

**Me kōrero**



# Let's Talk

WINTER 2026

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Photo Ana Curcan | Unsplash



Aviva's new CEO Jane Cartwright

## A MESSAGE FROM AVIVA'S NEW CEO

# A new chapter amidst a global crisis

For Jane Cartwright, joining Aviva as the new Chief Executive Officer was meant to be a period of settling into a new location and a fresh leadership structure. With a background in health governance and experience leading organisations across the health system through vital change, Jane is no stranger to navigating complex transitions. However, as she stepped into her first

week, the "path ahead" took on a much more urgent meaning.

"While my expertise lies in navigating organisational change," Jane reflects, "I recognise that we are navigating a particularly volatile global environment. It became strikingly evident within days how the current fuel crisis is affecting every facet of our work."

### The dangerous maths of isolation

For many, rising fuel prices are a frustrating financial hurdle. For Aviva's whai ora (clients), they are a barrier to survival.

The reality is that many of Aviva's whai ora are already struggling financially - a common by-product of the financial control inherent in abuse. When global conflict drives up the cost of petrol, food, and interest rates, the impact hits these families 'twice as quick and twice as hard.'

Although our kaimahi suggest whai ora keep a quarter tank of fuel as a safety precaution, financial hardship is making that advice impossible to follow. 'For many in our community, the inability to afford the high cost of petrol means they are stranded in dangerous situations with no way out,' says Jane.

Jane knows that violence feeds on isolation. Just as we saw during the COVID-19 pandemic and following the Christchurch earthquakes, increased stress and uncertainty act as fuel for violence. As the current crisis drags on, the burden on whai ora grows heavier, making the work of the Aviva team more critical - and more difficult - than ever.

### Adapting to the challenge

The fuel crisis has created a double burden for Aviva. Not only are operating expenses rising, but the team must now travel further and more frequently to reach whai ora who can no longer afford the trip to our premises to attend group or individual support sessions.

'I am incredibly energised by our kaimahi,'" says Jane. "This is a team full of passion that didn't need a new CEO to tell them what was needed. They were already increasing their response before I arrived - helping whai ora access fuel support and pivoting to mobile services where necessary to ensure no one is left behind.'

### How you can help

Jane's immediate concern is the fundamental safety of Aviva's clients. As the world remains uncertain, Aviva's commitment remains absolute: If whai ora cannot get to us, we will go to them.

To support this vital mahi during this crisis, you can:

- **Make a donation:** Help us cover the rising costs of reaching whānau in need at [aviva.org.nz/donate](http://aviva.org.nz/donate)
- **Drop off petrol vouchers:** Every voucher helps a whai ora maintain that "emergency quarter tank." Please bring them to our offices at Unit 4, Amuri Park, 25 Churchill St, Christchurch Central (Mon-Fri, 9am-4pm).
- **Support the Street Appeal:** Look out for our collectors on Friday May 22 and Saturday 23 raising funds that keep our community safe.

'The support we've received so far has been remarkable,' Jane concludes. 'The passion and the will are already there. Together, we can ensure that even in a volatile world, safety and support remain accessible to everyone.'

# Collaborating for change:

## New evaluation shows ISR is making homes safer, faster

Integrated Safety Response (ISR) is a collaborative initiative uniting key Canterbury agencies, including the New Zealand Police, Oranga Tamariki, Te Whatu Ora, and various government ministries. Partnering with the Department of Corrections, local iwi, and specialist services like Aviva, this multi-agency collective provides an immediate, coordinated response to family violence. By working across the sector, ISR ensures that both victims and those using violence receive timely, essential support.



Recent findings from an evaluation of ISR Canterbury have provided some incredibly encouraging news. The data confirms that this collective mahi is making a genuine, measurable difference for local whānau. Most notably, the evaluation highlighted that families are feeling safer much faster. By providing clearer, more reliable responses from agencies, the programme has successfully reduced fear and increased the physical safety of homes across the takiwā.

### Key findings:

- The work delivers strong value, with every \$1 invested returning more than \$4 in social benefit, especially through reduced harm and better outcomes for Tamariki.
- Having one trusted practitioner who holds the plan really matters - it builds trust, reduces re-traumatisation and helps whānau navigate systems more easily.
- Tamariki are better protected, with more stability at home and less exposure to violence.

**Coupled with kaupapa Māori approaches that strengthen engagement, these collaborative efforts are ensuring that support is not only consistent but deeply relevant to the people who need it most.**



Family Violence Client Services Manager, Katie Dixon

# The changing face of family violence

## AVIVA SEVEN YEARS ON

**‘Supporting whānau in 2026 looks nothing like it did in 2019; people have so much more to deal with now.’**

Having worked in the family violence sector for over a decade, Katie can attest to how significantly external pressures impact a family’s journey to recovery.

‘I left Aviva to work at Kainga Ora seven years ago; my role initially was working with property managers; not only do they see a lot of violence in homes, sometimes they’re the only people who can get into the home. Equipping them with the knowledge they need is vital. It was just an opportunity I couldn’t turn down.

‘I always knew I’d come back to Aviva; it feels like home to me, but I wanted to learn from seeing more of the sector.’

After seven years away, six at Kainga Ora and one at Oranga Tamariki (OT), Katie is finally “home”.

### A new era of complexity

‘This work is my passion and when you love your job it doesn’t feel like work. I’m excited to come in every day.’

But, says Katie, the work is very different from how it was when she left Aviva.

‘I’m seeing different methods of abuse; digital abuse, in particular hacking phones and social media accounts, is huge in a way it just wasn’t years ago.’

As a result, Aviva and our partner organisations are under pressure with many closed to referrals or with long wait lists. But the most concerning issue Katie has noticed is Police response times.

‘Seven years ago, I could phone Police and get Protection Orders (PO) served immediately [once they’d been granted by a judge]. Now they can take weeks. It isn’t NZ Police’s fault; they don’t have the resources, but it leaves vulnerable people at more risk.’

### Barriers to safety: the policing gap

Katie’s unique perspective paints a valuable side-by-side picture of the social landscape in 2019 vs. 2026. But what she describes is being felt by everyone. We spoke to kaimahi from across our services and the situation they describe is chilling.

Frontline family violence workers consistently report reduced Police capacity to respond to family violence. One kaimahi commented, ‘our safety planning has had to change from “get to a safe place to call Police” to “the Police may take a long time to show up, if at all, so think about how you can keep safe in the meantime”’.

This has a huge knock-on effect. Having a record of events from Police call outs is used as key evidence to support whai ora with protection order applications, OT investigations and other court proceedings.

In 2022, we shared the story of Molly\*, for whom finding the courage to involve Police was a turning point.

‘I had always been fearful of going to the Police. Now I am able to report everything. Having the bravery to report and knowing how this could help me with my safety was huge. Even after the PO was served, he was still intimidating

\* Name changed for privacy & safety

me and breaking into my home. But with him knowing that I was ready to ring the police and that they can arrest him based on the Protection Order stopped him from actively harassing me.'

Recently a client in a very similar situation to Molly, was advised by the Police to stop calling 105 because she was "taking up too much time," despite active breaches of her Protection Order continuing.

Katie continues, 'The other thing I'm seeing is the massive impact that the cost of living is having on families, especially fuel. There are people who say they just can't afford the petrol to access services, like ours. People living in places like Ashburton don't necessarily have family violence and sexual violence services locally. We always have travelled for clients who can't drive, or get to us, but we're not currently set up to drive to all of them.

'And what happens when they can't get their kids to school? For some children going through family violence, and poverty, school is so important for their safety and wellbeing.'

### Signs of progress amidst the struggle

Has anything changed for the better? Yes, says Katie. Courts and judges have a far better understanding of the forms which family violence takes.

'It was always really hard to get a without notice Protection Order in cases where a physical assault hadn't taken place. Now they do issue them. That's makes a huge difference.'

Societal and systemic understandings of family violence and sexual violence are evolving, even while some survivors still face challenges. Katie shared a story of a recent client, who sought help following a serious physical assault.

'Her first experience with Police was really retraumatizing. She was encouraged not to make a formal report and to essentially "let it go".'

Katie contacted the Police directly and advocated on the woman's behalf. With Katie's support, she spoke to two different Police officers and made a formal statement.

'Her experience that time was completely different. The officers were amazing, so validating, and took her seriously. They turned what had been a negative interaction into a positive one.'

So, despite immense challenges, there are reasons to hope – services like Aviva continue to adapt, supporting people facing new and unfamiliar struggles. Kaimahi like Katie embrace the challenge, and our supporters continue their support, showing that nothing – not even a shifts in Police focus, and a cost-of-living crisis – will stop them from showing up for families in need.

## Leave a legacy of hope

**Once your loved ones have been provided for, leaving a charitable bequest in your Will is one of the easiest and most generous gifts you can make.**

By choosing to leave a bequest to Aviva, you're building a future where families and communities can live free from violence. Your bequest will help us continue supporting those who need it most - for generations to come.



Chat to your lawyer or use a free online will platform, such as EveryWill.co.nz.

**For more information, please contact us at [community@aviva.org.nz](mailto:community@aviva.org.nz).**

**"I believe that the assistance provided by Aviva will continue to be required for many years to come, and as such, Aviva is a worthy recipient of a bequest."**

**Fran\*, Aviva supporter**

*\* Name changed for privacy*

# The price of silence:

## Why 'never again' keeps happening

OPINION | EVE WINGERATH

Some of us know the story of Cassandra. She's the figure in Greek mythology who could predict the future but was treated as hysterical. Popular retellings often leave out that the reason Apollo cursed her to never be believed was because she refused him sex.

It's an apt metaphor for how it can feel trying to convince society at large about the reality of sexual violence.

### Moving from education to action

For the last four years, every April, I have had the privilege of running Aviva's Stop It campaign, urging Kiwis to play their part in preventing sexual violence. At its heart, Stop It is built on faith – faith that when most people know how to make a difference, they will. Initially the campaign sought to address the gap in people's understanding of sexual violence, and answer the question, "how can we all play our part to prevent sexual violence before it happens?"

However, as the campaign enters its fifth year, our approach is more direct, with images which challenge people with the question, "what are you willing to look

away from?" and "who pays the price for your silence?"

Because going by the data, we – collectively – are failing victims of sexual violence. But, unlike Cassandra, we're not predicting the crisis. It's here, we're pointing to it; our only prediction is that if nothing changes now, the crisis will continue or worsen. Yes, we've made some progress, but in the backlash, we've seen the rise of "manosphere" influencers; wealthy and powerful individuals avoiding accountability; and the emergence of deepfakes as a common form of sexual violence.

### A crisis in plain sight

If I sound frustrated, it's because I am. But the good news is, frustration is not



resignation – it's far from it. Because sexual violence is not an inevitability. I know this because when widespread sexual predation dominates the headlines, most people react with shock and horror. As a society, we don't want to live in a world where sexual violence is so rampant. And as a society, when we want to change things, we do.

Yet with each new scandal, trial, victim's story, society



Eve discusses this year's SAAM campaign with Karen & John from Manu Restaurant & Bar

avows “never again” or “not on our watch”. Then it happens again, on our watch. And in between each scandal, people who are unaffected don’t learn anything beyond the headlines.

### What we teach by staying silent

But there are people who do learn from these stories. Those who choose to use violence

not only learn what leads to the identification of other offenders; they learn that, once the news cycle moves on, society at large goes back to turning a blind eye. Survivors notice this too; survivors are very adept at pattern recognition.

So, if our campaign makes you uncomfortable; if you abhor sexual violence; if the headlines

turn your stomach, this is a challenge for you. When you see something that makes you want to look away, don’t. Take action instead.

If you don’t know what to do in the moment, take the action of learning. Knowledge is power. It costs you nothing, but it could mean everything to someone else.

Visit [www.stopit.nz](http://www.stopit.nz)



## Double your impact: One week to make twice the difference

This Appeal Week, your generosity goes twice as far.

We are thrilled to announce that a group of supporters has established a Match Funding Pool, specifically to amplify the power of your contribution.

From Monday 18 to Sunday 24 May, every dollar you donate online or via bank transfer will be matched, dollar-for-dollar, until the total pool is reached.\*

It’s simple maths with a massive social impact. When you donate during this window, our match gives “meet” your donation in the middle.

- You give \$50 → It becomes \$100
- You give \$250 → It becomes \$500
- You give \$1,000 → It becomes \$2,000

### The Result

You aren’t just making a donation; you’re triggering a secondary gift that doubles the support available for those who need them most.

Go to [donate.aviva.org.nz](http://donate.aviva.org.nz) to have your support DOUBLED.

Every dollar we receive will make double the impact for families living with violence.



The week culminates with hundreds of collectors around Canterbury on Friday 22 and Saturday 23 May for Aviva’s Annual Street Appeal. Every donation counts towards creating a safer now for tamariki and whānau in Canterbury.

[donate.aviva.org.nz](http://donate.aviva.org.nz)

\*Up to \$10,000 excluding bucket donations during the Street Appeal.



# Aviva exists because we care

We are a Canterbury-based family violence and sexual violence agency dedicated to making New Zealand Aotearoa violence-free. Our extensive range of person-centred services includes both one-on-one support and group education programmes, for anyone affected by violence – all ages, genders, sexualities, ethnicities, and experiences of violence.

We uphold the potential of each person to not only become safe but to begin a journey toward a fulfilling, violence-free life. We're here to help every step of the way.

**Help us  
break the  
cycle**

**By donating to Aviva, you are helping pave the way to a violence-free future for thousands of tamariki and whānau across Canterbury.**

**Go to [aviva.org.nz/donate](https://aviva.org.nz/donate) or contact [community@aviva.org.nz](mailto:community@aviva.org.nz) to make a contribution.**

## How to get in touch

Keep up to date on our services, campaigns and opportunities.

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Christchurch 8140

### FREEPHONE

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### EMAIL

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### WEB

[aviva.org.nz](https://aviva.org.nz)

### SOCIAL

[@AvivaNZ](https://www.facebook.com/AvivaNZ)

[@AvivaNZ](https://www.linkedin.com/company/AvivaNZ)

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



# Thank you

The impactful work of Aviva is made possible through the commitment of the supporters listed below. Thank you for being such a vital part of our community and for standing alongside us.

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- Rage Cage Smash Room
- Rangi Ruru Girls' School
- Rātā Foundation
- Rotary Club of Cashmere
- Ruffshuffler Ceramics
- Sensi Merivale Ltd (Mod's Hair)
- The Mayor's Welfare Fund
- The Papanui Club
- The Strathlachlan Fund
- Westpac Barrington, Christchurch Central, the Palms, Papanui & Rangiora
- Whitcoulls – South City
- Zonta Club of Waimakariri