

Annual Report

1 JULY 2021 – 30 JUNE 2022





Our Vision

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

Our Mission

To support whānau and communities to live free from violence.

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 2022

ADDRESS

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REGISTERED OFFICE

The Loft
Level 1, Eastgate Shopping Centre
Christchurch 8062

BOARD MEMBERS

Abby Suszko (Board Chair)
Nathan Latimer (Vice Chair)
Peter Cody (Board Treasurer)
Lisa Rowland
Marian Johnson
Monica Davis
Penny Kibblewhite
Harrison Cooper (Shadow Board Member)

SECRETARY

Tracey Taylor

AUDITOR

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

Chair's Report



I ōrea te tuātara ka puta ki waho

This whakataukī, loosely translated means that when poked out, the tuatara emerges. It reminds us that a problem is solved by continuing to find solutions, and this to me perfectly encapsulates the mahi of Aviva – not just over the last year, but since we opened our doors as Aotearoa's first refuge almost five decades ago. It reminds us of the need for creative thinking, adaptability and perseverance in order to find lasting solutions to achieve our vision of a society free from violence. As we enter the year that will see us commemorating fifty years of breaking these cycles of violence within our whānau and communities, it seems fitting to uplift the ways Aviva continues to foster these qualities.

It would of course be remiss not to acknowledge that this innovative thinking is not simply borne of Aviva's staff and leadership needing a creative outlet. The year 2021-22 gave us new challenges, as well as new versions of old challenges to adapt to. Aotearoa went through its second nationwide lockdown, traffic light measures were put in place and alongside many other countries across the globe, we introduced vaccine and mask mandates to protect our staff and communities from COVID-19. Staff at all levels adjusted to every change and continued to put the safety of our communities first, ensuring no added barriers to access. On behalf of the Board, I would like to thank and acknowledge our kaimahi for being so adaptable. Āku mihi nui ki a koutou.

This past year saw both growth and recognition of Aviva's two newest programmes. Our Crisis Intervention team, which was established as a response to the pandemic, has been vital to the operationalisation of our Early Intervention and Prevention Strategic Goal. It helps the most vulnerable clients who walk through our doors become safe, in a way that is person-centred, empowering and mana-enhancing.

In March, Aviva's Seuga Programme for Pasifika aiga also celebrated its one-year anniversary. In a year when, at times, it felt like we were in survival mode and

gatherings of any kind were approached with hesitancy and trepidation, this was an absolute highlight. It was well attended (for COVID times) by Seuga participants and aiga; staff; Board members; MPs; Police and other agencies. With Hon Aupito William Sio, Minister for Pacific Peoples as keynote speaker, it was an opportunity to continue to build a vital partnership with our Pasifika communities for the wellbeing and resilience of all.

In recognition of our adaptation to the unique challenges of the pandemic, including our Crisis Intervention, and our Seuga service, Aviva was conferred a Westpac Champion Business Award. We are incredibly grateful for the acknowledgement of these new projects and their positive impact on our communities.

I would also like to take this opportunity to thank and acknowledge all the staff at Aviva – new, long-standing, and those who moved on this year. New services are of course exciting and vitally important for continuing to meet the changing needs of our communities. But equally essential is the ongoing delivery of our 'business as usual'. Of course, the phrase itself is a misnomer; we all know there is no "usual", and the continued delivery of all our whānau and sexual violence services demands constant adaptation, creativity and care. As the agency has continued to experience high levels of demand from people in unimaginably challenging circumstances, the perseverance and commitment of all our kaimahi has been nothing short of amazing.

We also saw innovation and adaptation nationally, with the launch of Te Aorerekura – Aotearoa's first ever National Strategy for the Elimination of Family Violence and Sexual Violence. In April, Hon. Marama Davidson visited Aviva, offering us the opportunity to contribute to the conversation about the strategy. It is incredibly heartening to see the cross-party drive towards achieving this, and that others share our vision of an Aotearoa free from the harms of family and sexual violence.



Westpac Canterbury Business Awards

I would like to take a moment to mihi to Gwenda and Nicki, our two General Managers, who continue to steer Aviva’s waka through unpredictable waters, with consistency, warmth and integrity. They both work tirelessly to do what’s needed to put Aviva and its staff first. On behalf of the Board, I would like to sincerely thank them for their unwavering commitment to Aviva and the staff who look to them for leadership and support, and for their dedication, transparency and accountability to the Board.

As Chair, I’d also like to thank the entire Board for their dedication, strategic focus and expertise. This year Penny Kibblewhite and Lisa Rowland joined our Board. Penny’s knowledge and executive experience are a much-valued addition to the Board, as are Lisa’s insights and vast human resource experience. Peter Cody remains an excellent treasurer who continues to bring purpose driven alignment and we’re grateful for his sterling attention to detail, leadership and capability in this role. Marian celebrated her second year on the Board, and we continue to benefit from her innovative mind-set and expertise in growth strategy. Thank you too to Harrison Cooper, our Shadow Board member, who adds a youthful, creative and solutions-focused perspective.

This year sadly we said goodbye to two of our wonderful Board members – he rangatira, he manawa tīti - Monica Davis and Nathan Latimer. Monica brought a wealth of governance expertise to the Board and worked tirelessly to oversee Ki Te Tihi/ The Loft’s transition to becoming an independent entity. She showed true leadership and remained level-headed at all times. Nathan was our longest standing Board member. His vast experience enabled him to bring a broad range of skills and leadership to the table. In particular, his financial expertise, and his sound understanding of strategic planning

“Thank you so much for everything you do and continue to do. My mum wants me to let you know that I told her what you said, and she said thank you so much for caring about us all so much as a family.”

Crisis Intervention Client

and implementation have been crucial in times of challenge and transition. Both of them will be missed dearly and we are extremely grateful to them for the years they gave to Aviva. Nathan and Mon, for myself personally and professionally as Chair, I am forever grateful to you both for your advice, guidance and support. Tēnā rā kōrua.

Finally, as a Board, we are incredibly thankful for the many partners, funders, volunteers and supporters who make Aviva’s work possible. This year, despite the world looking and feeling so different for everyone, our communities continued to support us with their time, donations, manaaki and aroha. But most importantly of all I would like to thank everyone who has walked through our doors, put their trust in Aviva and started to build a life which is free from violence – you people are simply amazing – he taonga kē koutou.

This has been yet another year of challenge, uncertainty and change; and I suspect that under the “new new normal” it won’t be the last. But with perseverance, spirit and a commitment to one another, we have continued to learn, grow and become stronger. Ngā mihi maioha.

Abby Suszko
Chair

General Managers' Report



It's fair to say that in 2022 the world, and our work has remained “predictably unpredictable”. Since the start of the pandemic, the rate of change has felt particularly rapid, but as we look forward to our 50th year and reflect on how much society and our mahi has changed since our foundation, adapting to change is nothing new. And so, as we look back on another year we cannot help but wonder – are we at the forefront of innovation, or simply adapting to do what needs to be done?

This year, in acknowledgment of our work and innovation throughout the pandemic, we were awarded a Westpac Champion Business Award. We were thrilled to have our mahi recognised in this way, especially because constant adaptation – while essential – is not easy, particularly in the work of our kaimahi āwhina. We're used to seeing the word “innovation” coming out of silicone valley – we think of it as exciting, or techy. But we overlook the day-to-day creativity, flexibility and problem solving of people who do some of the hardest, most vital work in our communities. Our kaimahi innovate and adapt every day, because no two days are ever the same. And they do so while remaining constant, reliable and unflappable sources of support in the lives of their clients.

This ability – to be predictable in the face of unpredictability, has never been more important. Many of the people we work with have been through an earthquake, a terrorist attack, a pandemic and now a recession; at the same time as living with violence and trauma and doing the hard work of overcoming its effects. It is vital that they can trust and rely on those they come to for help. Again, this year the demand for our service remains high. As leaders, it is so important

that we can trust those we employ to do the best job possible, and be consistent and reliable. We are proud and grateful that we can – thank you to each and every one of them. We know it isn't easy! We have said goodbye to wonderful staff, welcomed new and seen people step up into new leadership roles. Staff at all levels have had the opportunity to contribute to execution of our strategy; and shape both new and existing programmes. Their dedication to our clients and to changing our communities for the better, and the insight that brings to their contribution is imperative – we wouldn't want to be on this journey without them.

Also on the journey with us is our Board – this year, as always, we are grateful for their guidance, adaptability and the trust that they place in us. Every one of them is so connected to Aviva's purpose and takes their role in its execution seriously. This year, we were sorry to say goodbye to Monica, who held the portfolio of HR and was instrumental in overseeing the transition of the Loft, our partner agency, to becoming independent. Her leadership, care and commitment in this space was hugely valued. We also said goodbye to our longest serving board member, Nathan, whose leadership and direction was exceptional, especially in times of difficulty. Nathan brought diversity of thought and critical thinking, along with his investment and financial expertise. He saw Aviva to become more financially stable in a very financially unstable environment. He listened and he challenged, always looking for a solution aligned to our purpose. His care and calm level headedness will be greatly missed.

To all our other Board members: Peter, Marian, Penny, Lisa and of course our fabulous chair Abby – thank you so much for your constant engagement, commitment and enthusiastic support. It doesn't just make a difference, it's what makes our role as leaders possible.

Early in the financial year, we went into a nationwide lockdown again. For many people, going in and out of lockdown might casually be deemed 'the new normal';

but for people living in homes where there is violence the phrase 'stay home to stay safe' does not apply in the same way. This time around it came as less of a shock; we had systems in place ready to work from home, and continue to provide the best care to our community. But that doesn't mean the work was easy. To quote one of our support workers:

"It was trickier, you had to be smarter about when you could see someone. Like the driveway for 10 minutes when the user of violence has gone on a walk. That's the time we've got, that's the time we use. I installed an alarm across a deck, just slid it over to her and talked to her from my car while she set it up."

That's just one example, of one support worker, demonstrating the absolute dedication of all our staff to doing what needs to be done, no matter what the circumstances. And the world didn't go back to "normal" after lockdown. In the fight against COVID-19, traffic light measures were put in place, which included a vaccine and mask mandate. Aviva and our staff adapted to every change, without creating barriers for people accessing support. In many ways, this wave of the pandemic was the most difficult one – lockdowns were one thing, but for the first time in our experience of the pandemic, COVID-19 reached our community. Staff and clients alike became unwell, plans were never concrete and having patience and grace became even more imperative than ever.

On a brighter note, our Seuga programme for Pasifika aiga celebrated its one-year anniversary in March – in an event that threatened not to happen with COVID restrictions and last-minute changes to agendas and guest lists. The result of yet more adaptability however was a wonderful day of celebration. It was attended by Seuga participants and their aiga; staff; Board; Hon Aupito William Sio Minister for Pacific Peoples; MPs; Police; and other agencies. At the end of the year, the programme expanded, to offer a programme for Pasifika women. We'd like to acknowledge the amazing staff whose dedication to their communities, determination and creativity have made this programme happen because they saw a need for it.

This year, we also had the opportunity to contribute to local and national conversations about change. In April, Hon. Marama Davidson visited us to discuss Te Aorerekura – Aotearoa's first ever National Strategy for the Elimination of Family Violence and Sexual Violence. Kaimahi from all departments took part in the kōrero, sharing their visions, dreams, ideas, knowledge and frustrations. We were able to present sexual violence research that we've undertaken, share what we're

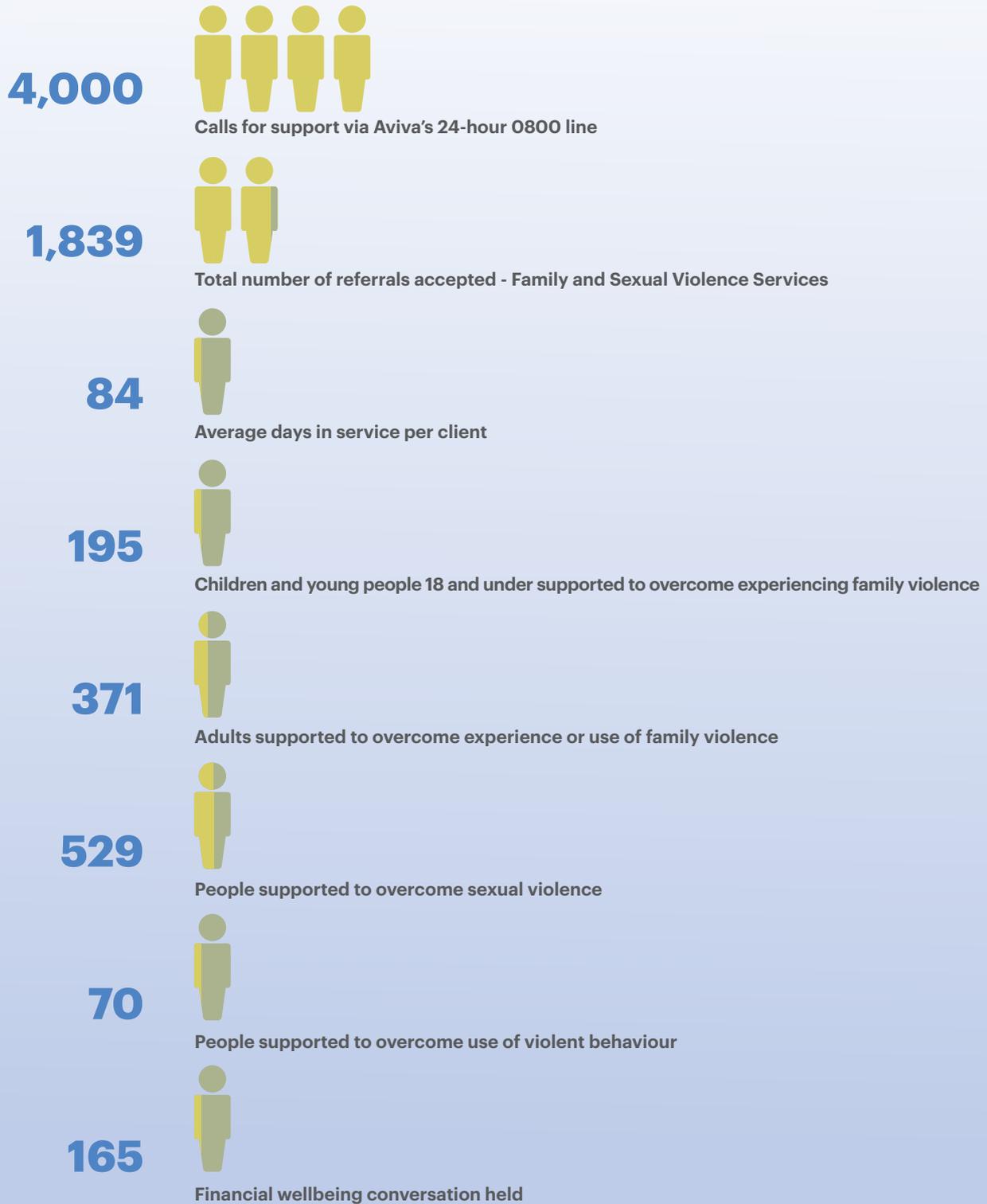
currently doing and what we'd like to see happen. Through our collaboration at the Loft/Ki Te Tihi, we also met with Minister for Children, Kelvin Davis, to discuss the work that we do and what our hopes are for tamariki. It was truly a privilege to have the opportunity to feed into these important conversations. Locally too we have been recognised for our expertise and invited to speak with agencies, corporates and community groups about family and sexual violence – this is hugely encouraging, not merely because it demonstrates the faith that our community has in us, but because it shows that our community is committed to playing their role in helping Aotearoa to become violence free.

Further, we are pleased that this year, despite life being harder for so many people, our community and our funders continued to support us. We were grateful for government contracts to support us to meet the increased need and complexity that comes with this work through a pandemic. Lockdown number two meant a major fundraiser was cancelled (again!) and traffic light measures meant that our annual street appeal was even less straightforward than usual. Yet in spite of this, our fundraising efforts were still hugely successful; the team found new ways to run an appeal and generate income, and people kept wanting to help us. That means the world. The need that we meet is still incredibly great, and it's only when immersed in the work that people can truly understand its gravity. That people trust us to do what we do is wonderful. For as long as the mahi is needed, we hope that the support is there too. To every donor, every funder and every volunteer – thank you.

We are now entering into the final year of our current three-year strategy, and we are pleased to report that we are on track to meet our strategic goals ahead of time. Looking forward, there are some exciting things being developed – with the introduction of our online education programme, which is being created in response to the changing needs and lives of people in our community. The Aviva Board will be welcoming some new members (and, sadly, saying goodbye to others) and no doubt we will welcome new staff too. We plan to keep the kōrero going – not just with the "changemakers" in our world, but in every household, every workplace and every community across Aotearoa. Only if everyone keeps talking, keeps asking the right questions and, most importantly, keeps caring will we realise a future that is violence free.

Gwenda Kendrew & Nicki O'Donnell
General Managers

Aviva Service Delivery Outputs





**“Your support has
been so helpful...
a big thank you.
It’s the most
practical service
I’ve experienced
which I really
appreciated.”**

SASSC client



Client Services Report

Another year of the pandemic came with a mix of challenges and successes. We experienced a lockdown mid-2021, and the traffic light system definitely made an impact on how our mahi was carried out. Despite this, Aviva worked hard in multiple areas to provide services to both adults and tamariki who have experienced or used harm.

The **Family Support Worker (FSW)** team continues to deliver a core service within Aviva, undertaking many referrals for adults, rangatahi and tamariki who have experienced family violence, across Christchurch, North Canterbury, Selwyn, and Ashburton. The effects of COVID within the community has caused considerable pressure on the FSW team. We had reduced capacity owing to staff being sick or having to isolate as household contacts. Ability for clients to engage has also been affected by COVID. We continued to receive a high number of referrals this year, but at times have needed to operate a waitlist, to ensure managed workloads; this practice ensures manageable, effective case management, offering best practice for our team and our clients. We know that globally, family violence has increased in the COVID climate, as families are further isolated and stressed. This has meant that some of our clients presented with more complex needs and the team has worked hard to provide the support and advocacy required.

The work of Aviva's **Crisis Intervention Team** carried on strongly into 2022. This team of three continues to support people in immediate crisis, who walk in the door at the Loft or who contact Aviva's support line. The Crisis Intervention Team offers short term support and works towards connecting clients with longer term supports both within the Aviva organisation and/or with external supports. The Crisis Intervention

Team also works alongside the 24-hour support line, managing immediate and critical safety needs.

For most of FY2022, the **Aviva 24-hour support line** was managed during business hours by a dedicated staff member who provided support with enquiries, safety planning, and advocacy. This role is currently vacant, and the FSW team shares the task of answering the support line calls. During the 2022 calendar year, the demand for the support line during the day has dropped considerably, and we are in the process of redefining this role to be able to not only offer emergency phone support but also assist in other emergency and crisis situations.

The Ministry of Justice (MoJ), Ministry of Social Development (MSD) and Oranga Tamariki (OT) continue to contract us to provide **family violence educational programmes** to tamariki and adults experiencing violence; we provide this education in 10-week sessions for groups or adapted individual programmes. Early this year, we ran a successful facilitator training module to increase the capability of the Family Support Workers to deliver programmes. One of the challenges this year has been balancing our ability to carry out assessments and education sessions while also navigating COVID and families in isolation. Despite the challenges, we have run successful groups each term and received excellent feedback from both adults and tamariki and their families.

The **ReachOut** service for adults and rangatahi using, or at risk of using, violence continued to receive regular referrals. The service operated as part of the FSW Team with 2 FTE focused on this specific service. We are pleased to be able to offer a co-gendered focus to this work, with diverse experience and viewpoints bringing an excellent balance to this service. Whilst this service receives significant self-referrals, relationships with agencies such as the Police, Probation and other social service networks enables referrals for those who have recognised a need to consider behaviour change management.



Seuga Celebration event

Philanthropic funding enabled us to develop our **Seuga** service, initially a Pasifika men's psycho-education programme, which contributed to positive outcomes for the men involved. Some men attending the programme are also engaged with other external family violence services as directed by the court; however, they voluntarily still attended the Seuga programme as it was culturally relevant for them. A particular highlight was the one-year celebration for Seuga in March 2022. In addition, April 2022 saw the start of the Seuga women's group, which provides cultural and family harm education in a Pasifika context.

Rangatahi Youth are supported within the integrated FSW/ReachOut Team, with several staff who have excellent skills and experience in working with youth and are able to support rangatahi within their broader work. This year, new staff members with specialism in youth work joined us, increasing our capacity to work with rangatahi. An exciting development in the youth team, is the creation of a podcast which is aimed at providing relatable healthy relationship content for young people and professionals working in that space.

This financial year the **Whānau Resilience Kaimahi** role stood vacant for a time, until one FTE worker was recruited into the role. As we move into the implementation phase, the Kaimahi is working hard to build connections with other organisations that will provide our whānau with long term resources. The aim of Whānau Resilience is to create strong, resilient communities where whānau are supported to live violence free and to eliminate violence for the next generation.

The **Sexual Assault Support Service Canterbury (SASSC)** is contracted to engage within **Selwyn and Ashburton** regions, alongside our services being offered across **Christchurch and North Canterbury**. The team has 7.5 FTE clinicians, a Senior Client Services Manager and part time administration support, providing capability to service the exceptionally consistent demand. North Canterbury, Selwyn and Ashburton communities continue to be supported with regular clinics held in their communities. We work alongside other social services, counselling, and health practitioners to support our clients, and the formal partnership between Aviva and START continues to support delivery of this service. Police are our most significant referral source, followed by self-referrals. Our relationships across the region with supporting sexual assault services is paramount in creating and maintaining effective support and service for our clients. Our contract to offer court support to victims of sexual violence enhances our ability to provide specialist support to individuals at every stage of the journey. Our ongoing support within the Royal Commission enquiry into historical abuse within state care also offers critical support to individuals within this process.

safe@home aims to enable adults and tamariki who are at high risk of repeat family violence to remain safely at home and in a familiar environment, through the provision of security upgrades and alarms. This service is available to any client accessing any Aviva support service.



Our **Good Loans** service has seen a small reduction of 10% in the service demand. Many enquiries do not meet our lending criteria and we have seen the buy now pay later trend grow over the past year. As a team we have struggled with health impacts of COVID, which resulted in reduced capacity for the last quarter of the financial year.

Additional Information

Self-referrals are a significant component of the clients we engage with, but our external relationships also enable our support to reach further and compliment other external agency work. Our staff numbers increased, and this offered additional skill and experience in the service and support we can offer. We engage all our clinical teams in internal and external **supervision** and offer training and development alongside operational management.

The Senior Management Team and Aviva Board continue to discuss **strategic direction** into the years ahead. Risk management and cultural inclusion have had some intentional focus this year, with the Board supporting increased understanding and development within culturally appropriate best practice and Te Reo within service and formal gatherings. We acknowledge the need to be accessible to all clients, and the responsibility for Aviva to continue to develop their cultural competency, is paramount. As part of a Loft wide initiative, Aviva staff share in a regular cultural development programme supported by local kaumatua. In a pleasing move, more individual Aviva staff are seeking their own cultural development. Through all our services we aim to support our clients to create safer futures for themselves and their families. Our holistic approach is to work with both those who use violence and those who experience it; to work with tamariki, rangatahi, and adults; and to offer additional specialist services related to sexual assault within or outside personal relationships. Safety planning is a key element of the work that we do with all our clients, and we believe that education is vital to breaking the cycle of violence.

“Olly* would come home and talk about what he learnt in group. He connected well with facilitators who went above and beyond to make sure he attended, and he said he always felt safe, important and listened to. Thank you for encouraging my boy to keep learning.”

Parent of Tamariki RISE client



White Ribbon Day

Our Friends and Supporters

We are so grateful to all the donors, businesses, volunteers and other supporters who make our work possible.

Like so many charities, when we were founded, we were run entirely by volunteers. Now we have a paid workforce, but volunteers continue to play a vital role in both fundraising and the delivery of our services. This year we were gifted an impressive 1,706 hours.

Aviva receives funding from the Ministry of Social Development; Ministry of Justice and Oranga Tamariki. Without a doubt, this funding is imperative for the delivery of our services. However, it does not cover all of our costs; the remainder of our income is generated through grants; donations and bequests; community fundraising and interest. Every year, we need to fundraise over three quarters of a million dollars, and we are so grateful for every donation we receive.

The variety of ways the community supports us makes a significant difference; that so many people believe in what we do and want to support us to help thousands of people overcome the harms of family and sexual violence is truly humbling. Thank you for your support, and for putting your trust into us.

Donors who have supported us in the last financial year:

- ANZ Staff Foundation
- Bishopdale School
- Blogg Charitable Trust
- Boma New Zealand Ltd
- Canterbury Flower Arrangement Society Incorporated
- Canterbury Scientific Ltd
- Canterbury Women's Legal Association
- Catalytic Foundation
- Chargeurs Wool
- Christchurch City Council
- Community Trust of Mid and South Canterbury
- Cowdy Real Estate
- Craigs Investment Partners
- David Ellison Charitable Trust
- Enlightened Solutions
- Geraldine Women's Dinner Club
- Hoatu Fund - Catholic Diocese
- Inner Wheel Club Otautahi Canterbury
- Jones Foundation
- Kiwi Gaming Trust
- Launch Foundation
- Linwood Law
- Lion Foundation
- Lions Club of Akaroa and Bays
- Lois McFarlane Charitable Trust
- Lottery Community
- Mackersy Property
- Mainland Foundation
- Main Power Electricity Distribution Network
- Maurice Carter Charitable Trust
- Ministry for Women
- Ministry of Justice
- Ministry of Social Development
- Ministry of Social Development - Payroll Giving
- New Zealand Charitable Foundation
- New Zealand Charitable Trust
- Oranga Tamariki
- Pub Charity
- Rātā Foundation
- Religious Society of Friends
- Rotary Club of Avonhead
- Rotary Club of Garden City
- Roy Owen Dixey Charitable Trust
- St. George's Hospital
- Sushi Express
- Sutherland Self Help Trust
- Terra Viva Home & Garden
- The Creek Trust
- The Kelliher Foundation
- Tindall Foundation
- Twigger Women's Refuge Endowment Fund
- University of Canterbury - Payroll Giving
- Vodafone Foundation
- William Toomey Charitable Trust

Treasurer's Report



The Aviva Board of Governance is pleased to present the financial statements for the Aviva Charitable Trust for the year ending 30 June 2022.

The June 2022 financial year was a stable year from a financial perspective, despite numerous challenges presented by COVID that Aviva, and our respective team, faced as we sought to serve our communities. This financial stability delivered a financial surplus from activities in the June 2022 year and pleasingly allowed Aviva to continue to build financial reserves through prudent financial management.

From an income perspective we saw an overall reduction in income from \$3.8m in FY2021 to \$3.4m in FY2022. The main drivers associated with this change included:

- An increase in funding support from the Ministry of Social Development;
- A greatly appreciated increase in grants received from the Rātā Foundation and Launch Foundation;
- Offset by a reduction in funds received from fundraising and donations;
- Offset by a reduction in income recovered for services delivered to the Loft.

In FY2022 costs reduced to \$3.3m from \$4.2m in FY2021 – A \$0.9m reduction. In comparing the two years, it is important to note that there was an abnormal and one-off donation recognised in FY2021 to the Loft for \$0.9m. As such, year on year costs were relatively stable although there were several changes in specific cost lines, which included:

- \$0.3m increase in staff remuneration and other personnel associated costs;
- \$0.1m increase in premise lease costs;
- Offset by a \$0.4m reduction in costs incurred on behalf of the Loft (offsetting the associated reduction in revenue).

Despite the significant swings in revenue and associated costs, Aviva was able to deliver a modest operating profit of \$0.1m in FY2022 compared to the significant loss in FY2021 of \$0.4m. This was a very pleasing result and restored Aviva to a “level” financial footing.

The accumulated funds of the Aviva Charitable Trust at balance date totalled \$1.3m (up from \$1.2m at FY2021). Compared to the last two years, there were not any material structural changes that occurred within the balance sheet that allowed Aviva to continue to build cash reserves (cash at balance date was up \$0.2m) and enhance financial security.

From a financial risk management perspective, the primary area of focus for the Board is to strengthen our non-contracted funding streams, to increase financial independence and security. To that end, in FY2023 the Board is assessing the organisation’s capital structure and, evaluating associated reserves to ensure prudent returns are being derived to further increase financial security/resilience. In FY2023 the Board is also excited by the prospect of our fundraising strategy reverting back to normal (without COVID) restrictions that have been in place for the last two years.

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

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

Peter Cody
Treasurer



**“I simply don’t
know how to thank
you as it seems
insignificant for the
help and relief you
have given me.”**

SASSC Client

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

Statement of Comprehensive Revenue and Expenses

For the year ended 30 June 2022

	2022	2021
	\$	\$
Revenue		
Donations, fundraising and other similar revenue	219,269	296,859
Revenue from providing goods or services	3,089,314	2,983,525
Interest and other investment revenue	17,171	5,396
Other revenue	92,719	468,807
Total Revenue	3,418,473	3,754,587
Expenses		
Expenses related to public fundraising	4,301	3,784
Volunteer and employee related costs	2,582,174	2,250,364
Costs related to providing goods or services	85,429	109,022
Donations	200	919,960
Bad Debts	11,215	7,829
Other expenses	595,658	893,185
Total Expenses	3,278,977	4,184,144
Surplus / (Deficit) for the Year	139,496	(429,557)
Other Comprehensive Revenue and Expenses	-	-
Total Comprehensive Revenue and Expenses for the Year	139,496	(429,557)

Note on financial statements:

This is the third financial year impacted by COVID-19. The financial support received in the previous financial year ended in the last two quarters of this financial year.

As we started the year in a strong position, we were able to carry the investment into additional human resources to manage the service demand until 30 June 2022, even though income was reduced by \$360,000 compared to last year.

We also saw increased staff absences, owing to COVID-19 in the second half of the year, that had a significant impact on our capacity to deliver services to tāngata whaiora and hapori whānau.



“If this service was not available, I don’t think I would have had the courage to leave ... I feel safer now and I know that support is available through every obstacle I face.”

Family violence client

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

Statement of changes in Net Assets/Equity

For the year ended 30 June 2022

This Year (2022)

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

Last Year (2021)

Description	Accumulated Surpluses or Deficits	Reserves	Total
Opening Balance	275,301	1,441,697	1,716,998
Total Surplus / (Deficit)	(429,557)	-	(429,557)
Transfer to Reserves	919,856	(919,856)	-
Transfer from Reserves	(82,000)	-	(82,000)
Closing Balance	683,600	521,841	1,205,441



“Definitely met my needs and expectations a 100%. Unhealthy and healthy relationship education has completely changed the way I see my family now.”

Seuga client



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