

Christchurch Women's Refuge

Annual Report

1 July 2010—30 June 2011



Christchurch Women's Refuge Incorporated Annual Report

1 July 2010 – 30 June 2011

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CHRISTCHURCH WOMEN'S REFUGE INCORPORATED

Business Directory

AS AT 30 JUNE 2011

Address	PO Box 32034 Christchurch 8147 New Zealand
Telephone	(03) 364-7306 0800 1 REFUGE
Facsimile	(03) 377-2847
Registered Office	834 Colombo Street Edgware Christchurch
Board Members	Madeleine Hawkesby-Browne (Chair) Ann Kilgour (Treasurer, Chair Finance & Audit Committee) Robin Pratt (Finance & Audit Committee) Liz de Lange (Finance & Audit Committee) Kate Hickey
Secretary	Christine Wallace (Secretary)
Auditor	Deloitte Chartered Accountants 60 Grove Road Christchurch
Banker	Westpac Banking Corporation Eastgate Branch 4 Buckleys Road PO Box 24007 Christchurch

Our Vision

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

Our Purpose

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

We do this by working in partnership with families and communities, promoting social justice, encouraging healthy relationships and providing services that rebuild families and support them to recover from violence.

Summary of Highlights

- 1,135 local women and children supported
- 48% increase in calls to 0800 1 REFUGE
- 7% increase in Police referrals (PSOs and POL 400s)

- Withdrawal from National Collective of Independent Women's Refuges
- Appointment of new Chief Executive Officer

- Move to financial surplus
- Strong increase in donations and post-earthquake public support
- Annual appeal 40% above target

- Ministry of Justice approval of individual women's programme
- Development new young women's programme
- Initiating discussions on joint family violence strategy for Canterbury

- Appointment of two Earthquake Co-ordinators
- Post-earthquake increase in rural demand and support through appointment of new worker

Summary of Challenges

- Earthquakes of 4 September 2010; 26 December 2010 and 22 February 2011
- Loss of community offices and all resources within them
- Ending of Child Advocates and Te Rito government initiatives
- Decrease in tagged grant income

Chair's Report

In the last financial year Christchurch Women's Refuge has weathered a perfect storm of obstacles and complications including earthquakes, demolished premises, lost resources, changes of leadership and a shake-up of the funding landscape. However, our adaptability and resilience has seen us not only overcome the many significant challenges we have confronted but transform many of those challenges into opportunities, emerging stronger and more confident than ever.

Without doubt, the most significant influence of the last financial year has been the series of earthquakes the region has suffered. As an agency we too were affected, losing access to our central city community offices after Boxing Day 2010. These premises were ultimately demolished following further damage from the February earthquake. However, we were fortunate enough to retrieve important client records and essential equipment that enabled the agency to continue operation from the residential Safe House. We were able to continue to run our services largely uninterrupted, following both earthquakes and the many significant aftershocks.

It took almost until the end of the financial year before staff could finally vacate the Safe House into new, temporary community offices. Just where the agency will be located in a year's time, we don't know. But what we do know is that wherever we are based, our clients will continue to receive uninterrupted, professional support.

Sector Response

Naturally there have been significant changes within the sector as many agencies and organisations retrenched their commitments to core service or essentials such as finding premises. However, the increased strain on non-government organisations' resources has encouraged further and more in-depth collaboration, something which the current government is very keen to encourage. In the past year the need to respond to earthquake related issues such as diminished capacity, ability to respond to client need and ability to assist other NGOs has dominated collaborations and stimulated new partnerships.

Christchurch Women's Refuge joined in six new collaborations during this period, five of which are on-going. New earthquake related collaborations included the Five Refuges Working Group which co-ordinated an effective, rapid response to increased Police reports of family violence; the Christchurch Recovery Social Services Management Group which continually planned, reviewed and modified social service response in the post-earthquake climate; and the Earthquake Response Management Team, which ensured that all Earthquake Co-ordinators (two of which Christchurch Women's Refuge continues to host) undertook service in the same way.

As a specialist family violence agency Christchurch Women's Refuge has been able to contribute an understanding of the impact of natural disasters on family and community relationships and offer a perspective on relationship conflict and family dynamics to these networks.

Implications for Service in the 'New Normal'

Following the earthquakes, especially that of February 2011, many organisations and services switched from 'business as usual' to 'earthquake response' to meet varied and intensified needs of families and communities. However, for family violence services, earthquake response has actually been 'business as usual' and, unfortunately, we continue to be kept very busy responding to the needs of the community.

Worldwide evidence of natural disasters reinforces our own experience as a community still under stress a year on from the first earthquake, a community still feeling anxious, isolated, uncertain and somewhat powerless. We know that this will be the case for several years at least, and this stress will be reflected in family violence rates. The agency recognises that we must plan to accommodate - and fund - this likely increased demand for at least two to three years.

Sustaining a Family Violence Focus

Despite the earthquakes Christchurch Women's Refuge not only maintained all of its services, but all of its partnerships and collaborations, even undertaking several new ones. Prior to the September 2010 earthquake Christchurch Women's Refuge had already initiated talks with the Ministry of Social Development regarding the development of a cross-agency approach and strategy to address family violence in Canterbury. This discussion has since led to various meetings within the sector and the formation of a Crisis Response Working Group, which is exploring options for co-location of crisis response family violence services.

Furthering Christchurch Women's Refuge's own existing arrangement to provide training for and referral from the Canterbury District Health Board, Christchurch Women's Refuge initiated a new Memorandum of Understanding between the CDHB and other Christchurch refuges. This encompassed developing a presentation on the effects of family violence and will also see the development of a training package to be delivered to all CDHB staff who undertake family violence screening.

A particularly exciting new partnership is the Perpetrator Response Project with the Police, CDHB, Battered Women's Refuge, Relationship Services and Stopping Violence Services. This project is still in development but is exploring appropriate and immediate response options for male perpetrators named on Police Safety Orders. The project will support men begin a journey of change, thereby helping to keep women and children safe.

Withdrawal from National Collective of Independent Women's Refuges

In August 2010 Christchurch Women's Refuge took the step of withdrawing its membership of the National Collective of Independent Women's Refuges (NCIWR). This step was not taken lightly, especially given the fact that Christchurch Women's Refuge established the New Zealand refuge movement in 1973, but after weighing all the implications Christchurch Women's Refuge's Board and management felt that disaffiliation was in the agency's best long-term interests. Christchurch Women's Refuge is committed to creating positive family and community change for our clients and communities and now the agency is better able to align itself with all partners – including NCIWR and its members - that can help us to create safe families and strong communities in Canterbury, now and in the future.

Major Changes to Family Violence Funding

In March 2011 the government announced major changes to the way domestic violence services in New Zealand were to be funded. The majority of funding was withdrawn from family violence prevention and funds have since been redirected to restore the wellbeing of families in crisis and to prevent violence from reoccurring.

Although Christchurch Women's Refuge works with families in crisis, as an agency we are committed to creating long-term social change regarding attitudes to and tolerance of family violence. The majority of our work is centred on early intervention programmes and prevention strategies to ensure families do not end up in crisis at all. Withdrawing funds from awareness and activation initiatives such as the "It's Not OK" campaign, Te Rito (which focussed on community development and cross-agency collaboration) and ending the Advocates for Child Witnesses of Family Violence is a huge blow to the prevention of family violence within New Zealand society.

Appointment of New Chief Executive Officer

In January 2011 our CEO of ten years, Annette Gillespie, left the agency to relocate to Melbourne. During Annette's time as Manager/CEO new services were added, the agency moved from a collective to a business model and Christchurch Women's Refuge became a highly regarded and visible advocate for women and children experiencing family violence. On behalf of the Board I wish to thank Annette for the significant contribution she has made to the agency and wish her all the best.

Long-serving senior staff member Lyn Boyd filled the post until 1 June 2011. Lyn provided continuity and reliability of leadership and was supported by a strong management team. I would like to thank Lyn for leading the agency during some very challenging times.

Nicola Woodward took up the role of Chief Executive Officer on 1 June 2011. Nicola spent two weeks prior to this getting to know the organisation and its people and very quickly came to grips with the organisation. Nicola's experience in working with people living with HIV and AIDS, and with mental health and substance misuse problems, has already been a great advantage in developing relationships and understandings which support women, children and young people living with the effects of violence. This experience places her in an excellent position to enhance the work of Christchurch Women's Refuge.

Nicola shares Christchurch Women's Refuge's commitment to championing an integrated approach to family violence and to sharing the organisation's rich experience through critical collaborations that contribute to the safety and wellbeing of Christchurch's families and communities, particularly women and children. She represents the issue of family violence for all providers on several Canterbury networks (such as the Christchurch City Council Crime Prevention Committee; Safer Waimakariri; and the Canterbury District Health Board Family Violence Advisory Group), and is already becoming recognised as an expert voice with a collaborative and strategic approach to combatting family violence. On behalf of the Board I would like to welcome her to the agency and I am looking forward to working with her in the future.

Thanks to Our Supporters

Christchurch Women's Refuge is committed to working in partnership because we understand that the important work we do cannot be done in isolation. There are a great many individuals, community organisations, businesses, non-government organisations and government agencies which work with us and choose Christchurch Women's Refuge as their way of supporting women, children and young people living with family violence.

Of course, we can do very little to support families without funding. We would like to thank the following Trusts and Foundations who generously supported Christchurch Women's Refuge's work with grants in the 2010/2011 financial year:

ANZ Staff Foundation
Blogg Charitable Trust
COGS
Canterbury Community Trust
Christchurch Casinos Charitable Trust
Christchurch City Council
First Sovereign
Four Winds Foundation
Keith Laugeson Charitable Trust

Lion Foundation
Lottery Grants Board
Maurice Carter Charitable Trust
New Zealand Community Trust
Pub Charity Inc
The Strathlachlan Fund
Tindall Foundation
William Toomey Charitable Trust

On behalf of the Board I would also like to thank the Canterbury Police; Child Youth and Family; Work and Income; the Ministries of Justice and Social Development; Christchurch City Council; Waimakiriri District Council; Selwyn District Council; Hurunui District Council; and all our other strategic partners.

Financial Snapshot

This last financial year has afforded us a comfortable surplus, a very pleasant position to be in after a year of moderate loss and a preceding one of significant loss. Our healthy financial position can be credited to carefully considered expenditure, strategic financial management and investment and generous support received following the earthquakes. Whilst it is extremely heartening to present such a notable profit for the year, we are aware that we should not expect to receive the same level of financial support in coming years. We anticipate that the new financial year, and those following it, will become increasingly difficult within the sector as donor fatigue sets in, funders become stretched and earthquake-inspired funding ceases. Our financial strategy going forward will therefore be one of prudent expenditure and careful investment to sustain us into the coming years.

Looking Ahead

Providing the best and most appropriate family violence prevention service to Canterbury is, and always has been, our primary focus. Despite the upheaval and devastation the earthquakes have caused, they have also presented opportunities such as significantly increased interest in family violence, new partnership possibilities and more integrated models of service. Collaboration and whole-of-family service will be a growing focus for the coming year as we work more closely with our Jigsaw partners and other relationship-based services throughout Canterbury. Christchurch Women's Refuge has faced many challenges in the last year but we are well placed to continue to meet the future challenges with confidence and enthusiasm.

Madeleine Hawkesby-Browne
Chair

Chief Executive Officer's Report

Before September 4th 2010 the vast majority of us went to bed each night without fear that at any time in the following few seconds, hours or days, we might experience a significant threat to our personal safety or the lives of those we love – and certainly not in our own homes.

Since September, to one degree or another, almost all of us have experienced fear, prolonged stress and uncertainty, sleeplessness, a loss of power and control over day-to-day matters that we would usually take for granted and, most importantly, fear for the safety of those we love. It began with just one strike - surely a one-off. Some of us chose to leave straight away, but the vast majority stayed. And then we were struck again, this time with even greater force. And again, some of us chose to leave. For others though, this time staying became a pledge, a matter of principle, a measure of our commitment to our city.

The series of earthquakes and aftershocks that have rocked the region since September have offered us all an insight into what it may be like to live with family violence. Why do we stay? We all have our own reasons, and we know it isn't just a simple matter of choice.

Christchurch Women's Refuge's Earthquake Experience

As a front line agency it has been critical for us to sustain our organisational resilience and capacity to respond to both the immediate and long-term effects of the earthquakes and persistent aftershocks. We lost our Christchurch community offices following the Boxing Day earthquake and were unable to move into newly leased premises in Hereford Street because the earthquake of February 22nd confined it to the Red Zone. As a result, all of our city staff had to operate from our Safe House, forcing a reduction in residential capacity in order to maintain essential community services.

We eventually moved into new temporary community offices on Fitzgerald Avenue on June 13th and the 5.6 and 6.3 earthquakes struck just hours later. Nevertheless, interruptions to our services since September have been brief and minimal. This has been entirely due to the commitment and resilience of our wonderful team, in spite of the significant upheaval the earthquakes have brought to many of our personal lives.

Rebuilding Families in the Aftermath

Our commitment to providing the best possible services to women and children living with and recovering from family violence continues to define our work. As a result of the earthquakes, the nature and pattern of family violence across the region changed considerably and had a significant impact on demand for client services. We witnessed a large increase in demand for services after the New Year, accompanied by a frightening escalation in the severity of violence reported by women - a pattern repeated after February 22nd.

Calls to the crisis line increased by a huge 48% in the last financial year, the biggest single increase we have experienced. Yet in spite of violence within their homes, many women were reluctant to expose their children to further upheaval and uncertainty by leaving those homes, especially when the pool of available housing has diminished and rents have increased. This meant that the number of women and children entering our Safe House decreased markedly for up to two months following both the September and February earthquakes, and overall admittance for the year was down 26%. However, the June 13th earthquakes turned this trend upside down. Within 24 hours our Safe House was full, and has remained so in recent months.

Our community services also experienced significant changes in patterns. We saw our North Canterbury office bear the brunt of a marked and rapid migration from urban to rural communities. Overall we experienced an 18% reduction in the number of women and children participating in our Domestic Violence Act approved Programmes, as the ten-week commitment required for these programmes was just too much for many women and children in the midst of such disruption. However, within a few months of each event sustained demand for longer-term community support returned, requiring the agency to engage two full-time and one half-time new client workers to cope with increased demand across our range of services.

Recognising the pressing need in our community, we temporarily released Client Services Manager Carol Brown to take up the newly created position of Earthquake Support Co-ordinator for Stronger Canterbury in late September. The purpose of Carol's new role, which is part of a Canterbury-wide team sourced from a broad range of non-government organisations, has been to co-ordinate and facilitate access to key services and supports for Canterbury's most earthquake affected families. The Ministry of Social Development's decision to not only extend Carol's secondment until June 2012, but to also fund us to appoint a second Earthquake Support Co-ordinator, is just one small indication of the enormous socio-economic and emotional impact of the earthquakes on Canterbury families.

As an experienced family violence practitioner Carol has been perfectly positioned to provide additional support to her new colleagues, assisting them to recognise, respond and refer families experiencing violence to our services when they might otherwise have remained isolated and unsupported. By the end of the financial year Carol had supported 40 families from across the Canterbury's social spectrum.

We continued to focus on our core work, however, and in early 2011 we introduced a new service, our 'young women's' education programme. This programme, run in partnership with Waipuna Trust youth agency, was a variation of our women's education programme, but enables young women to share and learn with their peers. It was initiated in response to the notable increase in young women accessing our services, a trend we had noticed since 2009. Waipuna had also noted that an increasing number of young women accessing their service were also presenting with issues of family violence. The resulting partnership sees Waipuna refer their clients to our service and provide a venue and child care from their registered facility which allows us to run a 10-week education programme on-site for their clients. This programme has proved very successful with a 90% retention rate.

Rural Services

Our rural clients from North Canterbury, Selwyn and Banks Peninsula made up 26% of our total client base last year. Demand in North Canterbury in particular grew significantly (approximately 40%) following the September and February earthquakes, as stress increased and the urban population moved to the rural areas and took their stresses with them. In April 2011 Christchurch Women's Refuge employed an additional fulltime rural Family Support Worker to help cope with the huge surge in need in North Canterbury.

Christchurch Women's Refuge had considerable input into a new Waimakariri Safer Community Council (which represents all family violence providers in the Waimakariri District) project and subsequent funding support. The Council applied for funding for the Recognise, Respond and Refer Programme, designed by Christchurch Women's Refuge, and received funding for a three year period towards community initiatives that raise public awareness of family violence and how to support those experiencing it.

A significant loss to our North Canterbury community was the government's decision to end the Advocates for Children and Young People initiative. Christchurch Women's Refuge had hosted the North Canterbury advocate since 2006 and, during that time, had actively formed wide-reaching relationships that assisted the local community understand the complexities of family violence, and how to respond to it.

Community development in the Selwyn district continued with creation of a partnership between Christchurch Women's Refuge, Barnardos, Child Youth and Family and Police. Unfortunately implementation of initiatives such as a family violence Road Show were affected by the on-going earthquakes, and the cancellation of funding for Advocates and the government's Te Rito initiative, effective 30 June 2011. Te Rito had focussed on community development and cross-agency collaboration, and had supported Christchurch Women's Refuge's capacity building work in the Selwyn district.

Community Engagement

Throughout the year we initiated or attended a variety of events to raise awareness of family violence and the work Christchurch Women's Refuge does in rebuilding families. These included attending the Girl Guides' and Women's Lifestyle Expos, running an information stall and retail shop of specifically donated goods as part of the city's Boxing Day Replay and venturing out to community hubs with donations and support after the February earthquake.

In July 2010 the agency undertook its first street appeal in two years and it proved to be the most successful appeal to date. Approximately 150 volunteers took part and collected donations throughout the city and Rangiora. Together they helped raise just under \$21,000, 40% above our target of \$15,000. We supplemented the appeal with a fashion and networking evening which local businesses generously supported with donated auction items. This event raised an additional \$4,000 for our appeal efforts.

In June 2011 we were also in the rare and extremely fortunate position of being able to offer families from the Hurunui a fun, family afternoon, a fitting farewell to the Advocates initiative. The event was designed to bring families together and also support them with useful, family-focussed resources and ideas for no-cost fitness activities, parenting tips and healthy lunchboxes. Approximately 100 people attended and all the families took home resources and activities to enjoy and share.

In return we were incredibly well-supported in the last financial year by our local communities, other New Zealand communities and even supporters overseas. People heard the message that family violence was increasing and intensifying and they took that message - and Christchurch Women's Refuge and the families we work with - very much to heart. We want to say a very big thank you to everyone who expressed concern or helped us to support women and children living with family violence. Particular thanks go to:

Christchurch Airport Ltd
Aidenfield Holdings Ltd
Blakely Pacific
Diana Noonan, author of Quaky Cat
Dove Charitable Trust
Her Business Christchurch
Lions Clubs of New Zealand

New Plymouth District Council
Resene Paints
Rotary Clubs of New Zealand
Rural Women of New Zealand
The Jones Foundation
UN Cadeau Charitable Trust
Zonta Clubs of New Zealand

Developing Community Capacity and Understanding

Our education work during the year included many talks, presentations and training initiatives. We continued our work with Kimihia and Karanga Mai Young Parent Colleges and trained a broad range of agencies to 'recognise, respond and refer' people affected by family violence. These included legal services; the OSCAR network; Presbyterian Support Services; CPIT nursing and social work students; University of Canterbury Social Work students; and Child Youth and Family. We have also talked with a range of other interested groups and service organisations such as Rotary, Supergrans, Rangitapu College and Women's Institutes.

Inevitably, the number of requests we received from community organisations to speak or provide training decreased in the month or so following each significant earthquake or aftershock. However, we were in even higher demand than usual between October and December and March and June as organisations and agencies were keen to understand how the earthquakes were affecting family violence and what they could do to help.

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

Media Exposure

Our positive relationship with the media continued to play an important part in raising public awareness about family violence. Following the September earthquake, media requests for interviews on prime time news, nationally and internationally, increased considerably and remained high throughout the year. As a result, television, radio and press have helped us provide local communities with important information and advice about family violence and how to manage the impact of the earthquakes on family wellbeing. Whether earthquake related or otherwise, our high media profile during the year reinforced Christchurch Women's Refuge's position as a national authority on family violence. We would like to take this opportunity to thank the media for their considerable support during such a challenging year.

Strategic & Service Developments

In July 2010 Christchurch Women's Refuge received Ministry of Justice approval for our individual women's protected person's programme. This made us the only refuge in Canterbury to be approved by the Ministry for group programmes for children and women, as well as this individual programme. Ministry approval means that our education programme is acknowledged as being effective in combatting family violence, and that its structure, content, delivery and outcomes are consistent with the government's family violence strategy.

The earthquakes provided us with renewed impetus for sector-wide discussions about the need to reform delivery of specialist family violence services for our most vulnerable families. New connections have been established with other agencies and, more importantly, with the wider communities we serve and we intend to do everything we can to leverage these relationships for the best advantage for women, children and families in Canterbury.

Within this context, we have worked with local partner organisations to make significant progress towards developing a Canterbury Family Violence Strategy. Christchurch Women's Refuge has provided significant leadership to this and other important initiatives, which have included the development of pilot initiatives to support male perpetrators; the co-development of *Right Services, Right Time*; and a staff development programme with Canterbury District Health Board to support family violence screening by frontline health professionals. As one of Jigsaw's five partner agencies in Christchurch, we were also part of the core group

that organised the national conference held in Christchurch in October 2010. The conference welcomed 160 guests from around the country to explore how we can work better to protect and nurture our children.

Challenges and Opportunities

Without a doubt we would not have made it through the last year without the commitment of our staff, and the support of our Board of Governance. I thank them for welcoming me into this role, and supporting me as we navigate this new and demanding environment. As we move further into the new financial year it is fair to say that Christchurch Women's Refuge's medium to longer term strategy and model of service as a specialist family violence agency has been affected by the lessons of this past year. Things have quite literally been shaken up, but at Christchurch Women's Refuge we are already grasping the new possibilities that have shown themselves and looking forward to creating others that will assist us in supporting our work in rebuilding families in Canterbury.

Nicola Woodward
Chief Executive Officer

Service-Related Statistics

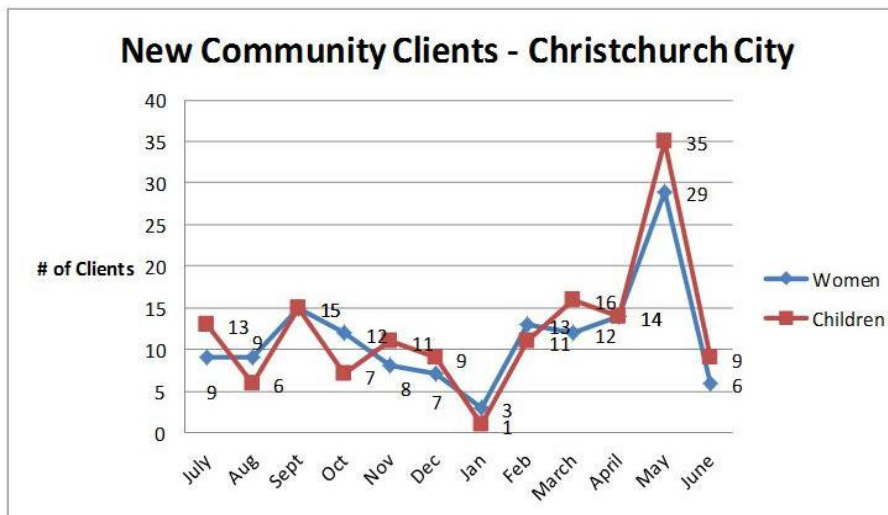
Summary of Key Statistics

	2010 - 2011	2009 - 2010	% Change
Total CWR Clients (Community, Outreach & DVA)	1,135	1,129	0.53%
Total Community Clients (Christchurch and North Canterbury)	896	983	-8.85%
Total New Community Clients (Christchurch and North Canterbury)	552	717	-23.01%
Total DVA Clients	119	146	-18.49%
Total Safe House Residents	130	174	-25.29%
Total New Safe House Residents	120	167	-28.14%
Total Bed-nights	926	2,815	-67.10%
Average Stay at Safe House (Nights per Person)	7.18	16.18	-55.62%
Calls to Crisis Line (Calls specific to CWR info & support)	3,497	2,359	48.24%
POL400s Received	2,479	2,406	3.03%
PSOs Received (Police Safety Orders)	98	0	N/A

1. Community Services - Christchurch City

Total Supported Clients	254
New Women Clients	169
New Child Clients	180
TOTAL NEW CLIENTS	349
TOTAL COMMUNITY CLIENTS	<u>603</u>

TOTAL NO: 1 TO 1 CONTACT HOURS	<u>1,347.10</u>
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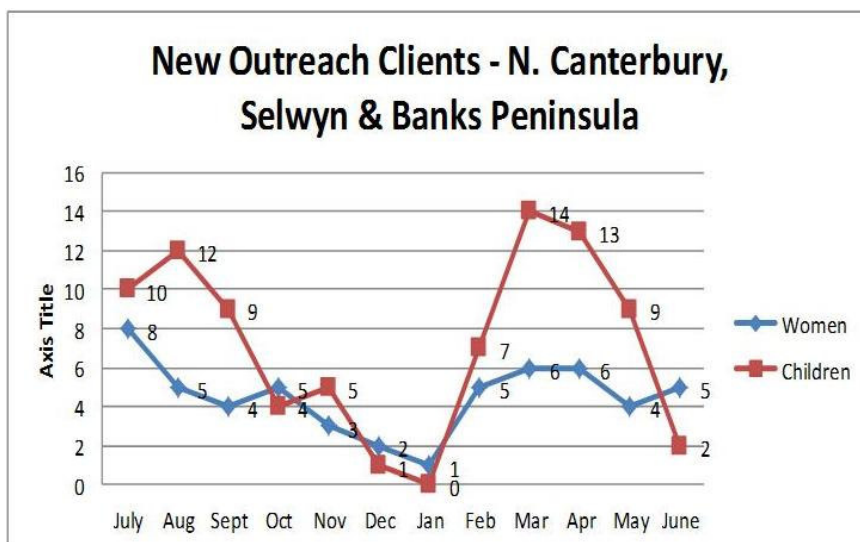
Client Referral Source

Other Education Service (Education)	5
Blank	14
Barnardos (Community)	1
Community Health Service (Health)	2
Community Services/Programmes (Education)	17
Counselling Service (Health)	6
Courts (Legal)	1
CYF	15
Family Safety Team	4
Hospital (Health)	5
Stopping Violence Services	2
Other Legal-Visit'	1
Other Social Service (Community)	13
Police/Not POL400 (Legal)	39
Police/POL400 (Legal)	83
Referred from Another Contract (Refuge)	9
Referred from NCIWR Affiliate (Refuge)	2
Religious Institution	1
Victim Support Referral	1
Whanau/Friend (Other)	21
WINZ (Financial)	2
Workplace/Employer Referral	1
Self Referral	102
TOTAL Referrals	<u>347</u>

2. Outreach Services – North Canterbury, Selwyn and Banks Peninsula

Total Supported Clients	90
New Women Clients	80
New Child Clients	123
TOTAL NEW CLIENTS	203
TOTAL OUTREACH CLIENTS	<u>293</u>

TOTAL NO: 1 TO 1 CONTACT HOURS	<u>1028.43</u>
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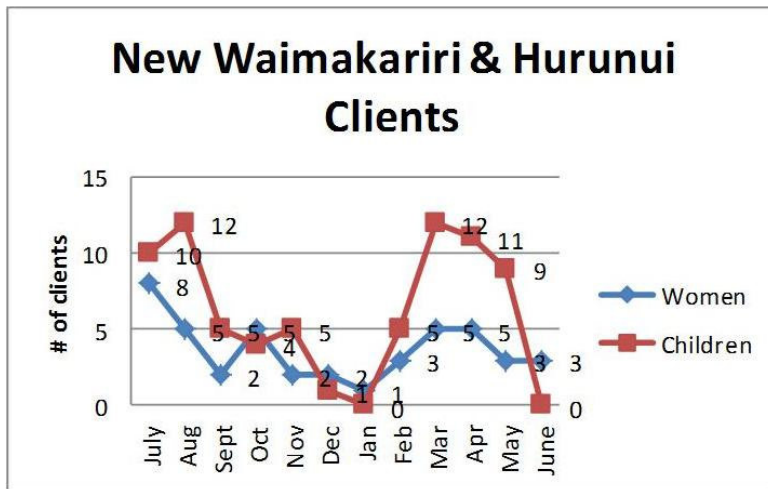
Client Referral Source

Police/Not POL 400 (Legal)	31
Police/POL 400 (Legal)	54
Doctor (Health)	2
Community Services/Programmes (Education)	3
CYF (Legal)	9
Hospital (Health)	4
Other Education Service (Education)	4
Referred from Another Contract (Refuge)	7
Self Referral	86
Whanau/Friend (Other)	3
TOTAL Referrals	<u>203</u>

2a. North Canterbury Clients - Waimakariri & Hurunui

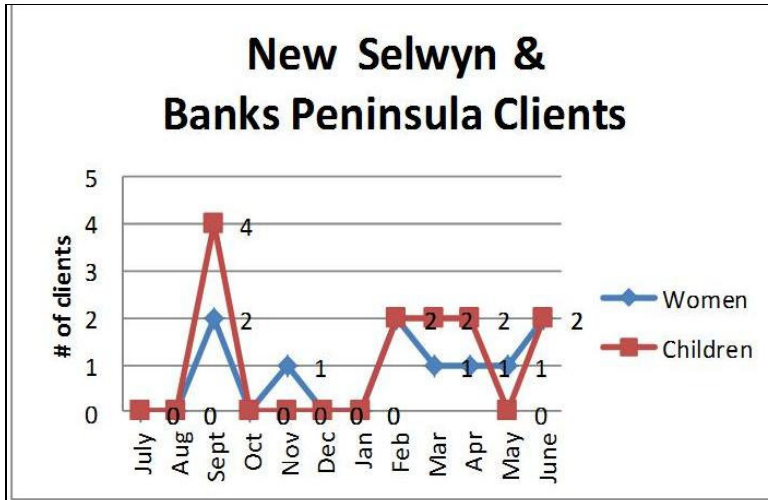
Total Supported Clients	53
New Women Clients	44
New Child Clients	74
TOTAL NEW CLIENTS	118
TOTAL NORTH CANTERBURY CLIENTS	<u>171</u>

TOTAL NO: 1 TO 1 CONTACT HOURS	<u>667.25</u>
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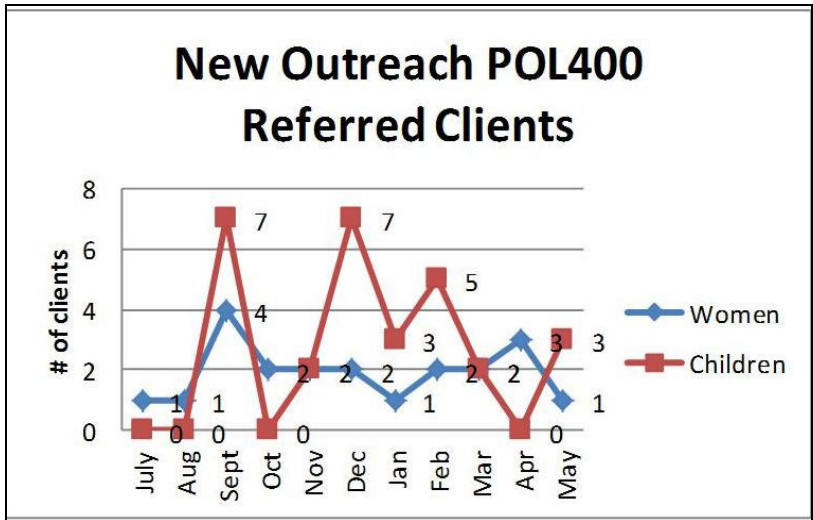
2b. Selwyn & Banks Peninsula Clients

Total Supported Clients	14
New Women Clients	9
New Child Clients	12
TOTAL NEW CLIENTS	21
TOTAL SELWYN & BANKS PENINSULA CLIENTS	<u>35</u>
TOTAL NO: 1 TO 1 CONTACT HOURS	<u>65.40</u>



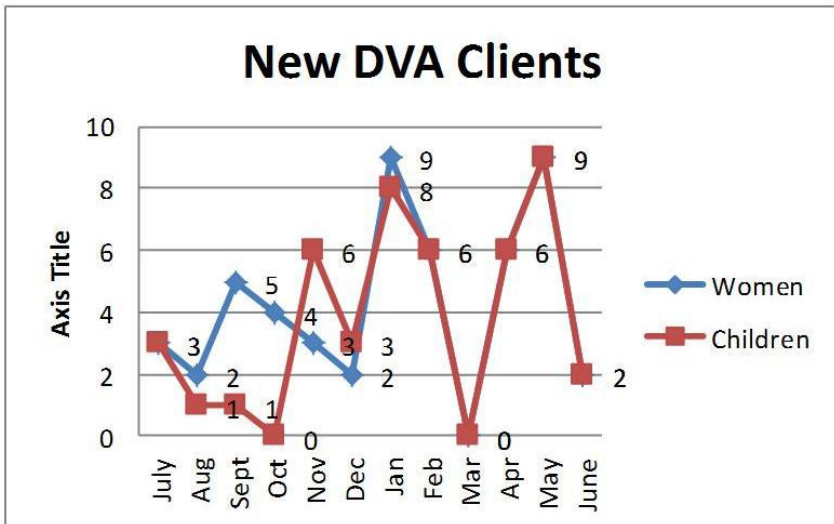
Outreach POL400 Referred Clients

Total Supported Clients	23
New Women Clients	27
New Child Clients	37
TOTAL NEW OUTREACH POL400 REFERRED CLIENTS	64
TOTAL OUTREACH POL400 REFERRED CLIENTS	<u>87</u>
TOTAL NO: 1 TO 1 CONTACT HOURS	<u>295.78</u>



3. DVA Protected Persons

Existing Clients	34
New Women Clients	52
New Child Clients	33
TOTAL NEW DVA PROTECTED PERSONS	85
TOTAL DVA PROTECTED PERSONS	<u>119</u>



4. Residential Clients

Total Supported Clients	10
New Women Clients Admitted	65
New Child Clients Admitted	55
TOTAL NEW RESIDENTIAL CLIENTS	120
TOTAL RESIDENTIAL CLIENTS	<u>130</u>

TOTAL BEDNIGHTS	<u>926</u>
Average Stay	7.18

TOTAL NO: 1 TO 1 CONTACT HOURS	<u>472.32</u>
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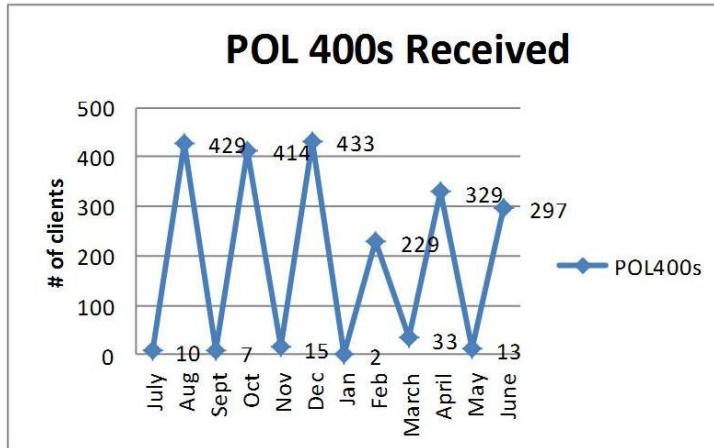


Client Referral Source

Community Services/Programmes (Education)	1
Counselling Service (Health)	1
CYF (Legal)	5
Hospital (Health)	4
Other Referral Source	1
Other Social Service (Community)	11
Police/Not POL400 (Legal)	24
Police/POL 400 (Legal)	1
Referred from Another Contract (Refuge)	2
Referred from NCIWR Affiliate (Refuge)	4
Self Referral	59
Victim Support Referral	1
Whanau/Friend (Other)	4
WINZ (Financial)	2
TOTAL Referrals	120

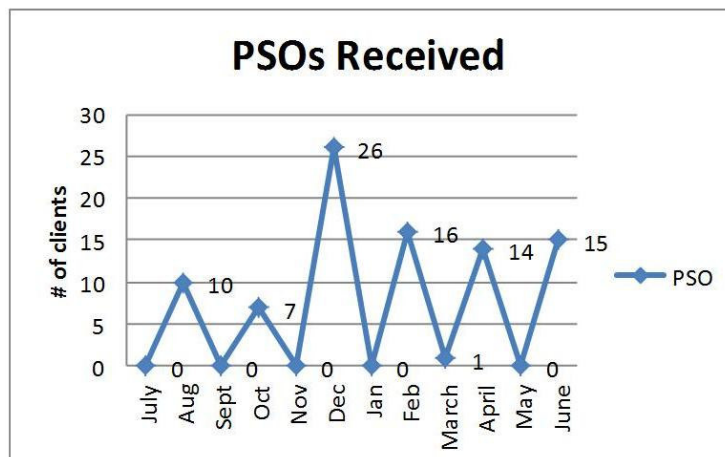
5. POL 400 Work

POL 400's Received	2,479
POL 400 Phone Contact	1,389
POL 400 Mail Support	965
POL 400 Community Office	4
POL 400 Rural Office	14
POL 400 Safe House	15
POL 400 Active in System	92



6. PSO Work

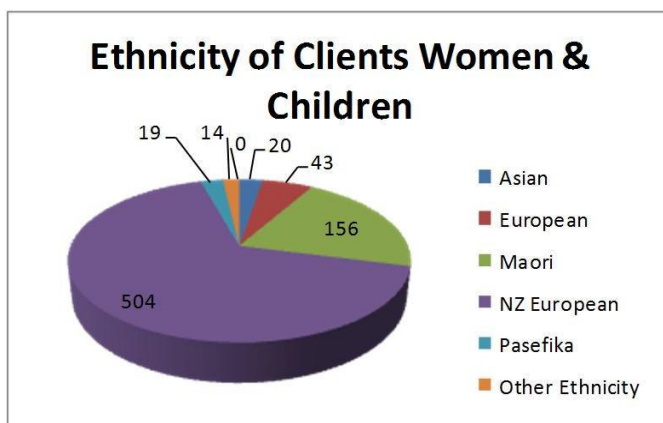
PSO's Received	98
PSO Phone Contact	58
PSO Mail Support	31
PSO Community Office Support	0
PSO Rural Office Support	0
PSO Safe House Support	0
PSO Active in System	9



7. Profile of Women and Children Using Refuge Services

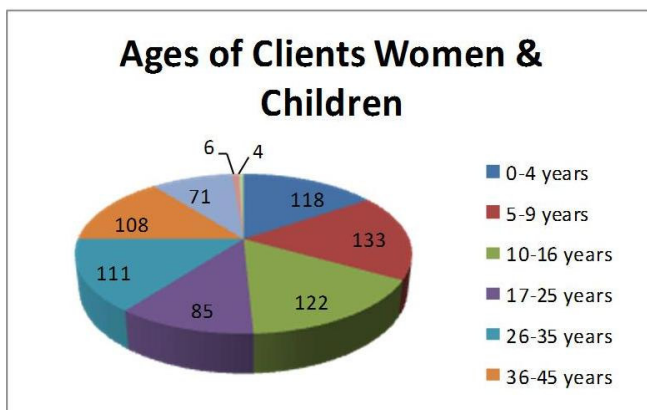
Ethnicity of New Clients

	Children	Women
Asian	7	13
European	19	24
Maori	91	65
NZ European	237	267
Pasefika	10	9
Other Ethnicity	9	5



Ages of New Clients Using Refuge Services

0-4 years	118
5-9 years	133
10-16 years	122
17-25 years	85
26-35 years	111
36-45 years	108
46-59 years	71
60+	6
Unknown Age	4



8. Group Work

Number of Sessions	170
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Number of Clients	128
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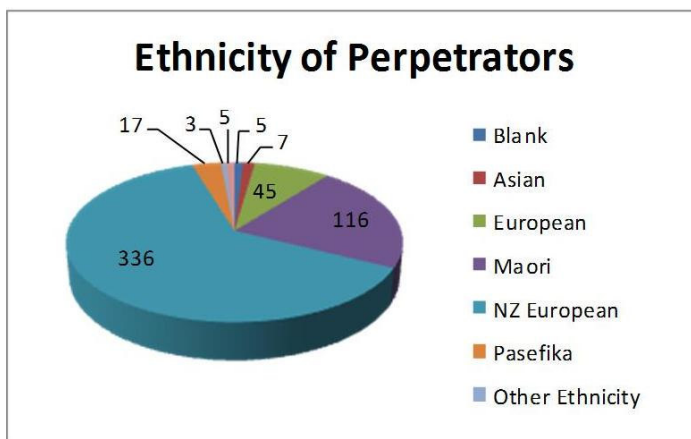
9. Refuge Hours

Volunteer Hours	1,072
Paid Hours	20,675
Volunteer Mileage	0

10. Profile of Perpetrators

Ethnicity of Perpetrators

Blank	5
Asian	7
European	45
Maori	116
NZ European	336
Pasefika	17
Other Ethnicity	3
Unknown Ethnicity	5

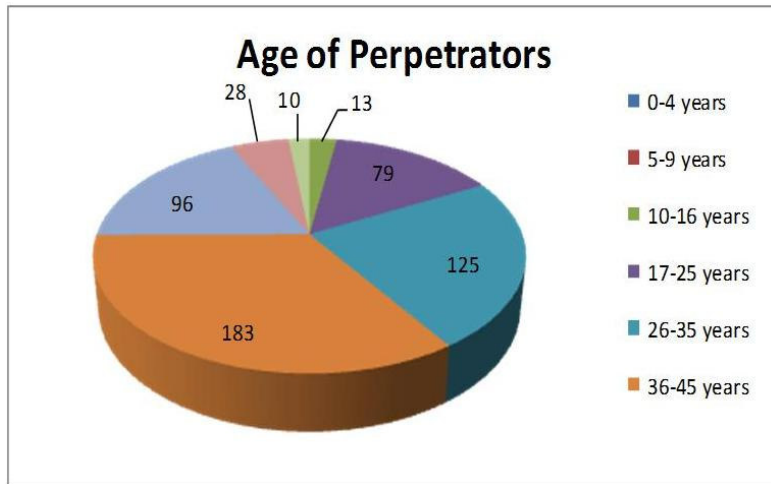


Gender of Perpetrators

Male	492
Female	42

Age of Perpetrators

0-4 years	0
5-9 years	0
10-16 years	13
17-25 years	79
26-35 years	125
36-45 years	183
46-59 years	96
60+	28
Unknown Age	10



CHRISTCHURCH WOMEN'S REFUGE INCORPORATED

Approval of Financial Statements

AS AT 30 JUNE 2011

AUTHORISATION FOR ISSUE

The Board authorised the issue of these financial statements on 22 November 2011.

APPROVAL BY THE BOARD

The Board is pleased to present the financial statements of Christchurch Women's Refuge Incorporated for the year ended 30 June 2011 on pages 23 to 25.

Signed for and on behalf of the Board.

Madeleine Hawkesby-Browne
Chair

Nicola Woodward
CEO

Treasurer's Report for the Financial Year Ending June 30 2011

The Christchurch Women's Refuge Board of Governance is pleased to present the financial statements for Christchurch Womens' Refuge Incorporated for the year ending 30 June 2011.

Income of \$1.26m for the year exceeded one million dollars for the second consecutive financial year. This year income from contracts with Government agencies totalled \$605,000, an increase of \$55,000 on last year. The majority of the remainder of income came from grants, bequests, donations and investment income. Within this wider category fundraising, bequests and donations (\$301,000) were considerably larger than the previous year (\$122,000), largely as a result of the generosity of the public following the earthquakes Christchurch experienced in 2010 (September/December) and 2011 (February). Donations were responsible for \$129,000 of the \$179,000 increase in income in this wider category.

Expenses totalled \$996,000, which is \$50,000 less than the previous year. As a service based organisation the majority of these expenses inevitably related to personnel and office costs (\$841,000), and these were well controlled, totalling \$40,000 less than the previous financial year. Rental expenses decreased \$26,000 against last year (\$70,000), to a total of \$44,000. This reflects the outcome of the Boxing Day earthquake, with the central Christchurch office premises no longer available for use, requiring staff to work for a period of time from other Christchurch Women's Refuge properties.

Overall, the agency made a net profit of \$268,000, which was a significant improvement of \$294,000 over the previous year's result, in which a small loss of \$26,000 was recorded. In addition to strong management control of costs the agency has benefited from an increased profile and associated funding opportunities following the Christchurch earthquakes during 2010 and 2011.

Total equity at the beginning of the year was \$278,000 and, with the addition of the Operating Profit of \$267,000, Retained Earnings at the end of the financial year are now \$545,000. These Retained Earnings were represented by Current Assets of \$693,000, a significant increase on the previous year of \$334,000. Liabilities increased by \$70,000 with Accounts Payable being the majority of the increase (\$47,000) and Grants and Funds in Advance responsible for a further increase of \$35,000.

Offsetting these increases was a decrease to both GST Payable (\$8,000) and the Holiday Pay Accrual liability (\$3,000). Non-Current Assets increased (\$4,000) to \$77,000. At year end, Christchurch Women's Refuge had term deposits of \$330,000 comprising sufficient cash reserves for risk management purposes.

Deloitte were appointed as Auditors in 2010, and remain as auditors for the 2011 Annual Report. Deloitte have given a qualified audit opinion on page 30 of this Annual Report.

Ann Kilgour
Treasurer

CHRISTCHURCH WOMEN'S REFUGE INCORPORATED

Statement of Financial Performance

FOR THE YEAR ENDED 30 JUNE 2011

	<u>Notes</u>	<u>2011</u>	<u>2010</u>
		\$	\$
INCOME			
Contracts			
Child Youth & Family		225,803	282,212
Ministry of Social Development		294,093	117,239
Dept of Internal Affairs		2,800	0
Ministry of Justice		82,714	101,232
Work & Income		0	48,887
Grants			
Canterbury Community Trust		71,647	70,000
Christchurch City Council		20,000	30,000
NZ Lotteries		59,275	27,358
Wages Grants		102,895	83,019
Overheads Grants		15,109	21,798
General Grants		34,383	37,808
Fundraising		30,994	6,464
Donations		217,821	88,433
Bequests		51,828	27,200
Investment Income		20,980	9,646
Other Income		30,402	68,542
		1,260,744	1,019,838
LESS EXPENSES			
House Expenses		26,134	26,980
Early Intervention		53,279	-
Prevention/Community Development		109,443	-
Office Expenses		15,325	116,814
Personnel Expenses		662,604	780,376
Audit Fees		4,400	4,800
Rental Expenses		44,062	72,357
Depreciation Expense		16,208	20,033
Street Appeal Expenses		4,845	10,157
Other Expenses		57,194	14,538
		993,494	1,046,055
NET SURPLUS/(LOSS)		267,250	(26,217)

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

CHRISTCHURCH WOMEN'S REFUGE INCORPORATED

Statement of Movements in Equity

FOR THE YEAR ENDED 30 JUNE 2011

	<u>Notes</u>	<u>2011</u>	<u>2010</u>
EQUITY		\$	\$
OPENING BALANCE		277,651	303,868
Plus net surplus/(loss) for the year		<u>267,250</u>	<u>(26,217)</u>
TOTAL EQUITY		<u>544,901</u>	<u>277,651</u>

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

CHRISTCHURCH WOMEN'S REFUGE INCORPORATED

Statement of Financial Position

AS AT 30 JUNE 2011

	<u>Notes</u>	<u>2011</u>	<u>2010</u>
		\$	\$
EQUITY			
Retained Earnings		277,651	303,868
Net surplus/(loss) for the year		267,250	(26,217)
TOTAL EQUITY		544,901	277,651
Represented by:			
CURRENT ASSETS			
Cash on Hand		152	165
Cash at Bank		8,079	31,253
Cash on Call		311,702	
Term Deposits	4	329,508	258,519
Shares	3	-	7,367
Accounts Receivable		33,695	43,959
Accrued Interest		4,042	1,250
Accrued Revenue		-	11,861
Payments in Advance		5,994	4,376
TOTAL CURRENT ASSETS		693,172	358,750
LESS CURRENT LIABILITIES			
Accounts Payable		78,046	31,018
GST Payable		9,986	18,362
Sundry Accruals		10,415	9,024
Holiday Pay Accrual		36,605	40,062
Tagged Grants/Funds in Advance		90,546	55,882
TOTAL CURRENT LIABILITIES		225,598	154,348
WORKING CAPITAL		467,574	204,402
NON CURRENT ASSETS			
Property, Plant & Equipment	2	77,327	73,249
TOTAL NON CURRENT ASSETS		77,327	73,249
NET ASSETS		544,901	277,651

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

CHRISTCHURCH WOMEN'S REFUGE INCORPORATED

Notes to the Financial Statements

AS AT 30 JUNE 2011

1. STATEMENT OF ACCOUNTING POLICIES

REPORTING ENTITY

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

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

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

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

MEASUREMENT BASE

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

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

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

SPECIFIC ACCOUNTING POLICIES

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

Investments

Investments held are stated at cost.

Shares

The original shares bequeathed sold in August 2010.

Accounts Receivable

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

Interest Accrued

Interest accrued represents interest earned but not yet received on deposits held as at 30 June 2011.

Goods & Services Tax

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

NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

AS AT 30 JUNE 2011

Tagged Grants/Funds in Advance

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

Audit Fees

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

Fixed Assets

Asset Type	Depreciation Rate Range	Depreciation Method
Motor Vehicles	26% - 36%	Diminishing Value
Plant	4.0% - 48%	Diminishing Value
Office Equipment	9.0% - 60%	Diminishing Value
Building Improvements	2.5%	Straight Line

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

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

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

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

CHANGES IN ACCOUNTING POLICIES

During the year the chart of accounts was reviewed and altered to provide a more detailed reporting of income and expenses.

2. PROPERTY PLANT AND EQUIPMENT

	Cost	Accumulated Depreciation	Book Value
2011	\$	\$	\$
Motor vehicles	62,447	23,959	38,488
Plant	10,797	7,666	3,131
Office Equipment	58,277	40,685	17,592
Building Improvements	33,716	15,600	18,116
	<u>165,237</u>	<u>87,910</u>	<u>77,327</u>
2010			
Motor vehicles	47,452	40,553	6,899
Plant	36,337	15,690	20,646
Office Equipment	109,936	83,192	26,745
Building Improvements	33,716	14,757	18,959
	<u>227,441</u>	<u>154,192</u>	<u>73,249</u>

NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

AS AT 30 JUNE 2011

3. INVESTMENTS

During the year the share portfolio was sold at a loss of \$498.

4. TERM DEPOSITS

▪ Dep 12	\$40,810.85	5.00%	Term 206 days	Matures 18 Jul 11
▪ Dep 14	\$41,006.03	5.00%	Term 190 days	Matures 17 Aug 11
▪ Dep 9	\$39,430.12	5.00%	Term 217 days	Matures 16 Sep 11
▪ Dep 15	\$41,184.88	4.50%	Term 214 days	Matures 17 Oct 11
▪ Dep 13	\$42,182.25	4.50%	Term 205 days	Matures 17 Nov 11
▪ Dep 8	\$42,852.97	4.50%	Term 212 days	Matures 09 Dec 11
▪ Dep 16	\$41,509.04	4.50%	Term 239 days	Matures 17 Jan 12
▪ Dep 10	\$40,531.77	4.25%	Term 239 days	Matures 9 Feb 12

5. COMMITMENTS

There are no capital commitments as at 31 July 2011 (2010: \$14,000).

6. CONTINGENT LIABILITIES

There are no contingent liabilities as at 31 July 2011 (2010: Nil).

7. OPERATING LEASE COMMITMENTS

Non cancellable operating lease commitments are payable as follows:

	<u>2011</u>	<u>2010</u>
	\$	\$
Not later than one year	73,188	71,732
Later than one year but not later than two years	74,938	33,609
Two to five years	79,500	-
	227,626	105,341

The premises lease expiry dates are as follows:

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

Tagged Grants Received 1 July 2010 – 30 June 2011

<u>Funder</u>	<u>Grant Received</u>
ANZ Staff Foundation	\$5,521
Blogg Charitable Trust	\$2,500
COGS	\$6,900 (incl. gst)
Canterbury Community Trust	\$75,000
Christchurch Casinos Charitable Trust	\$3,000
Christchurch City Council	\$23,000
First Sovereign	\$21,000
Four Winds Foundation	\$2,000
Keith Laugeson Charitable Trust	\$6,000
Lion Foundation	\$15,000
Lottery Grants Board	\$69,000 (incl.gst)
Maurice Carter Charitable Trust	\$4,000
New Zealand Community Trust	\$1,000
Pub Charity Inc	\$20,000
The Strathlachlan Fund	\$10,000
Tindall Foundation	\$9,000
William Toomey Charitable Trust	\$2,000
Total	<u>\$274,921</u>

Audit Report to The Shareholders of Christchurch Women's Refuge Incorporated

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CHRISTCHURCH WOMEN'S REFUGE INCORPORATED

Report on the Financial Statements

We have audited the financial statements of Christchurch Women's Refuge Incorporated on pages 23 to 25, which comprise the statement of financial position as at 30 June 2011, and the, statement of financial performance and statement of changes in equity for the year then ended, and a summary of significant accounting policies and other explanatory information.

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

Board's Responsibility for the Financial Statements

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

Auditor's Responsibilities

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

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

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

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

Basis for Qualified Opinion on Financial Performance and Cash Flows

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

Qualified Opinion on Financial Performance and Cash Flows

In our opinion, except for adjustments that might have been found to be necessary had we been able to obtain sufficient evidence concerning donations, the financial statements on pages 23 to 25 present fairly, in all material respects, the results of operations and cash flows for the year ended 30 June 2011 in accordance with generally accepted accounting practice in New Zealand.

Opinion on Financial Position

In our opinion, the financial statements on pages 23 to 25 present fairly, in all material respects, the financial position of Christchurch Women's Refuge Incorporated as at 30 June 2011 in accordance with generally accepted accounting practice in New Zealand.

Chartered Accountants

23 November
Christchurch, New Zealand

This audit report relates to the financial statements of Christchurch Women's Refuge Incorporated for the year ended 30 June 2011 included on Christchurch Women's Refuge Incorporated's website. The entity's Board is responsible for the maintenance and integrity of Christchurch Women's Refuge Incorporated's website. We have not been engaged to report on the integrity of Christchurch Women's Refuge Incorporated's website. We accept no responsibility for any changes that may have occurred to the financial statements since they were initially presented on the website. The audit report refers only to the financial statements named above. It does not provide an opinion on any other information which may have been hyperlinked to/from these financial statements. If readers of this report are concerned with the inherent risks arising from electronic data communication they should refer to the published hard copy of the audited financial statements and related audit report dated 22 November 2011 to confirm the information included in the audited financial statements presented on this website. Legislation in New Zealand governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Christchurch Women's Refuge Incorporated

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