000), which is pleasing given the decrease in the 2013 year, as the generosity experienced in the two preceding post-earthquake financial years significantly declined (as was anticipated).

Expenses totalled \$1,659,000, which is \$124,000 more than the previous year. The increase reflects an extension of our investment in recently developed key strategic initiatives, such as the ReachOut Men's Service, Peer Support Service and the Shine safe@home service. As a service-based organisation, the majority of operating expenses inevitably related to personnel (\$1,108,000), and staff-associated costs increased by \$85,000 over 2013 (\$1,023,000). Due to careful financial management this amount represents an increase of just 2.8% over the previous year, and is particularly pleasing in the Canterbury context.

Overall, the agency made a loss of \$194,000, which was a decrease of \$249,000 over the previous year, in which a surplus of \$55,000 was recorded. As noted in last year's annual report, the funding sources that arose directly following the Christchurch earthquakes during 2010 and 2011 have largely been exhausted or no longer exist. In addition, the agency has been investing heavily in a number of strategic initiatives, for which we expect to see returns in future periods (one to two years from now) rather than in the year this report refers to. The operating loss was anticipated, and is therefore not of concern to the Board – indeed, this



Aviva staff take part in the White Ribbon march in November 2013.

loss was signalled in the prior year's annual report and Annual General Meeting. Most pleasing of all is that we are seeing this investment result in fantastic outcomes within our local Canterbury community.

Total equity at the beginning of the year was \$750,000 and when combined with the Operating Loss of \$194,000, results in Retained Earnings at the end of the financial year of \$556,000. These Retained Earnings were represented by Current Assets of \$983,000, which increased this year (2013: \$914,000). Liabilities have increased by the

relatively large amount of \$234,000 with Grants and Funds in Advance being the majority of this increase (\$178,000). Non-Current Assets decreased (\$30,000) to \$68,000. At year end, Christchurch Women's Refuge Incorporated T/A Aviva had term deposits of \$827,000, comprising sufficient cash reserves for risk management purposes and for further investment in key strategic areas in the coming years.

Ann Kilgour
Treasurer

Statement of Financial Performance

For the year ended 30 June 2014

	Notes	2014	2013
		\$	\$
INCOME			
Contracts			
Child Youth & Family		218,276	218,276
Ministry of Social Development		281,796	334,472
Dept of Internal Affairs		16,000	29,300
Ministry of Justice		69,712	85,185
Good Shepherd NZ Trust		63,908	0
Right Service Right Time		625	0
Shine		45,000	62,107
Work and Income		17,244	0
Grants			
Canterbury Community Trust		80,000	60,000
Christchurch City Council		26,232	20,000
NZ Lotteries		51,968	52,000
Christchurch Earthquake Appeal Trust		38,277	103,410
General Grants		275,089	269,078
Fundraising		31,012	66,567
Donations		142,252	136,206
Bequests		55,905	60,104
Investment Income		34,938	43,324
Other Income		16,247	49,580
TOTAL INCOME		1,464,481	1,589,609
LESS EXPENSES			
Community & Education		47,156	78,601
Crisis Management		27,967	39,563
Earthquake CSSR Expenses		0	6,144
Home Refuge Expenses		107,662	47,240
Men's Services Expenses		44,275	29,011
No Interest Loan Expenses		23,933	2,124
Peer Support Expenses		17,846	10,471
Prevention/Community Development		104,130	90,448
Residential Services		30,692	27,561
Office Expenses		12,748	16,253
Personnel Expenses		1,107,668	1,022,728
Audit Fees		4,000	4,000
Rental Expenses		81,982	66,213
Depreciation Expense		30,589	42,124
Street Appeal Expenses		7,234	10,368
Other Expenses		10,975	41,837
TOTAL EXPENSES		1,658,857	1,534,686
NET SURPLUS/(LOSS)		(194,376)	54,923



“Three years ago I felt I had nothing at all and there was no way I could ever have a normal life again. But now I am working full-time in a job I love, my children are happy at school, I have an amazing, honest relationship with my family and, thanks to the support I got, we have a home that is safe. My family is safe.”

***Kim**



(Christchurch Women's Refuge Incorporated)

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Find us on Facebook: Aviva Families
 *Not their real names.

