

Annual Report

1 July 2015 – 30 June 2016





“He taught me in a different way how to be a leader in the family environment, not just at home but in everything that I do. He taught me how things go round in circles if you don’t address them in a loving way. That’s why love’s a powerful word.”

***Lyll,**
ReachOut client

Our Vision

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

Our Purpose

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

“I had a friend who was really, really smart, but was in a horribly abusive relationship. I can see how that dynamic can develop and how complex it is. Who’s to say it won’t happen to someone in my family or someone I know?”

***Angela,**
Long-term supporter

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Christchurch Women’s Refuge Incorporated T/A Aviva

Business Directory

AS AT 30 JUNE 2016

Address: PO Box 24161 Christchurch
New Zealand 8642

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

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

Board Members: Darryn Russell (Chair)
Ann Kilgour (Treasurer; resigned from the
Board January 2016)
Peter Cody (Treasurer, February onwards)
Nathan Latimer
Melissa Haberfield
Monique Bond
Abby Suszko

Secretary: Christine Wallace

Auditor: Deloitte
Chartered Accountants
151 Cambridge Terrace, Christchurch

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

Chair and Chief Executive Officer's Report

What a busy 12 months it has been! It has certainly been a period of challenges and excitement, and several major new initiatives that will significantly improve the way we are able to support individuals and families affected by family or sexual violence harm have come to fruition.

By far the most significant focus of the past year, and one which has taken up a substantial amount of many Aviva staff and Board members' time, energy and focus, has been the creation of a co-located community, social and health service hub in Eastgate Shopping Centre. We've talked about the evolution of this significant Christchurch development in previous reports, but in the past year it gained (amongst many other things) a name— The Loft.

Aviva has championed the creation of The Loft since 2012, so it has been very exciting to see so much hard work by our team and our partner agencies come to life. Aviva moved into The Loft in late June 2016 with Family Help Trust, and staff from He Waka Tapu and New Zealand Red Cross, with more organisations already planning to join us in the near future. By physically moving to a new, more visible space and by working more closely with our co-located partners, we will significantly improve how we collectively respond to and meet the needs of those overcoming family and/or sexual violence, and its many related health, social, financial and emotional challenges. Together we will intentionally develop and adapt a range of key service processes to make accessing and receiving services and support much easier; this is what makes The Loft unique in New Zealand. Every partner agency based at The Loft recognises the enormous potential of co-located, integrated services to better support vulnerable children and their families towards wellbeing, and as more agencies move into The Loft alongside us, our ability to better support our community will continue to grow.

At the end of June we learned that we had been awarded the contract to provide the Perpetrator Outreach and the high risk Independent Victim Specialist services as part of a new Integrated Safety Response (ISR) pilot that will operate in Canterbury during the 2016/17 financial year. This important pilot will see core agencies - Police, Child Youth and Family, Corrections, Health, specialist family violence NGOs and kaupapa Māori services, as well as others - work more closely together as a team. Operating from The Loft as an integrated team, Aviva will partner with He Waka Tapu in providing intensive support to high risk victims and their families with, and alongside, the Perpetrator Outreach Service and Aviva's ReachOut team.

A key feature of the new system is that those identified as high risk of repeat severe to extreme family violence harm will be immediately supported by a family violence specialist, with the intention of reducing the risk of further violence. Reflecting Aviva's pioneering ReachOut service, the ISR model includes an integrated and proactive response for men using, or at risk of causing, family violence harm. The new approach also has a family/whānau focus, which aims to assess and meet the whole family's needs. Subject to the findings of the pilot, this integrated model, if rolled out across the country, would represent a significant and fundamental shift in how we respond to family violence in New Zealand. As such, the pilot has great potential to create real and sustainable change for families, communities and New Zealand as a whole.

A highlight of the year was receiving two awards for ReachOut at the national Problem-Oriented Policing (POP) Awards in May. These awards recognise long-term, sustainable crime prevention and reduction. ReachOut, developed in partnership with Canterbury Police, won the award for excellence in reducing repeat victimisations and also received the Supreme Award across all categories. Based on analysis of Police data, the reoffending rate in the North Canterbury region in the three years prior to ReachOut's introduction was 18%. This was sustainably reduced to 1.4% in the three years following the service's introduction in 2012. In October 2016, Aviva and New Zealand Police will present ReachOut at the 2016 international POP conference in Arizona, USA. ReachOut has also been selected as one of only seven finalists for the 2016 international Herman Goldstein award, which will be announced at the conference.

In this past year we have achieved many aspirations for the way we support our community. We have enhanced our support for young people by evolving our Healthy Relationships school programme and offering it in further intermediate and secondary schools. By the close of this financial year we had also secured the generous support of a philanthropic funder to enable us to recruit two specialist youth workers, for two years, in the new financial year.

"It was great to work with [Her] as she was a good role model and example of someone who had come a really long way.... it made me hopeful."

***Abi,**
Specialist Peer Support client



We are set to extend the benefit of financial inclusion to more people on low incomes by opening up eligibility for Aviva NILS (No Interest Loan Scheme), offered in partnership with Good Shepherd NZ, to anyone who meets the criteria; previously a partner agency referral was required. In addition, in the new financial year we will begin offering Good Shepherd's low interest 'StepUP' loans as well. In partnership with START, we have embedded our Sexual Assault Support Service Canterbury (SASSC) as a core service, and are now set to focus on adapting the ways we operate in partnership within The Loft.

It is reassuring to see that the innovative and creative way of working we adopted in late 2011 is paying off in creating benefit for clients, and Aviva is now being highlighted as an example of successful innovation and response. The Family Violence Death Review Committee 5th Report, released in early 2016, cited Aviva as an example of promising practice in relation to whole-of-system response; agile and adaptive practice models; responding to people perpetrating violence; and government and community partnerships to build connected and protective communities. Aviva's way of working has also influenced new government responses to family violence, including the new ISR pilot.

Our staff team continues to grow in number and evolve in nature as we develop and adapt our services for vulnerable children, adults and families. A lot has been asked of our staff over the past year, and they have more than met the challenge. Not only have they, as always, fulfilled their usual day-to-day responsibilities professionally and with commitment to our clients, but throughout the year Aviva's staff played an essential role in taking The Loft from vision, to reality. Whilst the concept of The Loft is simple, developments such as this are rare for many reasons, not least of all the enormous and complex amount of work they require in addition to 'business as usual'. Whilst it has been very challenging at times, Aviva's staff can be proud of how they have worked together to support many hundreds of children, young people, women and men to become safe from family and sexual violence, and the contribution they have made to the creation of The Loft.

We'd also like to acknowledge and thank the members of Aviva's Board for their huge commitment and contribution, not only to this agency, but also the creation of The Loft, which has included significant governance implications. Their dedication to Aviva's purpose has seen them gift many hours of time, and a significant amount of energy and skill, to ensuring that Aviva achieves its vision. We'd particularly like to acknowledge the contribution of Ann Kilgour, who left the Board after six years of service as member and as Treasurer. Ann is exploring new opportunities in the USA; we thank her for her efforts for Aviva, and wish her the best for her future. We are very pleased and fortunate to welcome PwC partner Peter Cody to the roles of Board member, and Treasurer.

Our final acknowledgment and thanks, although certainly not the least, is for our supporters. From volunteers, individual donors, companies and community groups through to our core funders, we thank you so much. Family and sexual violence are not topics most people want to talk or even think about, and gaining support for Aviva's work is not easy. Without your help, we could not do the important work we do. Your support enables us to save lives. Thank you for sharing that important work with us.

The year ahead looks to be – unsurprisingly – very busy! We will be adapting to a new home, new 'flatmates', new ways of working, and taking part in a new national pilot, as well as developing our youth and microfinance services. Financially, it will be challenging as several significant time-limited earthquake related funds close. But, as always, we will face the future with optimism, determination and a passion to make a difference. We hope that you will join us on the next exciting phase of our journey.



Darryn Russell
Chair



Nicola Woodward
CEO

Client Services Report



Aviva provides support to individuals and families in North Canterbury from an office in Rangiora, and to Christchurch and Selwyn District from an office in Christchurch. We support all members of the family—children, young people, women and men—to overcome family and sexual violence. Outside office hours, support is available 24-hours a day via 0800 Aviva Now.

0800 Aviva Now

At the start of the year we introduced a new system whereby calls received on our 24-hour phone at weekends and after 5pm on weekdays were initially directed to a call centre, which provided basic support. Experienced Aviva staff remained on-call to receive all high-need calls requiring immediate support. The number of calls outside of typical work hours decreased (approximately 20% are now received during this period), but the number of calls within working hours increased, adding pressure to those who participate in the 0800 roster. As always, our busiest month was March. Anecdotally we believe that this is the month where the true fall-out of Christmas and the holiday period occurs, and financial pressures mount.

Family Support Worker Team

Our core services to women and children continued to experience steady demand. The main focus from this team has been engaging people into education groups and ensuring they remained engaged until the end. In the last 12 months, 68 women and 37 children participated in our specialist family violence education programmes in Christchurch and North Canterbury. These programmes help women and children develop tools to support them as they rediscover their confidence, build their resources and create safer futures. They secured an 88% attendance rate for children and 81% for women. Mental health issues continued to be an ongoing challenge for many women we worked with, but there was a noted increase in the number asking for support to access specialist mental health services for their children.

Police Incident Response

In the last financial year we responded to almost 2,500 Police Incident Reports (POLs) across our Christchurch and Canterbury sites; this includes responses to both people experiencing abuse, and those using it. This was a significant increase on the previous year (26%). On average we engaged about 20% of women experiencing abuse in face-to-face service, whilst ReachOut had a slightly higher engagement rate for men using violence. Those who chose not to take up face-to-face support still received safety planning, advice and advocacy through telephone support. With the introduction of the ISR pilot in the 2016/17 year, POLs will no longer be dealt with by an agency roster system.

ReachOut

Our ReachOut early intervention service for men using violence experienced a significant increase in client numbers, and at times operated a waiting list. A highlight of the year was ReachOut's success at the national Problem-Oriented Policing Awards in May, where it was named Supreme Winner for its effectiveness in reducing repeat offending. A trend that continued is the prevalence of young people – adolescents and teenagers – being named on Police reports as the user of violence. For this reason, our new youth workers (see 'Youth Service') will support young people using or experiencing violence.

In early 2016 we engaged an external consultant to conduct a number of interviews with ReachOut clients and their family members, and Aviva and partner agency staff. The information gathered identified the key features of ReachOut that worked well (such as being voluntary; non-judgemental; and tailoring the service to the client) and, along with a comprehensive literature review, this information will be used to develop a framework that will support ReachOut's extension to other regions in New Zealand.

Youth Service

Strengthening our ability to support young people has been an area of further development in the past year. We refined the Healthy Relationship programme which we had piloted in the 2015 calendar year to teach young people about respectful relationship behaviours, with reference to family violence, bullying, peer and intimate partner relationships. In the second term of this financial year (October – December 2015) we undertook an evaluation of the programme. Student feedback showed that 100% felt they knew more about healthy relationships and family violence; 99% were more aware of the people and/or services that support young people; and 72% felt they could now create their own safety plan if they were ever in an unhealthy relationship or experiencing family violence. There were also suggestions for enhancement. In term one of 2016, a new Youth Programme Worker adapted the programme based on those suggestions, and began offering it in select schools in the final term of the financial year. We were also successful in securing funding from a philanthropic funder, which in the new financial year will enable us to recruit two additional staff for two years, to work one-on-one with young people.

Sexual Assault Support Service Canterbury (SASSC)

The last year saw a significant rise (355 referrals; 113% above the number we are funded to receive) in the number of people supported to overcome sexual assault through the SASSC service, which we offer in partnership with START. This was reflective of the trust referrers (principally Police) have in the service as an effective support mechanism, and also extra resourcing for the service which enabled us to increase administrative support, and to increase the hours of the counsellor who oversees the service. The after-hours component of SASSC still relies on volunteers, and we are extremely fortunate to have a dedicated team of people who ensure that the essential support this service provides is available during evenings and weekends.

Specialist Peer Support

Specialist Peer Support experienced an increase in demand for one-on-one peer support, and this impacted on the team's ability to offer the Purposeful Peer Support eight-week training programme for community-based peers; one was offered in this financial year, as opposed to two in the previous year. An internal evaluation of Specialist Peer Support was conducted during the year and reinforced this service's relevance and importance in people's experience of overcoming family violence, and reducing shame and stigma. It also highlighted several opportunities for enhancement, for example, the need to better engage with Māori and young women, both of whom were under-represented as service users.

No Interest Loan Scheme (NILS)

It was positive to see the number of NILs issued growing in the last year. These loans provided people with access to safe, fair and affordable credit, and enabled them to build a positive credit history and take control of their finances. In the new financial year we expect to have approval from partner Good Shepherd NZ to offer loans via a self-referral pathway, and to offer low-interest loans (called StepUP), which will enable us to support many more people towards financial inclusion and greater wellbeing.

Shine safe@home

Shine safe@home is focused on enabling those who have experienced violence to stay in their homes, safely, through the provision of security upgrades. Once again this service exceeded targets and experienced high demand. In this period 383 people (mainly women and children) were able to remain more safely in their own homes. Despite a similar service now being offered by local refuges in Christchurch, referrals to our safe@home service have not diminished. Earthquake-related funding for this service ceases in December 2016, and in the new financial year it is likely that we will need to limit the number of homes we can secure in line with available funding.

"I was afraid to ask for help but now I'm so glad that I did."

*Kim,
Aviva client

Summary of Key Statistics

	2015 - 2016	2014 - 2015	% +/-
Total number of children and adults receiving face-to-face support for family or sexual violence related issues	1,519	1,470	+3%
Police Incident Reports received ⁽¹⁾	2,467	1,961	+26%
Calls for support to 0800 Aviva Now	3,829	3,968	-3.5%
People supported by SASSC	355	167	+113%
Homes made safer by Shine safe@home	176	167	+5%
Adults and children benefiting from Shine safe@home	383	376	+2%
ReachOut clients	230	168	+37%
People supported by Peer Support Specialists	64	55	+16%
People trained to offer peer support within their community	8	19	-58%
No Interest Loans issued	27	16	+69%

⁽¹⁾The ISR pilot will deal with Police Incident Reports in a different way in 2016/17, therefore we do not expect to report on POLs in this way in our next report.

Our Supporters

So much of the work we do is only made possible because of our generous supporters. We are very thankful to the funders and donors who help us generate the almost \$2 million we need each year to offer our free services; the generous people who gift us goods; and the volunteers who invest their time in our activities or services. Together we are able to support hundreds of children and adults every year in creating safer futures and better wellbeing.

We'd like to acknowledge some of the people and groups that have supported us with donations, fundraising, gifts, volunteering, or in other ways. There are many more individuals who have donated to us and although they are not named here, their donations and support are also immensely important to us.

Funders:

- ANZ Staff Foundation
- B A Lewis Charitable Trust
- Blogg Charitable Trust
- Catholic Diocese of Christchurch
- Christchurch Casinos Charitable Trust
- Christchurch City Council
- Christchurch Earthquake Appeal Trust (NZ)
- Christchurch Earthquake Recovery Trust
- Community Organisation Grants Scheme (COGS)
- First Sovereign Trust Limited
- George Sevicke Jones Trust
- J and M Ferrier Charitable Trust
- Keith Laugeson Charitable Trust
- Kelliher Charitable Trust
- Lion Foundation
- Lottery Grants Board
- Mainland Foundation
- Maurice Carter Charitable Trust
- New Zealand Community Trust
- New Zealand Red Cross
- Pub Charity Inc
- Rata Foundation
- Southern Trust
- The Dublin St Charitable Trust
- The Strathlachlan Fund
- The Tindall Foundation
- The Todd Foundation
- Working Together More Fund

The Loft Funders

We'd also like to thank the funders who in the last financial year have supported The Loft, the social and community service co-location in Eastgate Shopping Centre of which we are part. Thanks to their belief in this project, Aviva and its partners have been able to make our shared vision for better outcomes for children, individuals and families a reality. In the last year, Aviva, on behalf of the co-locating partners, received funds for co-location from:

- The Lottery Grants Board – Community Facilities Fund
- Rata Foundation, Capital Works Fund
- The Sutherland Self Help Trust
- The Wayne Francis Charitable Trust.

Our Supporters, Fundraisers and Donors:

- Accessman
- Amnesty International Canterbury Region
- Blakely Pacific Ltd
- BNZ Papanui
- Book Club 143
- Bryndwr Baptist Church
- Canterbury Scientific
- Carters
- Christchurch Casino
- Christchurch Kiwanis
- Christchurch Men's Prison Disaster Recovery Unit
- Christchurch Quilters
- Church of Jesus Christ of the Latter Day Saints
- College of Midwives
- Courier Post
- The Creek Trust
- Crisco
- Cunningham Taylor Law
- Deloitte
- Direct FX
- DMC & CMB Burnett Charitable Trust
- Dove Charitable Trust
- Drummond Inheritance Trust
- East Adult Community Mental Health Services
- Fletcher Building
- Grace Communications International
- Hagley and Ferrymead Community Board
- Halswell Playcentre
- Hattrick Z stations

- Hugs All Round
- Hyman Marks Trust
- Inland Revenue Department
- Jean Stanbury Family Trust
- The Jones Foundation
- Karyn Robinson and ReLove
- Kiwi J. I. Office FitOuts
- La Vida Youth Trust
- Les Mills Christchurch
- Lift Solutions Ltd
- Lions Clubs of Amberley; Ellesmere; Kaiapoi and Districts; and Rangiora
- Macpac
- Middleton Grange School
- North Canterbury Quilting Group
- NZ Labour Hire
- Ohoka Women's Institute
- Rangiora Bridge Club
- Ray White Burnside
- Scenic Hotel Group
- Scholastic New Zealand Limited
- St Andrew's Church, Oxford
- Strategy Design & Advertising
- Sysdoc Group Ltd
- The Twigger Women's Refuge Endowment Fund
- Un Cadeau Charitable Trust

Aviva was gifted 4,041.3 hours of time – equivalent to almost two years' of 40-hour work weeks – in the last financial year from our SASSC volunteers, student placements, gifted staff and Board members time, and casual volunteers.



Christmas gifts from Les Mills

Treasurer's Report for the Financial Year ending June 30 2016

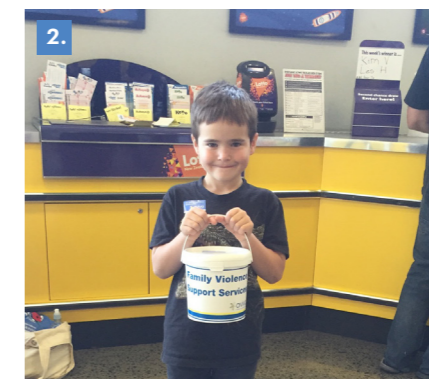
The Aviva Board of Governance is pleased to present the financial statements for Christchurch Women's Refuge Incorporated T/A Aviva for the year ending 30 June 2016.

The June 2016 financial year was both challenging and exciting due to growth in our services and an increase in the number of people we support, combined with the progression of The Loft project. From a financial perspective we saw a marked lift in income at \$3.30m, which broke through our previous target of \$2m and compares to income in the June 2015 year of \$1.82m. The \$1.48m (or 81%) increase came principally from \$1.23m received from Central Government, the Christchurch City Council Mayoral Fund and private funders to progress The Loft, and a \$0.25m (14%) increase in exclusively Aviva-related revenue.

Expenses totalled \$2.31m for the year, compared to \$1.85m in the June 2015 financial year. The \$0.46m increase in costs is attributable to a \$0.19m increase in personnel costs associated with expansion of our service range, and increased levels of service-based activity, plus additional resource required for The Loft project and a \$0.28m increase in direct Loft-related project costs. The increase in costs associated with The Loft project was offset by the increase in funds received.

Overall, the agency made derived a surplus of \$0.99m, which is a significant improvement from the loss incurred in the June 2015 year of \$0.3m. However, it is important to note that a considerable portion of this increase in surplus is attributable to funding received for The Loft project. From a purely operational perspective, obtaining funding is increasingly challenging. The Board acknowledges that it is critical to continue to focus on driving fundraising efforts to ensure the organisation continues its focus on providing a financially sustainable performance, so it is good to see increasing financial improvements flowing through to improved net business performance. Continued investment from our key funding partners is the greatest acknowledgement possible that we are indeed achieving our desired outcomes in, and with, the community.

Total Retained Earnings lifted to \$1.51m from \$0.53m as at 30 June 2015. The result is primarily driven by \$1.07m of funds received for The Loft and held by Aviva on behalf of the wider project; this



1. Thanks to everyone in Linwood who voted for Aviva in Z's Good in the Hood promotion

2. Street appeal collector Flinn in action

3. Accessman General Manager Lena Harrington hands a cheque for \$5,000 to Marketing and Funding Manager Julie McCloy in support of Aviva's Christmas appeal.

is recognised as a reserve in the financial statements. These Retained Earnings were represented by Current Assets of \$3.30m (\$2.56m at June 2015) which was partially offset by Current Liabilities of \$1.97m (\$2.09m at June 2015).

Christchurch Women's Refuge Incorporated T/A Aviva had \$1.86m of funds on term deposit at year-end balance date compared to \$0.86m as at 30 June 2015. This provides sufficient cash reserves to cover anticipated operational costs, The Loft project funding requirements, plus specific strategic initiatives tagged for services in the coming year.

From a financial risk management perspective, the primary area of focus for the Board at balance date is the successful completion and opening of The Loft. As the head lessee, Aviva has received funding on behalf of The Loft to complete the project. Following completion and establishment of The Loft a new special purpose entity will be formed to take over as head lessee. Aviva will then transfer assets and any

residual liabilities associated with The Loft to this new entity. To reflect this situation, Aviva has recognised a reserve in the financial statements which represents the funds received and assets developed that will be transferred.

Due to regulatory requirements, this year Aviva transitioned to a new set of financial reporting standards. The result is a change in the look of the financial statements, the addition of the statement of cash-flows and changes to the format of some note disclosures. It is important to note that there has not been any underlying change in the accounting policies utilised in preparing the financial statements.

As this is my first Treasurer's Report, I would like to acknowledge and thank Deloitte for their ongoing support of Aviva as our external auditors, and our Finance Manager, Christine Wallace, for her efforts in the delivery of these financial statements.

Peter Cody
Treasurer

Statement of Financial Performance

For the year ending 30 June 2016

	2016	2015
	\$	\$
REVENUE		
Donations, fundraising and other similar revenue	221,850	156,226
Revenue from providing goods or services	1,634,624	1,480,052
Interest and other investment revenue	77,853	53,416
Other Income	1,365,026	133,794
TOTAL REVENUE	3,299,353	1,823,488
EXPENSES		
Expenses related to public fundraising	13,671	146
Volunteer and employee related costs	1,506,498	1,318,977
Costs related to providing goods or services	116,005	144,612
Other Expenses	676,218	387,691
TOTAL EXPENSES	2,312,392	1,851,426
SURPLUS / (DEFICIT) FOR THE YEAR	986,961	(27,938)

It is important to note that \$1,066,985 relates to net funds received on behalf of The Loft project which when removed from the surplus noted above results in an operating deficit of \$80,024 for Aviva (see Accumulated Funds below).

Accumulated Funds

This year (2016)

DESCRIPTION	Accumulated Surpluses or Deficits	Reserves	Total
Opening Balance	527,997	-	527,997
Surplus / (Deficit)	(80,024)	-	(80,024)
Transfer to Reserves	-	1,066,985	1,066,985
Transfer from Reserves	-	-	-
Closing Balance	447,973	1,066,985	1,514,958

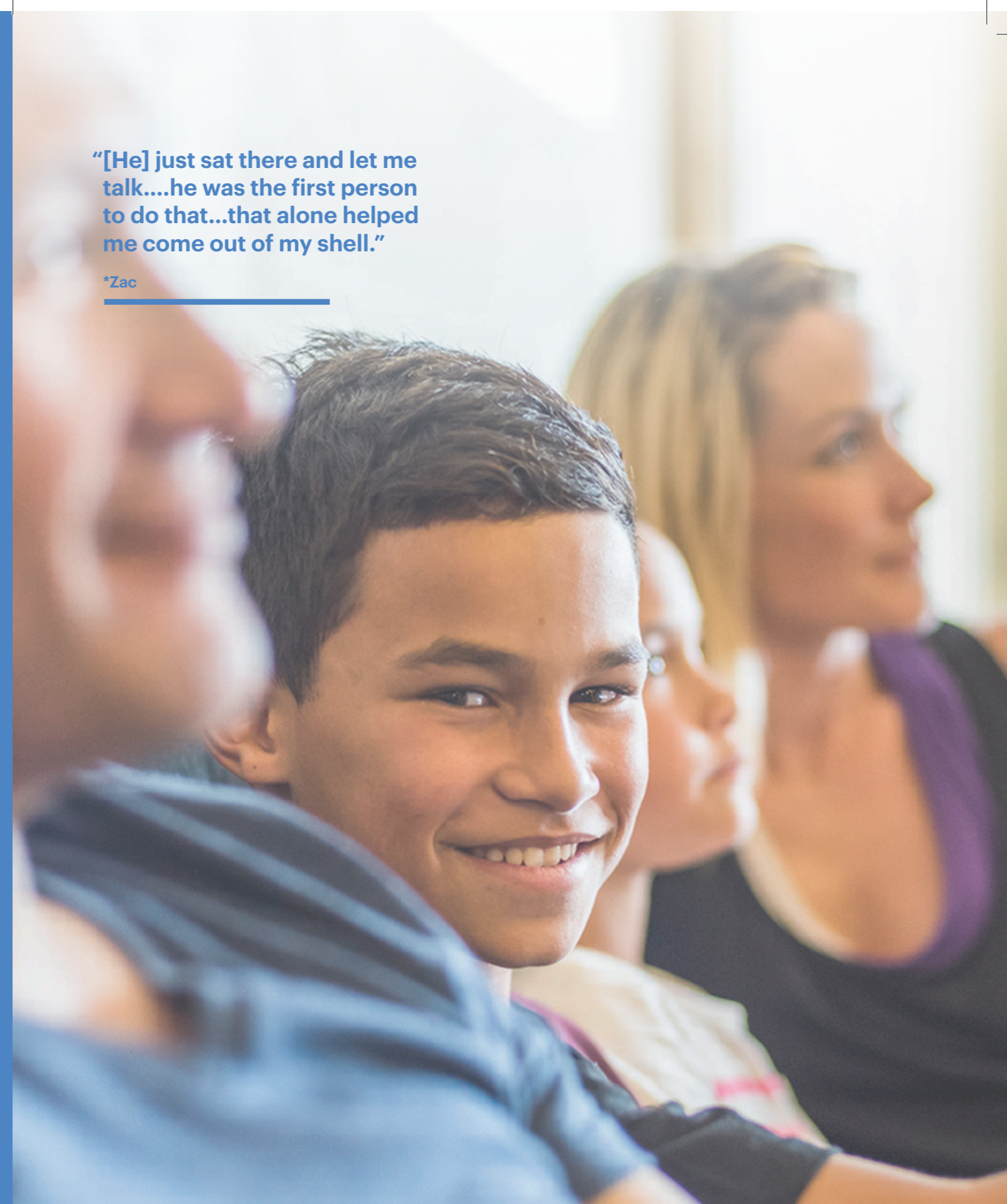
The Loft Reserve: This money represents the capital investment in The Loft project for the fit out, furniture, office equipment and computer equipment which is held on behalf of all the tenants of The Loft. The balance of the reserve as at balance date is \$1,066,985. (Last Year: Nil)

Last year (2015)

DESCRIPTION	Accumulated Surpluses or Deficits	Reserves	Total
Opening Balance	555,935	-	555,935
Surplus / (Deficit)	(27,938)	-	(27,938)
Transfer to Reserves	-	-	-
Transfer from Reserves	-	-	-
Closing Balance	527,997	-	527,997

"[He] just sat there and let me talk....he was the first person to do that...that alone helped me come out of my shell."

*Zac



(Christchurch Women's Refuge Incorporated)

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 Fax: (03) 313 1082

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

