

# Annual Report

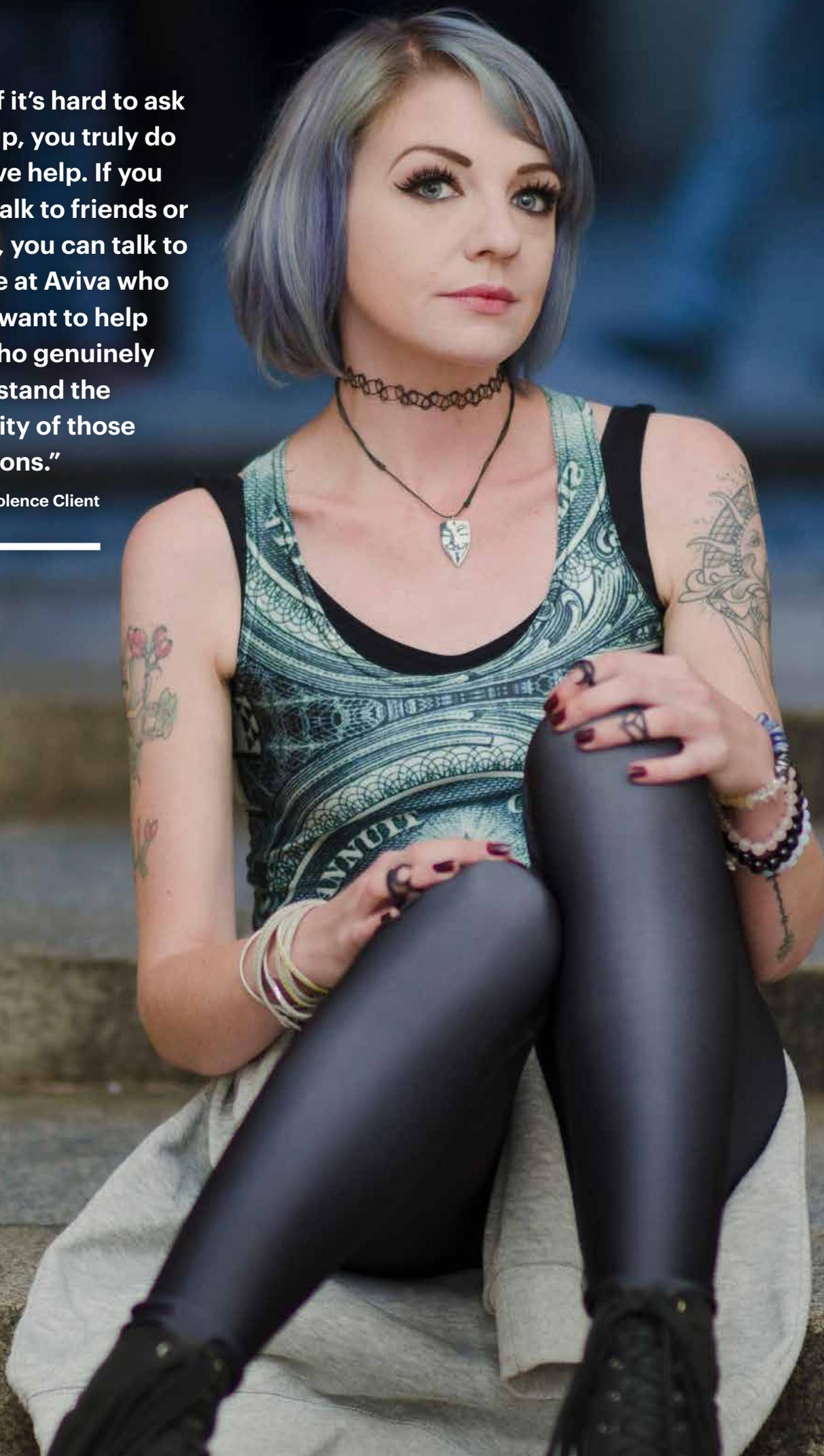
1 JULY 2022 – 30 JUNE 2023



**“Even if it’s hard to ask for help, you truly do deserve help. If you can’t talk to friends or family, you can talk to people at Aviva who really want to help and who genuinely understand the intensity of those situations.”**

**Sexual Violence Client**

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## Our Vision

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

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## Our Mission

To support whānau and communities to live free from violence.

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## Our Values

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

### Relationships

- We accept all people and their whakapapa as they are; and where they are on their journey.
- We honour the principles within Te Tiriti o Waitangi.

### Integrity

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

### Social Justice

- We engage in opportunities for courageous conversations through challenging times.
  - We take a stand against social injustice.
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## Business Directory

AS AT 30 JUNE 2023

### ADDRESS

PO Box 24161  
Christchurch  
New Zealand 8140

### TELEPHONE

(03) 378 3847  
0800 28482 669  
0800 AVIVA NOW

### REGISTERED OFFICE

The Loft  
Eastgate Shopping Centre  
Christchurch 8062

### BOARD MEMBERS

Penny Kibblewhite (Board Chair)  
Abby Suszko (Deputy Chair - Resigned 30/06/2023)  
Anna Flynn (Board Treasurer)  
Marian Johnson  
Karen Cameron  
Ekant Veer  
Harrison Cooper

### SECRETARY

Tracey Gallagher

### AUDITOR

BDO Christchurch  
Level 4, 287/293 Durham Street  
North Christchurch 8013

# Chairs' Report



Penny Kibblewhite and Abby Suszko

## Ka Pū Te Ruha, Ka Hao Te Rangatahi

As we come to the end of 2023, it seems fitting to open with a whakataukī which refers to the younger generation taking up the reigns left by their elders. 2023 was the year we celebrated the kaimahi who came before us, who had the courage and foresight to take action to address the violence in society. This year we honoured those women and the countless other kaimahi from the last half a century who worked, or volunteered, first for Christchurch Women's Refuge and in latter years, Aviva. We celebrated the whaiora who worked hard to overcome violence, the cycles broken, and the lives saved. And we thanked the supporters who have made so much of this work possible. While our 50th year is almost over, we continue to mihi to them, and remember to look back as we continue forward.

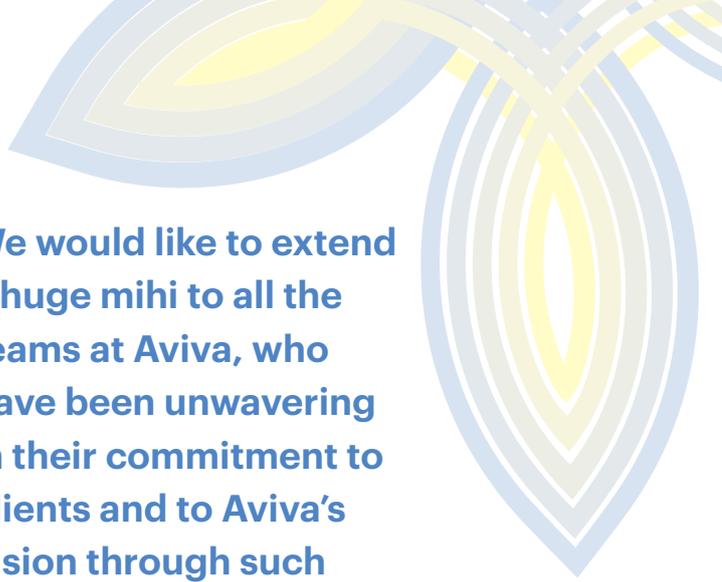
An absolute highlight of the year, was our 50th Celebration, held at Te Pae in Central Christchurch and attended by over 300 friends, kaimahi, whānau and supporters. After three years of pandemic, and in a world which remains challenging, to come together and share some joy, some kai and an abundance of aroha, meant so much to us all. We would like to extend a huge mihi to the organisers and funders who allowed it to happen, and to one of our original founders, Rose Howard, for her input, her stories, and her continued heart for the work we do.

Yet it would be remiss for us to gloss over the fact that, after 50 years, family and sexual violence remains a huge issue in our society. As well as being a year with so much to celebrate, 2023 was also the year Aviva received more calls for support than ever before. It was the year when high profile sexual violence cases horrified so many across Aotearoa, and placed enormous demand on our team. We believe this is all the more reason for us to pause and honour the kaimahi who work tirelessly to support families to

become safe and break cycles. We recognise the work itself cannot stop. And so, as the whakataukī suggests, this year has also been one where the torch was passed forward.

We saw this at a national level, as Prime Minister Ardern stepped down and handed leadership to Chris Hipkins. And readers of this Chair's report may note that it comes from not one, but two of us. That is because after five years with Abby Suszko as Aviva's Chair, the reigns have been passed to Penny Kibblewhite. This year, the Board has also said goodbye to our long-serving Treasurer, Peter Cody, and Board member Lisa Rowland. Peter's commitment to Aviva over many years, his financial expertise and his calm presence, helped guide Aviva's waka through some tumultuous times. We have however welcomed Anna Flynn as our new treasurer and we're already grateful for her passion and energy. Lisa held the portfolio for Aviva's HR and health and safety. She has been succeeded by Karen Cameron, who brings a new and fresh perspective. We also welcomed Ekant Veer, whose expertise in business and multicultural understanding, brings a fresh lens to our Governance. Lastly, this year Harrison Cooper moved from being a Shadow Board member to a full member of the Board, and we were pleased to welcome Jordan Tomkins as a Shadow Board member. Jordan's academic career in psychology, work with tamariki and previous experience as kaimahi at Aviva is of huge benefit to the Board.

2023 was the final year of Aviva's three-year strategy, in which so many milestones were reached, often in the face of huge adversity. We would like to extend a huge mihi to all the teams at Aviva, who have been unwavering in their commitment to clients and to Aviva's vision through such tumultuous times. In the last three years, we've seen highly successful appeals and campaigns, the success of Aviva's SEUGA service, which has been recognised Nationally, and a successful start to Aviva's Early Intervention and Prevention Programme. We also mihi to Aviva's leaders,



Makenzi recording

**“We would like to extend a huge mihi to all the teams at Aviva, who have been unwavering in their commitment to clients and to Aviva’s vision through such tumultuous times.”**



St Bede’s performance at the 50th celebrations



Avonside Girls’ High students volunteering for Aviva’s Annual Appeal

Nicki and Gwenda, who have guided a growing team through such treacherous waters, and remained compassionate, consistent and dedicated to Aviva and its purpose. Thank you.

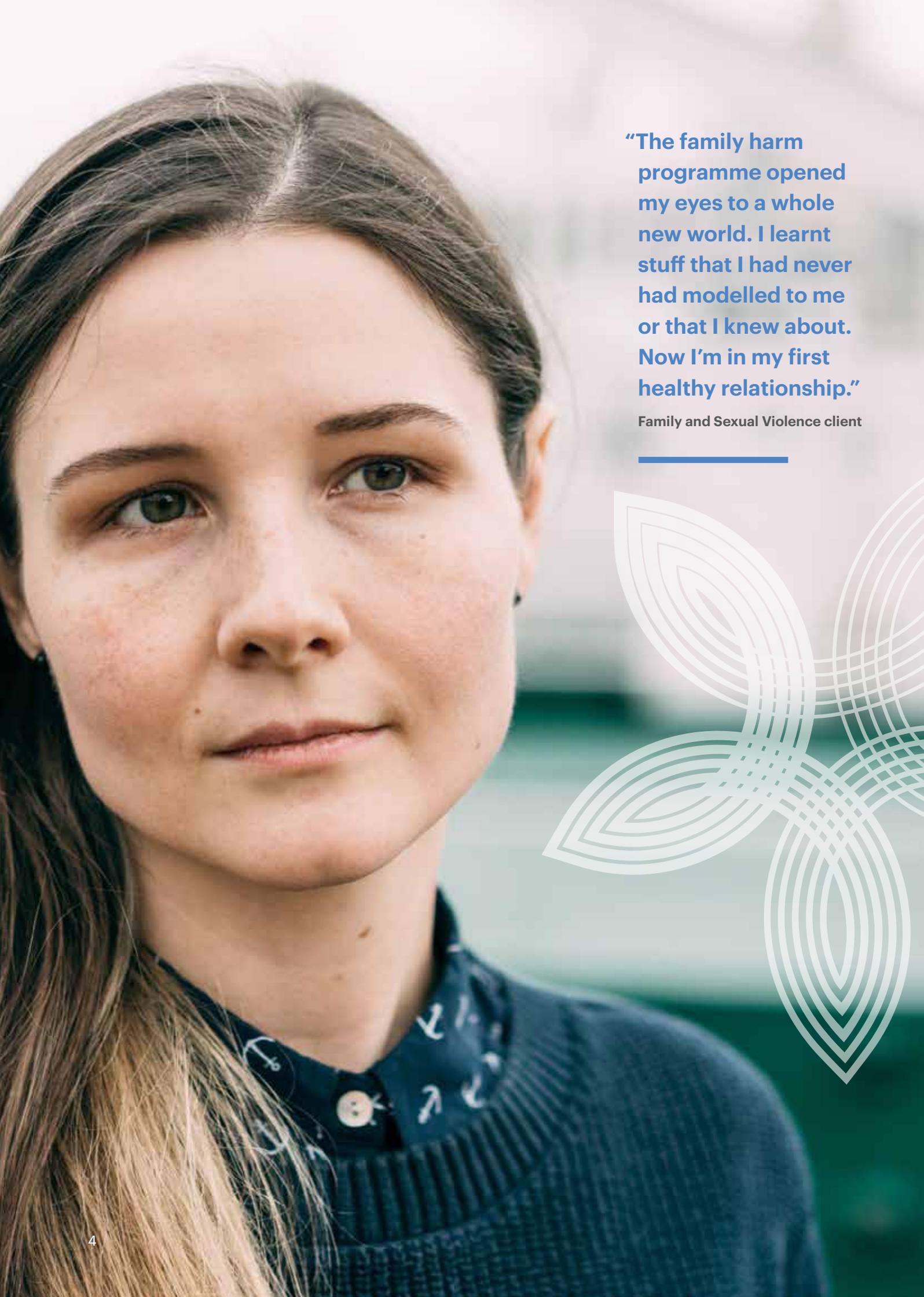
Lastly, we would like to thank the generous people who this year left bequests to Aviva. In doing so, they too passed on the reigns, so to speak, allowing us to keep doing the work that matters so much. Mihi ki te hunga mate. Mihi ki te hunga ora.

The Board looks forward to working with the team at Aviva to develop the strategy for the next three years and continuing to find things to celebrate, even when the world around us can be so challenging. Aviva’s mahi does not exist in a vacuum. At a human level, we must continue to take care of each other, as we have for the last 50 years.



Home Fundraising Event

**Penny Kibblewhite & Abby Suszko  
Chairs**



**“The family harm programme opened my eyes to a whole new world. I learnt stuff that I had never had modelled to me or that I knew about. Now I’m in my first healthy relationship.”**

Family and Sexual Violence client

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# General Managers' Report



Gwenda Kendrew and Nicki O'Donnell

The year 2023 promised to be a time of celebration, reflection and hope. And it delivered fully on those expectations. Of course, it had many real challenges, but for the first time since the start of the pandemic, we were more able to anticipate potential roadblocks. This was fortunate because 2023 was the year Aviva celebrated half a century since its foundation as Christchurch Women's Refuge.

Our roots can be traced back to when a group of women in Ōtautahi Christchurch decided they could no longer look away from the raw deal wāhine were getting in society, so they decided to bring a change. Over time, one of their major focuses became supporting women and children affected by violence in the home. Thus, Christchurch Women's Refuge was born - the first of its kind in Aotearoa. This led to the creation of family violence refuges all over the country and as a result, thousands of women and their tamariki have been welcomed, supported and made safe.

And so, this year we celebrated those women, Christchurch Women's Refuge's evolution, and our transition to being Aviva. The name, the world around us and how Aviva works has changed. But our mahi of breaking cycles of violence, and social justice and advocacy has not. It is right that we celebrate this, and all the lives that have been saved. Yet it would be callous to ignore the tragic irony that Aviva continues to exist because it needs to. Each and every whaiora who reaches out to us, must be commended for taking the first step towards a life free from violence. But that so many still need to, is a damning indictment on our society.

Yet again, demand for our services was high – with a record number of calls to our support line. While this

makes our work challenging and places enormous pressure on our Kaimahi, we must acknowledge the bravery of those individuals who pick up the phone and we hope that, rather than being a sign of more violence in the world, it is a sign of greater understanding of it and a reduction in the stigma of help-seeking. This year, we would like to take a moment to mihi to our Sexual Violence Kaimahi for their mahi of supporting victims as they navigate our justice system. High profile cases have increased pressure on the team and we commend their continued level-headed professionalism.

Despite mounting client numbers and increasingly complex challenges, both our family violence teams and sexual violence team kaimahi remained passionate and unwavering in their work with clients. We are extremely blessed to have them on our team. Earlier in the year, it was great to see recognition of the sector at large, with the Pay Equity Settlement extended to all social workers, which will be fully rolled out by December 2023. For Aviva, as a multidisciplinary agency, this means that we need to continue working hard to ensure fair pay across the entire organisation. However, this milestone is a positive outcome for our people, who provide such vital mahi, often throughout the most challenging of times, and for all social workers across Aotearoa.

We are also extremely grateful for our Board, whose constant support enables us to continue leading the team at Aviva, with the help of their expertise and guidance. This year Harrison Cooper moved from being a Shadow Board member to fully-fledged member of the Board. We also welcomed Karen Cameron and Anna Flynn. Karen brings a wealth of knowledge and experience in safety and risk; and Anna's understanding of financial principles and dedication to Aviva makes her an ideal new treasurer. We were pleased too, to welcome Jordan Tomkins as a Shadow Board member. Her previous work experience with Aviva and academic expertise in

the area of psychology brings a different lens to our governance team. We were sad to say goodbye to both our Treasurer, Peter Cody and our Chair, Abby Suszko. Peter who was with us for a significant amount of time, secured a generous donation, and his calm commitment and financial acumen brought stability to Aviva, even when the world around us felt shaky and unpredictable. Abby's journey with us took her from observer, to Board member, to Chair. In that time her cultural expertise, warm leadership style and connection with staff absolutely shaped Aviva into the organisation we are today. She brought with her connections to other sectors in the community, humour and huge heart for the work. Both she and Peter will be greatly missed, and we look forward to their continued connection with Aviva. Ngā mihi nui.

We also came to the end of our three-year strategy, which had the following focus areas:

**Leadership:** we have been highly successful in building our reputation as a sector specialist. We are increasingly responding to media requests, and have had meetings and offered feedback to key stakeholders on Te Aorerekura (National Strategy to Eliminate Family and Sexual Violence). Furthermore, two of our senior staff members have been recognised formally on national bodies in their area of expertise. Jo Bader, our Senior Client Service Manager for Sexual Violence is the Tauwiwi Caucus TOAH-NNEST Crisis Services and Court Support National Representative; and Nicky Sofai, our Client Service Manager for SEUGA within our Pasifika community has been elected as a Sub-Committee Member at Te Puna Aonui FVSV Pasifika and an appointed member of the Police & Pacific Community Leaders National Fono.

**Sustainability:** we have seen our funding streams diversify and our reputation as a provider of excellence has helped us to secure funding and contracts. Thanks to regular cultural development (and, for many, their own tertiary study) our staff understand Te Tiriti and their role in upholding its principles in their work, in particular with clients.

**Prevention and Early Intervention:** We have developed a number of projects, which are now integrated into our core work. Significant milestones over the last three years have included the development and embedding of SEUGA, Early Engagement and our Courageous Steps online course for adults experiencing violence. This year, we also piloted Aoraki Rōpū – a family and sexual violence education programme for adults with learning difficulties and/or head injuries. Further, we were very pleased to be able to see significant direction and development within our rangatahi programmes.

We would like to acknowledge our Fundraising and Communications Manager Fiona Platt for her leadership and development of our Early Intervention and Prevention strategy; her input and dedication has been invaluable. Early Intervention and Prevention is a continued focus of ours and it is likely our next strategic plan will place greater emphasis on community education and changing attitudes.

With so much achieved in three years, and through such challenging times, it was truly wonderful to celebrate our 50th anniversary in March this year with a night of performances, kai and storytelling at Te Pae Convention Centre. Attended by over 300 people, including staff past and present, clients, supporters, dignitaries and some of our founding members, it was a night to remember. It is not often that we have an opportunity to come together and recognise the incredible contribution that thousands of people have made towards an Aotearoa free from violence. To be able to do so and share the celebration with those on the journey with us was an absolute privilege.

We were founded in 1973, because society at large wanted to turn a blind eye to the violence that existed behind so many closed doors across the country. And it is thanks to every single individual and organisation that has supported us over half a century that we stand where we do today. Yet, there remains a stigma that some continue to uphold. Partnering with us means facing a reality that most people don't want to think about: that family and sexual violence remains a huge issue in our society.

And so, thank you – to everyone who will not allow the taboo around violence to stop them supporting us; to Christchurch Casino, who were our gold level sponsors for our 50th year, and to so many other supporters, donors and volunteers, of which there are far too many to list. This year, we extend a huge mihi to the generous individuals who left us bequests. In doing so, they created a lasting legacy of breaking cycles of violence for years to come, and enabled us to plan ahead with some assurance of financial stability.

Lastly, thank you to our staff who work tirelessly each day to break cycles of violence, one person at a time; and, thank you to our clients. Their efforts and bravery to overcome violence is the toughest work of all – yet in doing so, each of them takes us all one step closer to an Aotearoa free from violence.

Gwenda Kendrew & Nicki O'Donnell  
**General Managers**

# Summary of Key Statistics FY2023

Statement Service Performance Measures	Services	2023	2022
Total number of clients - children, youth and adults supported to overcome Family Violence or Sexual Assault		1741	1839
Average days in service per client		72	84
Calls for support via Aviva's 24-hour 0800 line	Early Engagement	6,337	4,000
Adults supported to overcome experience or use of family violence	Adults/ReachOut	581	358
Children and young people 18 and under, supported to overcome experiencing family violence	Tamariki/Rangatahi	225	161
People supported to overcome use of violent behaviour	ReachOut/SEUGA	121	70
Long term support for whānau to overcome enduring effects of family violence	Whānau Resilience	17	5
People supported to overcome sexual violence	Sexual Violence	416	529
Financial wellbeing conversations held	Microfinance	232	165

# Client Services Report

The **Early Engagement Team** has replaced the Crisis Intervention Team and incorporated the 24-Hour support line. This team offers a comprehensive support system for clients seeking assistance, and manages referrals from other professionals. This dedicated team has experienced a notable rise in service demand, from 4000 calls for support in FY 2022 to 6,337 in 2023. They navigate the intricate challenges posed by mental health, homelessness, substance abuse, and family harm concerns, including gang involvement and stalking.

Despite the complex intersections of these issues, the Early Engagement team remains committed to providing a wrap-around 24/7 service that addresses the diverse needs of individuals, ensuring they receive the necessary support and guidance in their journey towards safety and well-being.

The previously named Family Support Worker (FSW) team was renamed to Family Violence Kaimahi team and consists of five teams each specialising in their area of expertise.

The **Adults Team** has demonstrated an exceptional ability to navigate the significant challenges faced by whāiora experiencing family violence, ensuring consistent support and ongoing education. They adeptly handle complex situations where family violence intersects with a myriad of other challenges including mental health struggles, homelessness, financial hardships, limited resources, and substance abuse. This dedicated team strikes a balance between providing valuable education and offering unwavering support to individuals and families in need. Their commitment to empowering whāiora and addressing multifaceted issues is truly commendable, as they work tirelessly to create positive change and foster safer, healthier environments.

The **Tamariki Team** has consistently demonstrated their commitment to producing quality engagement

with tamariki aged 5-12 years old. Reflecting on their progress since the start of the year, the team has navigated several challenges and have consistently organised well-attended groups each term, with positive feedback from parents, who often express a desire for their tamariki to participate again. Additionally, the team has been successful in expanding their reach, with more agencies and schools becoming aware of their services and establishing connections. Despite the ongoing challenges with obtaining consent from both parents/guardians for tamariki to attend, the tamariki team remains dedicated, adaptable, and focused on providing a high-quality experience for tamariki.

The **Rangatahi Team's** vision is to provide young people aged 13 to 18 years old with a service that prioritises listening and individualised support. The pilot group programme proved to be a resounding success, and plans are underway to run a second group in term three. Additionally, this team achieved significant milestones, including the successful launch of the podcast, "Where You At?". These accomplishments highlight the team's dedication to empowering and uplifting the voices of rangatahi, and creating a safe and inclusive space where their needs and aspirations are recognised and valued. The tamariki and rangatahi services have both seen a small increase in the engagement, whether in 1:1 or within our groups.

The **ReachOut service** has achieved remarkable success this year, marked by changes in staff and the introduction of a new team lead. Referrals have been consistently flowing in, and the team has effectively managed the waitlist. We are actively engaging in discussions with Police and Corrections regarding additional Police Safety Order (PSO) housing support for clients and users of violence. Overall, ReachOut has made significant progress this year, with a committed and proactive team. We are excited for continued growth and impact in the future.

Between the ReachOut and Seuga programmes we have been pleased to support an ever- increasing number of people choosing to seek supports for overcoming the use of violence.

The **SEUGA** programme continues to thrive and runs a pathway for both men and women from Pasifika aiga. SEUGA has had both members of some couples attending separate gendered groups. Partners of previous graduates also attend because they have witnessed their partner's change of behaviour. The women's SEUGA group has included participants aged 64 to 68. These older women have taken their learning into their homes which has resulted in great restoration and healing processes happening with the rest of their aiga.

The ongoing growth and success of SEUGA has been made possible with the support of philanthropic funding, a grant from the NZ Police, and recently from MSD. MSD have provided support for SEUGA and are presently conducting a formal evaluation for the programme.

SEUGA has also been acknowledged on a national level with the SEUGA Development Manager taking a role as a member of the Te Puna Aonui Subcommittee for National Pasefika FVSV Practitioners Fono, and as a member of the Police/Community Leadership Partnership National Fono. He has also been invited to present the SEUGA Programme at the next Police/Community Leadership Partnership National Fono.

SEUGA's referrals are mainly from the Pasefika Community, Community Pasefika Churches, with couples being referred from Oranga Tamariki, and referrals from other services. The SEUGA Team will continue networking with the wider Pasefika Community and local Police as we acknowledge many Police call outs that involve Pasefika aiga would be potential clients of SEUGA.

The past year has been filled with excitement and challenges for the **Whānau Resilience** service, marked by significant milestones and meaningful connections. We take pride in establishing four Whānau Resilience groups, each with its own flavour and theme. Our commitment to promoting well-being has been evident through diverse supports, ranging from the Free to be Me course in partnership with West Women's Refuge, to advocacy at doctors' appointments and family court proceedings. The benefits of being part of regional collaboration for Whānau Resilience is evident, especially in being able to connect whānau to appropriate long term and life changing supports. As we reflect on our transformative



Beautiful reunions



St Bede's students fundraising for Aviva



Christmas gifts from our generous supporters

journey, we are enthusiastic about the future of this service and the positive impact it will continue to make in the lives of the whaiora we support. The number of whānau supported has been a pleasing response to engagement in this new service at this early stage.



The whole Aviva team at our 50th celebration

The Family Violence Kaimahi team have focused on delivering exceptional group education programmes to whaiora this year. In addition to our ongoing **Courageous Steps** and **Tamariki Rise** work, we have successfully implemented two pilot initiatives over the past year, the Rangatahi group for 13-18 year olds, and Aoraki Rōpū for individuals with disabilities, in partnership with Enabling Good Lives. We firmly believe in the power of group education, as it not only imparts valuable knowledge but also reduces isolation and fosters a sense of community among participants. By encouraging whaiora to support and uplift each other, these programmes have proved instrumental in promoting positive change and personal growth. Our unwavering commitment to group education reflects our dedication to empowering individuals, fostering resilience, and ultimately creating a safer and stronger community for all. We are very pleased to have the contractual support of Ministry of Social Development, Oranga Tamariki and Ministry of Justice within these programmes.

In the past year, our **safe@home** services have made significant strides in keeping whaiora safe within their homes. Through distribution of 57 Safelets, 29 monitored alarms, 29 security upgrades, approximately 20 security cameras, 22 phones and personal alarms, we have equipped individuals with necessary tools to be and feel safe in their homes. Our focus is on robust safety planning, often in conjunction with supporting clients to apply for parenting or protection orders. Our goal is to ensure that whaiora have the knowledge and resources to keep themselves safe in their homes.

The Sexual Assault Support Service Canterbury (SASSC), recently renamed **Sexual Violence Services**, offers a strong clinical and administrative team

providing capability to service the exceptionally consistent demand across the wider Canterbury region. We work alongside other social services, counselling, and health practitioners in support of clients. The formal partnership between Aviva and START continues to support delivery of this service, offering professional supervision and workforce development opportunities. Police are our most significant referral source, followed by self-referrals.

The Sexual Violence Team has demonstrated remarkable resilience and dedication throughout a challenging year, characterised by a significant influx of referrals and complex client intersections. Despite these obstacles, the team has remained steadfast in their commitment to providing essential services. Additionally, despite some staffing issues, they have successfully delivered court support and effectively managed various workload demands. Their unwavering professionalism and tireless efforts have enabled them to continue making a positive impact, ensuring that survivors of sexual violence receive the crucial support and assistance they need during difficult times.

Our **Microfinance** service has seen a significant increase in the service demand, owing to reduction in service providers in Christchurch and Canterbury; this year we received 1,720 enquiries (compared to 947 last year). We continue to see increase in debt consolidation requests and the negative impact of the “buy now pay later” trend. As a team we have been operating at a reduced capacity for the majority of the financial year. Nevertheless, we held 232 interviews with 47% being submitted (110 applications submitted) and an average 57% conversion rate into loans approved (32 No Interest Loans and 31 Good Loans).

# Our Friends and Supporters

## Donors who have supported us in the last financial year:

- 2degrees
- Absolution
- Air NZ
- Alice Cinemas
- All Souls Trust Board
- Aotearoa Gaming Trust (prev. Southern Trust)
- Apocalypse Studio
- Artworks Picture Framing Gallery
- AS Colour
- BDO Christchurch
- Big Save Furniture
- Bishopdale School
- Black Cat Cruises
- Blogg Charitable Trust
- Blue Illusion
- Blueprint
- Bolt of Cloth
- Bombo
- Books4Babes
- Brannigans
- Brew Moon Amberley
- Bunnings Riccarton
- Burnside Elim Church
- Caffe La'ffare
- Canterbury Patchwork & Quilting Guild Inc
- Catalytic Foundation (fmly United Way)
- Catholic Diocese of Christchurch/ Tindall/Hoatu Fund
- Catholic Womens League
- Chargeurs Wool (NZ)
- Chive Charitable Trust
- Christchurch Attractions
- Christchurch Casino Charitable Trust
- Christchurch City Council - Community Grants
- Cowdy and Co Ltd
- Crusaders
- Cunningham Taylor Law
- Dark Sky Project
- David Ellison Charitable Trust
- Department of Internal Affairs - Lottery Grants Board
- Dilmah
- Dove Charitable Trust
- Drummond Charitable Trust
- Eion Stevens Estate
- Elly Rydger
- Enlightened Solutions
- Estate of Beverley Palmer
- Estate of L F Josland
- Ethique
- Fitzgerald Mich
- Fleetpin Limited
- Flow Yoga
- French Bay House
- Further Faster
- Go Media
- Good in the Hood - Z Woolston
- Grace Communion International
- Hagley Windows and Doors
- Hanmer Springs / Hurunui i-SITE Visitor Centre
- Harcourts Hornby
- He Puna Taimoana
- HeartKids
- Heather Joy Photography
- Helen Stewart Royle Charitable Trust
- Home Construction Ltd
- Hughes Developments Limited
- Hunter Home
- IHF Health Club
- Industria
- Inner Wheel Club of Ashburton
- JB Were
- JCDecaux
- Jones Foundation
- Kate Christie Photographer
- Kathryn Dalziel Barrister Dalziel
- Keith Laugesen Charitable Trust
- Kelliher Charitable Trust
- Kiwi Gaming, prev. Christchurch Earthquake Recovery Trust (CERT)
- Launch Pad
- Lincoln University - Golden Z Club
- Lion Foundation
- Lions Club of Akaroa and Bays
- Lions Club of Christchurch Host
- Lions Club of Rolleston and District
- Lois McFarlane Charitable Trust
- Lumo Digital
- Mainland Foundation
- Maurice Carter Charitable Trust
- Mayors Welfare Fund
- Media Suite
- MediaWorks
- Middleton Grange School
- Ministry for Women
- New Zealand Community Trust (NZCT)
- Newsroom NZ Limited
- NZ Charitable Foundation (NZCF)
- NZ Police - Iwi and Community Services
- NZ Rugby
- Orana Wildlife Park
- Oriental Warehouse/C Motel
- Phantom Billstickers
- Parklands Garden Club
- Playspace Productions
- Pro Herb Ltd
- Pub Charity Inc
- Rātā Foundation
- Redcurrent
- Research First
- Rotary Club of Garden City
- Rotary Club of Linwood Woolston
- Roy Owen Dixey Charitable Trust
- Sensi Merivale LTD (Mod's Hair)
- Sharp Glass
- Silo Stay
- Son Family
- Soroptimists - North Canterbury
- Statistics New Zealand, Population Insights Unit
- Stitch-O-Mat
- Sweest
- Te Pae
- Terra Viva Home & Garden
- The Birdwood Community
- The Breeze
- The Central Art Gallery
- The Court Theatre
- The Papanui Club
- The Strathlachlan Fund
- Thurs in Black
- TradeAid
- Twigger Women's Refuge Endowment Fund
- U3A Avon Otakaro
- U3A St Albans
- Un Cadeau Charitable Trust
- Unity Lodge No.271
- University of Canterbury
- Urban Style Sumner
- VAST
- Waiwetu Trust
- Wayne Francis Charitable Trust
- Westfield Riccarton
- Whitcoulls
- Whittakers
- William Toomey Charitable Trust
- Willowbank Wildlife Reserve
- Zeal Consultants
- Zonta Club of Christchurch South

# Treasurer's Report



Anna Flynn

The Aviva Board of Governance is pleased to present the financial statements for the Aviva Charitable Trust for the year ending 30 June 2023. We extend our heartfelt gratitude to the outgoing Treasurer, Peter Cody, for his unwavering dedication and commitment to the mission of Aviva. Peter's contributions have been invaluable, and his legacy will continue to inspire us.

The financial year 2023 has been a period of stability and growth for Aviva. We have diligently managed our finances, ensuring the long-term sustainability of our organisation through the establishment of a balanced investment portfolio. Our commitment to financial responsibility has allowed us to support our vital mahi effectively.

Total income for FY2023 increased significantly, reaching \$4.5 million, compared to \$3.4 million in FY2022. This remarkable growth can be attributed to several key factors, including:

- An unexpected and substantial bequest that significantly bolstered our resources.
- Improved returns from investments and term deposits.
- Stable funding from government contracts and philanthropic sources.

Total costs for FY2023 saw a modest increase, rising to \$3.6 million from \$3.3 million in FY2022. While our overall costs remained stable, there were noteworthy shifts in specific cost lines, such as:

- An increase in staff remuneration and associated personnel costs, reflecting our commitment to a fair and competitive compensation structure.

- Elevated expenses related to fundraising activities, as we celebrated our 50th anniversary with a successful marketing campaign.
- Investment in staff professional development and other operating expenses to enhance the quality of our services.

As a result of our financial management and the remarkable bequest, Aviva achieved a profit of \$1 million in FY2023, a significant increase from the \$0.1 million profit in FY2022. The unexpected bequest played a crucial role in our ability to set up a balanced investment portfolio, which has enhanced our long-term financial sustainability. The accumulated funds of the Aviva Charitable Trust at the end of the financial year totalled \$2.3 million, up from \$1.3 million in FY2022. This impressive growth demonstrates our commitment to ensuring the long-term financial sustainability of our organisation, providing a solid foundation for our future endeavours.

During the last quarter, we underwent a change in leadership with the transition of the Treasurer role. We also successfully commenced the implementation of a pay equity settlement and recognized fair pay standards across the organisation, mitigating financial risks and ensuring a fair and equitable workplace for our valued team members, which will be a continued focus for FY2024.

In FY2024, as a Board, we will continue to emphasise long-term financial stability and the implementation of our investment portfolio. With a new strategy on the horizon and our stable financial position, we are poised to make strategic investments in our services to further enhance the experience of whaiora and support the passion of our kaimahi for early intervention and prevention.

Our journey would not be possible without the continuous support of our key funding partners. Your continued investment in our work is the greatest



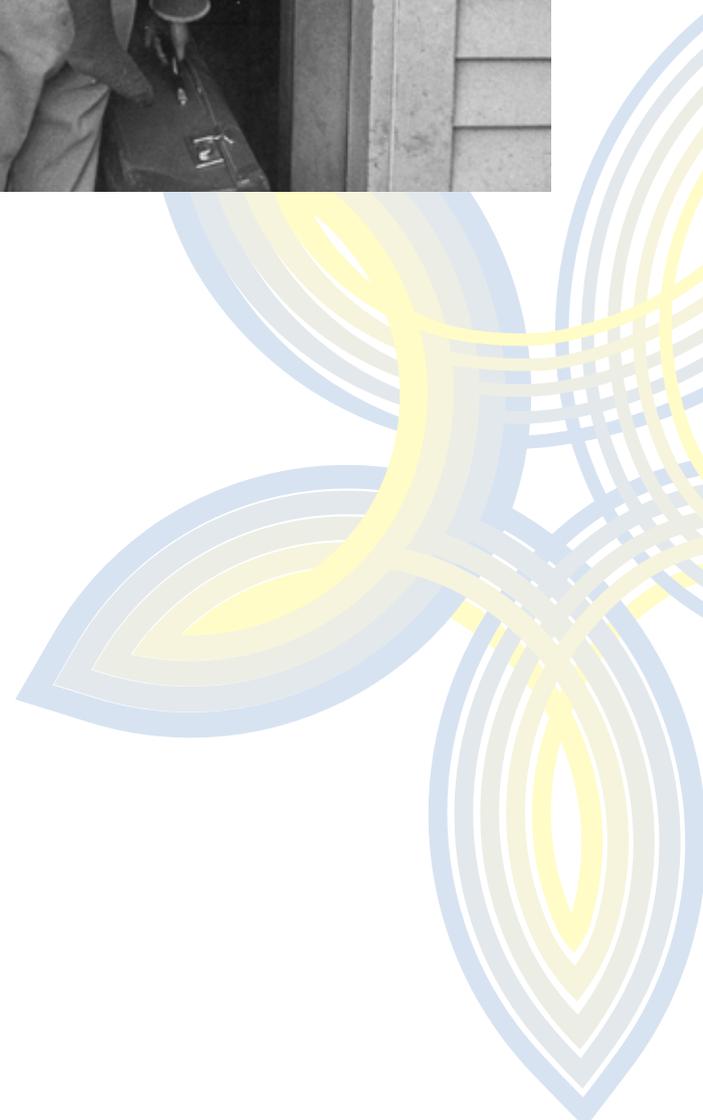
Arriving at Refuge, 1970s

acknowledgement that we are indeed achieving our desired outcomes. We extend our sincere thanks to all those who have supported Aviva in making a profound difference in our communities.

The Board and Management would also like to express our formal appreciation to our external auditors, BDO, for their steadfast service and support to Aviva. Your expertise has been instrumental in ensuring transparency and accountability in our financial practices.

We look forward to a promising future for Aviva Charitable Trust, with a solid financial foundation and a commitment to making a meaningful impact in our communities. Together, we will continue to champion the cause of those in need, and we are deeply grateful for the trust and support you have placed in us.

Anna Flynn  
**Treasurer**



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

# Statement of Comprehensive Revenue and Expenses

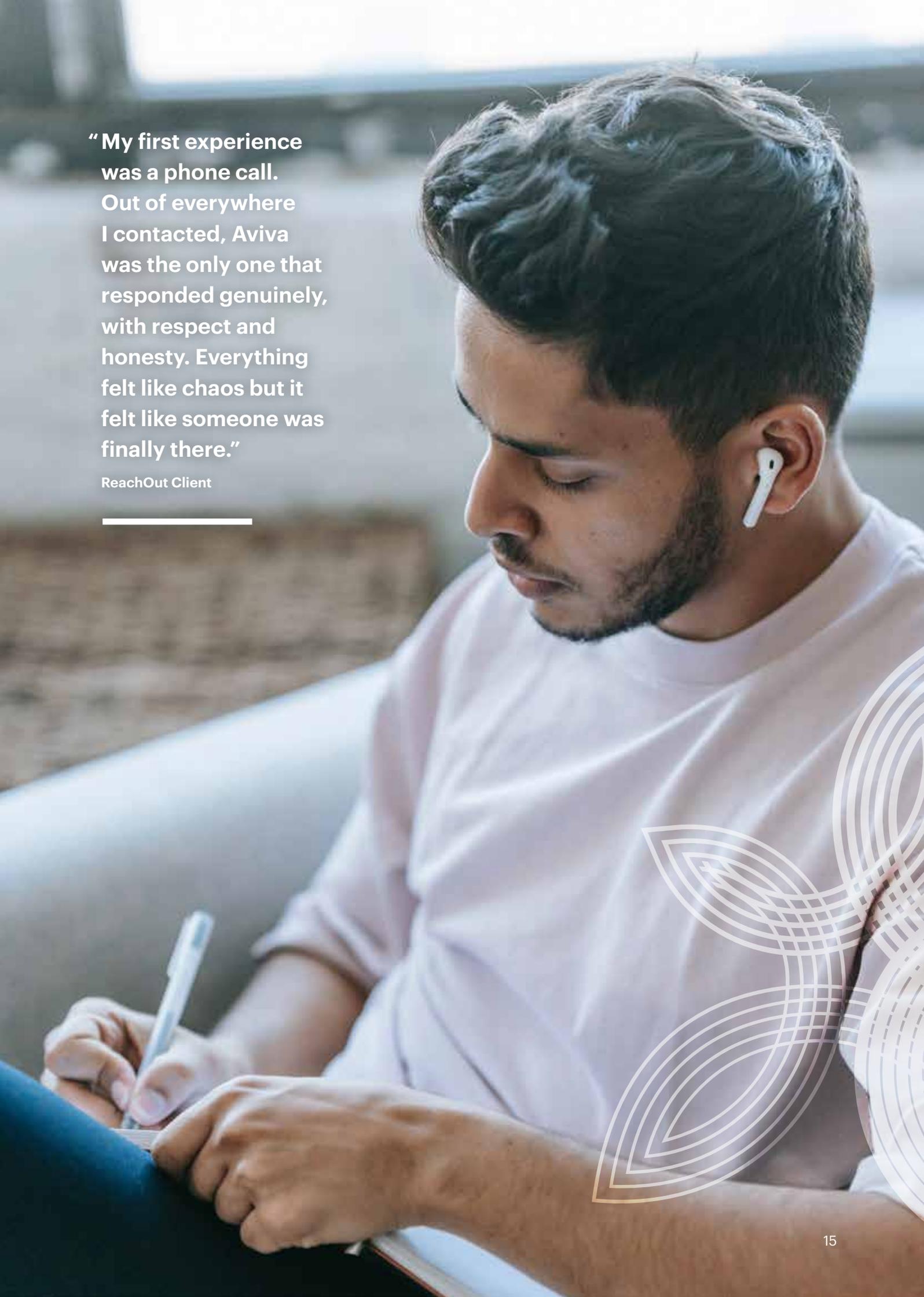
For the year ended 30 June 2023

	Note	2023	2022
		\$	\$
<b>Revenue</b>			
Donations, fundraising and other similar revenue	1	1,324,275	219,269
Revenue from providing goods or services	1	3,117,760	3,089,314
Interest and other investment revenue	1	66,192	17,171
Other revenue	1	49,237	92,719
<b>Total Revenue</b>		<b>4,557,464</b>	<b>3,418,473</b>
<b>Expenses</b>			
Expenses related to public fundraising	2	72,162	4,301
Volunteer and employee related costs	2	2,699,125	2,582,174
Costs related to providing goods or services	2	157,203	85,429
Donations	2	-	200
Bad Debts	7	5,267	11,215
Other expenses	2	657,176	595,658
<b>Total Expenses</b>		<b>3,590,933</b>	<b>3,278,977</b>
Surplus / (Deficit) for the Year		966,531	139,496
Other Comprehensive Revenue and Expenses		-	-
<b>Total Comprehensive Revenue and Expenses for the Year</b>		<b>966,531</b>	<b>139,496</b>

**“My first experience was a phone call. Out of everywhere I contacted, Aviva was the only one that responded genuinely, with respect and honesty. Everything felt like chaos but it felt like someone was finally there.”**

ReachOut Client

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

# Statement of changes in Net Assets/Equity

For the year ended 30 June 2023

## This Year (2023)

Description	Accumulated Surpluses or Deficits	Reserves	Total
<b>Opening Balance</b>	823,096	521,841	1,344,937
Total Surplus / (Deficit)	966,531	-	966,531
Transfer to Reserves	-	-	-
Transfer from Reserves	-	-	-
<b>Closing Balance</b>	<b>1,789,627</b>	<b>521,841</b>	<b>2,311,468</b>

## Last Year (2022)

Description	Accumulated Surpluses or Deficits	Reserves	Total
<b>Opening Balance</b>	683,600	521,841	1,205,441
Total Surplus / (Deficit)	139,496	-	139,496
Transfer to Reserves	-	-	-
Transfer from Reserves	-	-	-
<b>Closing Balance</b>	<b>823,096</b>	<b>521,841</b>	<b>1,344,937</b>

**“These sessions  
changed my life and I’m  
actually not sure where  
I would have been  
without them!”**

Family Violence Client

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**24-hour free phone**

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 [@AvivaNZ](https://www.facebook.com/AvivaNZ)  
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 [violence.free.aotearoa](https://www.instagram.com/violence.free.aotearoa)