

Annual Report

1 July 2014 – 30 June 2015



“(The ReachOut Family Support Worker) was so passionate about helping other families be happy, loving and have good lives... Now I’ve taken action...made that first step and reached out because I’ve got something important (family) to seek help to change for.”

*Russell



*Not their real names

Our Vision

A society where family 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 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 overcome violence.

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Christchurch Women’s Refuge Incorporated T/A Aviva

Business Directory

AS AT 30 JUNE 2015

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Registered Office: 90 Fitzgerald Avenue, Linwood, Christchurch

Board Members: Darryn Russell (Chair)
Nathan Latimer (Chair Financing and Investment Committee)
Melissa Haberfield
Ann Kilgour (Treasurer, Financing and Investment Committee)
Monique Bond

Secretary: Christine Wallace (Secretary)

Auditor: Deloitte
Chartered Accountants
50 Hazeldean Road, Christchurch

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

Chair and Chief Executive Officer's Report

As in recent years, the 2014/15 financial year was extremely busy for our organisation. Our passionate staff worked hard to meet the multiple needs of the many families we support, whilst developing and implementing new and improved services. Although the year was not without significant challenges, on balance, the scales have held many more positives. These included being recognised in local and national forums for the innovative work we do; our extension into crisis sexual assault support services; the development of our new school-based youth programme; and the recruitment of new staff to expand delivery of our services.



Several achievements in our work with clients stand out this year and the first is our enhanced ability through our ReachOut service to support more men – and young men in particular – to understand and overcome their violent behaviour towards family members. In October 2014 we signed a new Memorandum of Understanding with Canterbury Police that enables ReachOut to proactively contact men in Christchurch named on family violence episode reports, something we have been doing in North Canterbury since early 2012.

Expanding support options for men was also part of our plans for our Specialist Peer Support service this year. Having secured funding, we were able to appoint our first male Peer Support Specialist in February. Joining our three-person peer team, he has been able to offer one-to-one support to men who are continuing their personal journey away from violence.

At the start of the year we, together with START, were approached to host the Sexual Assault Support Service Canterbury (SASSC), previously known as Safecare and operated by the Monarch Centre until their closure in June 2014. We are currently contracted to provide this service together until June 2016. SASSC offers support to children and adults, female and male, for recent or historic rape and/or sexual assault. Whilst sexual violence has not previously been Aviva's specialist focus, it seemed a natural adjunct to our traditional work of supporting people overcoming complex physical and emotional trauma.

An area where we saw real potential to help break the cycle of family violence was by better supporting young people. Adolescence represents a critical period in which young people form a sense of self; start to build intimate emotional and sexual relationships; and explore personal boundaries. As such it offers a real opportunity for organisations like Aviva to support young people to develop positive relationship behaviours and boundaries. We created a 'healthy relationships' programme for young people (13-15 years old) and trialled the programme with classes from three high schools in the first half of 2015. An initial evaluation of the pilot demonstrated that the programme is meeting a real need by educating young people about healthy relationships, and connecting them to appropriate support networks.

Whilst the volume and scope of our work – and the demand for it – both continue to increase, more important is the impact that work is having. In the past two years Aviva has been adopting more 'outcomes-based' reporting measures, using tools such as client self-assessments of personal wellbeing and service evaluations. To enhance our ability to better capture this information we have invested significant time in implementing a new client database. From September 2014 onwards we replaced our old database with the more detailed and responsive 'Recordbase'. This has been a steep learning curve and unavoidably added to staff workload. However, this new system is capable of providing significantly better quality information that can be used to inform client risk assessment, safety planning and high risk case management; support co-ordinated whole-of-family responses; and help us identify service gaps.

One of the most significant changes of the year was the passing of our long-standing Safe House into the care of another agency. Given Aviva's legacy as Christchurch Women's Refuge - New Zealand's first refuge - this change was not entered into lightly. However, it has enabled us to concentrate our always stretched resources on making clients' current family homes safer by securing them from forced re-entry through Shine safe@home, which we believe is a much more sustainable and socially-just accommodation service. In acknowledgment of the fact that emergency accommodation will always be necessary for some clients, we have ensured that Aviva clients who need it can still access Safe House accommodation, or other forms of temporary emergency accommodation (e.g. motels).

A significant amount of senior staff time and energy has this year been committed to the advancement of the innovative co-location project that we have been leading, and it has paid off immensely. Along with several non-government organisational (NGO) partners we agreed a founding purpose in 2012 of enhancing outcomes for children and families by co-developing an integrated system of co-located services and supports. Our collective move into Eastgate Shopping Centre, in Christchurch's eastern suburbs, will enable us to effectively create a new child, family and community

"I get inspiration from the women, how strong and open they are, and with the children the best thing is the check-ins to see how they are doing at the start of each group education session. They come up with some cool things; it's nice for them to have a place to share that."

Kate,
Family Support Worker

wellbeing centre. Here, children and their families will be able to easily and seamlessly access a broad range of social and community services, alongside key government services, and healthcare services provided by an Integrated Family Health Centre. Aviva has now secured almost two-thirds of the funding required for the project, enabling us to sign an agreement to lease; employ Project and Policy Design Managers; and continue to drive the ongoing, in-depth inter-agency work that will bring this complex but exciting vision to fruition by mid-2016.

It was recognition of our willingness to innovate, challenge traditional service models and develop new and innovative child and family-centred family violence responses that saw Aviva named Champion Charity in the medium - large section of the Champion Canterbury Business Awards in September 2014. We know that our wonderful supporters and clients have always believed in the work we do together with, and for, Canterbury families and communities; it was wonderful to see that effort also acknowledged and appreciated by our business community.

That award followed recognition in July by the nationwide Glenn Inquiry into family violence. In its 'Stories of Change, Moving Beyond Violence', the Inquiry highlighted the work of just three agencies in the country. Aviva was one of those agencies and was chosen as an example of change, innovation and effective response to community need. We were also highlighted in The People's Blueprint, released in November 2014, for our leadership in collaboration.

It is only fitting that we too acknowledge those who have been part of all that we have achieved. Firstly, we thank our many supporters, donors, funders, sponsors and service partners. Sustaining a charitable enterprise of this size and trying to effect change is incredibly hard work, and it simply cannot be achieved in isolation. We are immensely grateful to every government department, person, business, Trust, school or community group that helped or supported us in any way over the last year. To us, and the people we exist to support, knowing that we have your support helps sustain the journey, and we literally could not do it without you.



We'd like to thank our extremely dedicated Board, who have volunteered many hours of time to the work of the agency and to co-location. We'd particularly like to acknowledge Melissa Haberfield, who completed two years of service as Chair in December, and we welcome Monique Bond to the Board team. Finally, we also thank our staff. There have been many new additions to the team in this last year, and existing staff have done exceedingly well in retaining our high service standards whilst their new colleagues became familiar with their roles. No-one has flagged in their dedication to ensuring a positive and supportive experience for the children, women and men who come through our doors or call our phone line every day. We're very proud to have such committed, professional people, who are here because they believe passionately in our purpose – supporting New Zealand families to become their best, free from family violence.

As always, there is still so much more to do. Our plans for 2015/16 and beyond will no doubt see more change; we look forward to it and embrace it. Our immediate focus is on ensuring that our new home at Eastgate Shopping Centre, and the combined workforce of the co-locating partners, is ready for our move in 2016. Once there we can begin the exciting but challenging process of adapting our 'business as usual' services to achieve the optimum added value for children, families and communities that co-location has the potential to offer. This will take time and we will learn as we go. However, we believe that this important social service development is currently the single biggest opportunity to make a significant and sustainable difference for Canterbury families. The adaptive leadership, resilience, determination and commitment that have been so important in our earthquake recovery since 2010 will ensure we'll succeed.

Naturally, we have additional aspirations for our agency. We want to enhance the level of support available to young people through ReachOut and to extend our healthy relationships programme for young people to more schools. Once in Eastgate, we see the opportunity to also adapt this programme to a community-based setting. We would like to take the Shine safe@home service, which has so successfully enabled over 350 urban and rural Canterbury families to remain safe in their own homes since late 2012, and adapt it for those experiencing elder abuse. We will prepare to extend access to our No Interest Loans to the eastern suburbs surrounding Eastgate; and we hope to consolidate SASSC as a core, long-term service offering.

We will continue to need support from our community to achieve these goals but we know that our clear and motivating 'why' will sustain our energy and passion to make a real difference in the lives of the amazing, courageous children, women and men we meet every day.



Darryn Russell
Chair



Nicola Woodward
CEO

Summary of Key Statistics

During this financial year we changed client databases, as well as some recording processes. During this transition period some concurrent reporting systems were running which are being retrospectively migrated into the new database. Therefore our statistical information may be slightly under-reported in some fields.

	2014 - 2015	2013 - 2014	% +/-
Total Clients	1,470	1,639	-10%
Total Shine safe@home clients	167 (homes/families; 376 individuals)	154 (homes/families; 321 individuals)	+8%
Total ReachOut clients	168	121	+39%
Total 'Protected Person' Clients	102	143	-29%
Total Short-Term Accommodation (Safe House'; motel) Residents	41	100	-59%
No Interest Loans approved	16	5	+220%
Peer training graduates	19	27	-30%
People supported by Peer Support Specialists	55	19	+189%
Calls for Support and Information (0800AvivaNow)	3,968	3,405	+17%
Police Incident Reports recieved	1,961	2,151	-9%
SASSC	138	NA	NA

⁽¹⁾ Please refer to the Chair/CEO report for explanation of changes to Safe House accommodation.



Client Services Report



Our specialist family and sexual violence services are offered in North Canterbury, Selwyn district and Christchurch city by a team of 21 client-focussed staff. We offer face-to-face service during office hours, Monday – Friday, and are available 24-hours through our free Support and Information line, 0800 AVIVA NOW.

Community-Based Work With Children and Women

Family Support Workers supported approximately 830 women and children with access to support, advocacy and education. Family safety planning is undertaken with every client and check-ins occur at each meeting. Some clients may receive individual or family support sessions and some may be referred to our group education programmes. Family Support Workers also help clients to write Protection Order applications; support them to seek legal or financial advice, or appear in Court; provide access to emergency funds provided by philanthropic supporters of Aviva; and refer them to other internal or external services such as Shine safe@home, temporary accommodation, budgeting or mental health services. Forty-seven children and 66 women undertook our potentially life changing 10-week group education courses, which are designed to support participants rebuild their self-confidence, grow their resilience, and learn how to make themselves safer.

A significant change to community services occurred in October, when the Ministry of Justice introduced a new initiative for clients where no Protection Orders (which provide an entitlement to free safety services) had been made. The Strengthening Safety Service now provides access to specialist family violence support for adults who have experienced family violence offences lodged in the criminal court; previously they may not have received any support. Family Support Workers now receive these

new referrals directly from the Courts, enabling them to undertake safety planning, assessments and support plans to prepare these clients for the next step in their journey.

“I think the children's education programme did them a lot of good – it helped them change their behaviour and attitudes. They're just back to being brothers. They're more confident than what they were, even playing sport for the first time. They've changed 100%.”

***Carl, Parent**

ReachOut

Our early intervention service for men who use violence supported 168 men with personalised, voluntary (i.e. not Court ordered) and respectful support to move towards safer, healthier relationships. In this financial year we employed a third male Family Support Worker, based in our Christchurch office, to develop a more focussed response for young men under 25; young men are increasingly appearing as users of violence, generally against parents or siblings. Despite now having three ReachOut staff, demand for direct client service and for education in the community, especially the youth community, has seen these services already become significantly oversubscribed once again.

“I think that for a lot of men, asking for help is not what you do. We put on a brave face. But I've learned that it's not a bad thing to ask for help.”

***Paul**

“Peer support services and the 0800 AVIVA NOW helped me to see a better future. They guided me through some tough times and were always there.”

***Ngairie**

Shine safe@home

This accommodation service focusses on making the homes of those at risk of repeat or severe violence safer from forced re-entry. In this year we made 167 homes and their occupants safer by undertaking home security improvements such as installation of alarms, dead bolts and security lighting. Approximately 40% of referrals were from Aviva staff, who also supported clients with education and advocacy services, whilst other referrals came from a variety of other agencies and services. Since its introduction in September 2012 demand for Shine safe@home has been extremely high but, thanks to a new funder in this period, we were able to employ an additional fixed-term Shine safe@home Family Support Worker to meet current need.

“She sent somebody in, they changed my locks, they fixed all my windows, they made my home safe. For the first time, in three weeks, I slept. I slept at my house with my family and in my own bed.”

***Lisa**

0800 AVIVA NOW

Our free 24-hour phone line received almost 4,000 calls requesting support. This line ensures that children, young people, women and men who have experienced violence, and/or used it, and their families, supporters or other services can access support or advice whenever and wherever they need it. During this year we changed the way the line is answered out-of-office hours. A call centre now receives after-hours calls in the first instance, and they forwards urgent calls to Aviva staff members who are rostered to provide on-call support.

“You have no idea what is going to come up when you answer that call. It could be a referral, or it could be someone in a crisis and when that happens, you've just got to remain calm. It's a lot of responsibility.”

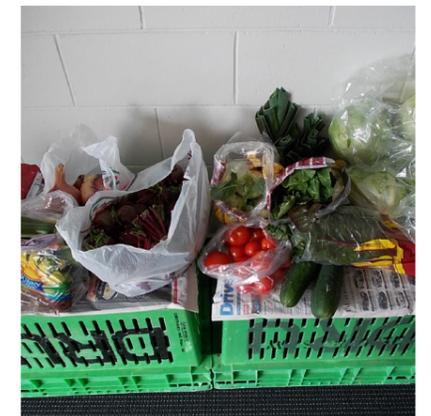
Kate, Family Support Worker

Specialist Peer Support

Aviva's Specialist Peer Support model is unique in the New Zealand family violence sector in having a purposeful intent; a comprehensive training programme; service guidelines; and a quality assurance framework. It draws on the experience of women and men who have overcome family violence to offer inspiration and support to others as they move towards a safer, healthier future. Specialist Peer Support offered two Purposeful Peer Support workshops this year, training 19 women and men with lived experience to provide safe and effective peer support in a community environment. From February 2015 our two female Peer Support Specialists were joined by a male worker and together they supported 55 men and women. Because peers bring lived experience and the challenges they have had to overcome to their work, there is significant and growing demand from community groups and other organisations – particularly Police – to hear their first-hand perspectives and insights.

“I always leave the (peer support women's) group meeting feeling inspired and uplifted, with important thoughts to think about my own journey and how to progress forward.”

***Faye**



1. Weekly vegetable donations from the Christchurch Prison Disaster Recovery Unit

2. North Canterbury Police Family Violence Coordinator Chris Hurring addresses attendees at the ReachOut service celebration, December 2014

“The family relationships and relationships with my children – there was lots of damage done, but things are healing. I’m living now and I love it. It’s the simple stuff, like going out with good people and going home to a safe house. I feel like I’ve got myself back again.”

***Molly**

Police Incident Report Follow-Up

Family Support Workers proactively contacted and offered support to nearly 2,000 women and men named on Police Incident Reports (POLs) as people who have experienced, or used, family violence. Approximately 25% of people contacted this way engage immediately for support, and many more will self-refer at a later date. An interesting – and disturbing – trend we have noticed since we started receiving POLs related to those using violence is that approximately 20% of men named as offenders on POLs are young men under 20. This is why our continued development of specialised family violence youth services is a priority for our agency in the coming year.

“I have to talk quickly to get my spiel across. I tell them, ‘I’m only here to offer you this’...if there is even one person that I’ve talked to and it has helped them, then I’m happy with that.”

Debra, Family Support Worker

No Interest Loans

Sixteen new loans were approved this year. These loans are made to a limit of \$2,000 and, although this may be a seemingly small amount, these loans provide substantial assistance to people who are financially excluded, and have no other options for safe, fair and affordable credit. Loans can be used to acquire services or goods that will enhance the quality of life of clients and their families, but they do more than provide practical assistance – they also support clients to rebuild independence and self-reliance. This year we extended the list of referring agencies to include The Christchurch Salvation Army, Christchurch Methodist Mission, Home and Family, and Pregnancy Help.

“I only have to pay \$20 a week for one and a half years which is really affordable. In the past I’ve paid \$35 a week for a similar loan amount but had to repay it over five years (because of the interest).”

***Jessie**

Sexual Assault Support Service Canterbury (SASSC)

At the start of this year we took over management of this service, in partnership with specialist sexual assault agency START. SASSC offers support to anyone who has experienced sexual assault. A co-ordinator oversees the service, and during weekends and evenings trained volunteers answer the 24-hour support line ((03) 377 5402) and provide the call-out service. In 12 months of operation we have seen this service go from strength to strength, with Police now also using SASSC volunteers to support people whose complaints cannot proceed to prosecution. Because most specialist sexual assault counselling services generally have waiting lists, in the new financial year we will appoint a counsellor to offer short-term specialist support. In the first 12 months of operation by Aviva/START, we supported 138 people with counselling, advocacy, and support at medical clinics, police stations or Court. One-third of clients identified that their assailant was a family member.

Aviva’s Youth Programme

This three-session ‘healthy relationships’ programme was researched, developed and trialled by our part-time Youth Worker. It has been designed as an educational awareness programme for young people, focussing on the issues of healthy and unhealthy relationships, family violence and creating and maintaining positive support networks.

In the last half of this financial year the programme was piloted in four high school classrooms at Christchurch Boys High School, Lincoln High School and Catholic Cathedral College. An evaluation of the pilot, including evaluations from teachers and students, confirmed that it was relevant, accessible and helpful for participants. It is now our goal to secure funding to enable us to further refine this programme and offer it in more schools or other environments.

“I really enjoyed learning about what types of family issues people have and how they can deal with it. The programme really raised my awareness.”

***Regan**, Youth Programme participant

Our Supporters

Without support from our community, we could not continue to do the important work we do. It is by working together that we can support so many individuals and families, and evolve better ways to enhance their safety and wellbeing.

The work we do is made so much easier thanks to the support we get from people who give their time to us so generously. In addition to the hundreds of people that help us at events and appeals throughout the year, we have a small group of dedicated helpers that support us every week, on major projects, or with intermittent but regular tasks.

We know that for most of our generous funders and donors, money and time are finite, and that makes the support we receive all the more valuable to us.

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, please know that your donations and support are immensely important to us.

Aviva Funders:

- Air Rescue Services Ltd
- Blogg Charitable Trust
- Community Organisation Grants Scheme (COGS)
- Canterbury Community Trust
- Canterbury Social Support Fund
- Catholic Diocese of Christchurch
- Christchurch Casinos Charitable Trust
- Christchurch City Council
- Christchurch Earthquake Appeal Trust (NZ)
- Christchurch Earthquake Appeal Trust (UK)
- Christchurch Earthquake Recovery Trust
- First Sovereign Trust Limited
- Lion Foundation
- Lottery Grants Board
- Mainland Foundation
- Maurice Carter Charitable Trust
- New Zealand Red Cross
- Pub Charity Inc
- The Strathlachlan Fund
- The Tindall Foundation
- The Todd Foundation
- The Trusts Community Foundation Ltd

Co-Location Funders:

We’d also like to thank the funders who have pledged support to the social service co-location project in Eastgate Shopping Centre. Thanks to their belief in this project, Aviva and its partners will be able to make our shared vision for better outcomes for children, individuals and families a reality. In the last year, Aviva has received funds for co-location from:

- Christchurch Earthquake Mayoral Relief Fund
- Ministry of Social Development
- New Zealand Red Cross
- The Wayne Francis Charitable Trust
- Working Together More Fund

Our Supporters, Fundraisers and Donors:

- Amnesty International Canterbury Region
- Ashburton Methodist Parish Goodwill
- Blakely Pacific Ltd
- Canterbury Scientific
- Christchurch Kiwanis
- Christchurch Men’s Prison Disaster Recovery Unit
- Church of Jesus Christ of the Latter Day Saints
- Cobham Intermediate
- Courier Post
- The Creek Trust
- Crisco
- Deloitte
- Dennis Kelliher
- DMC & CMB Burnett Charitable Trust
- Dove Charitable Trust
- Drummond Inheritance Trust
- EQR Blenheim Rd Hub
- Friends Luncheon Group
- Ginger Mint
- Grace Communications International
- Hugs All Round
- Inland Revenue Department
- The Jones Foundation
- Karyn Robinson
- Kiwi Joinery Installation
- Lions Club – Christchurch City Breakfast
- Lions Club of Halswell
- Majestic Church
- Masonic Lodge of St Albans
- Max Fashions – The Palms
- Merivale Mall
- Middleton Grange School
- Montessori St Albans
- New Zealand Federation of Graduate Women
- Nia Christchurch Dance Jam
- North Canterbury Quilting Group
- North Canterbury Soroptimists
- North Canterbury Victim Support
- Pumpkin Patch Northlands
- Purse Hair & Body
- RSA Papanui
- Rangi Ruru Girls High School, Year 10 (2014)
- Rachel Gillard-Tew
- Rotary Club of Bishopdale/Burnside
- Rotary Club of Christchurch South
- Rotary Club of Garden City
- Rotary Club of Riccarton
- Sabema Z stations
- Scenic Hotel Group
- Setbound Charity Fund
- Simpatico Private Hair Studio
- Smith’s City
- Spark Foundation
- St Barnabas Church Woodend
- St Mark’s School
- Strategy Design & Advertising
- Sunguard Treasury Systems
- Sysdoc Group Ltd
- Terra Viva Home & Garden
- The Twigger Women’s Refuge Endowment Fund
- Un Cadeau Charitable Trust
- Valuation Solutions
- What Now
- Witchery
- Xtend-Life Natural Products
- Zonta Club of Christchurch Canterbury
- Zonta Club of Christchurch South

Treasurer's Report for the Financial Year Ending June 30 2014



"I am a total Aviva fan and support the charity 150%."

Jax Hamilton,
Aviva Ambassador

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 2015.

Income of \$1.82m for the year well exceeded the one million dollar mark for the sixth consecutive financial year and we are now close to reaching our goal of two million dollars income within the next few years.

This year's income from contracts with Government agencies totalled \$929,000, a significant increase of \$216,000 (30%) on last year. Grant income also had a significant uplift of nearly \$200,000 this year, from \$472,000 (2014) to \$671,000 (2015), a 42% increase. The remainder of income came from fundraising, bequests, donations, investment income and 'other income'. Investment income increased by more than 50%, from \$35,000 to \$53,000, whilst within the wider category of fundraising, bequests and donations (\$147,000) declined against the previous year (\$198,000). This reflects the trend towards a return to pre-earthquake donation habits when compared with the sharp increase in charitable donations experienced immediately following the 2010 - 2012 Canterbury earthquakes.

Expenses totalled \$1,851,000, which is \$193,000 more than the previous year. This increase reflects further extension of our existing investments in key strategic initiatives, such as the ReachOut Men's Service, Specialist Peer Support Service, Shine safe@home service and our most recent initiative, NILS (No Interest Loans Scheme). As a service-based organisation, the majority of operating expenses inevitably related to personnel (\$1,290,000), and staff-associated costs increased by \$183,000 compared to 2014 (\$1,107,000). This represents an increase of 16.5% over the previous year, and is a reflection of the increased revenues specifically sought for this purpose during the 2015 financial year.

Overall, the agency made a loss of just \$28,000, which was an improvement of \$166,000 over the previous year, in which a loss of \$194,000 was recorded. It was also a significant improvement over the budgeted loss of nearly \$88,000. In an increasingly challenging funding environment this is particularly pleasing. The Board acknowledges that



Aviva staff take part in the White Ribbon awareness campaign in November 2014.



1.



2.

1. Some of the dozens of handmade quilts from Hugs All Round.
2. Christmas gifts generously donated by the Scenic Circle Group.
3. Members of the Masonic Lodge of St Albans present a donation for ReachOut to Aviva staff and Board.
4. Shirley Boys High School students collect donations for Aviva.



3.



4.

on-going losses are not sustainable in the long-term, so it is good to see our "bottom-line result" improving each year following a period during which we deliberately invested in key strategic initiatives. Increased 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 equity at the beginning of the year was \$556,000 and when combined with the Operating Loss of \$28,000, results in Retained Earnings at the end of the financial year of \$528,000. These Retained Earnings were represented by Current Assets of \$2,566,000, which was a significant increase of \$1,583,000 (2014: \$983,000). However, Liabilities also increased by a similarly large amount (\$1,602,000), of which Tagged Grants and Funds in Advance comprised the majority of increase (\$1,386,000). These funds have been raised for a

specific purpose: the partnership project to co-locate into Eastgate Shopping Centre. It is anticipated these funds will be consumed for that purpose during the next financial year. Non-Current Assets decreased (\$9,000) to \$59,000.

At year end, Christchurch Women's Refuge Incorporated T/A Aviva had term deposits of \$856,000, comprising sufficient cash reserves for risk management purposes and for further investment in key strategic areas in the coming years.

Ann Kilgour, Treasurer

Statement of Financial Performance

For the year ended 30 June 2015

Notes	2015	2014
	\$	\$
INCOME		
Contracts		
Child Youth & Family	218,276	218,276
Ministry of Social Development	440,543	281,796
Dept of Internal Affairs	0	16,000
Ministry of Justice	107,256	69,712
Good Shepherd NZ Trust	110,488	63,908
Right Service Right Time	0	625
Shine	51,000	45,000
Work and Income	1,409	17,244
Grants		
Canterbury Community Trust	126,484	80,000
Christchurch City Council	30,000	26,232
NZ Lotteries	52,000	51,968
Community Organisation Grant Scheme	5,000	11,000
Christchurch Earthquake Appeal Trust	41,689	38,277
Todd Foundation	41,536	0
General Grants	373,877	264,089
Fundraising	9,310	31,012
Donations	117,329	142,252
Bequests	29,587	55,905
Investment Income	53,416	34,938
Other Income	14,288	16,247
TOTAL INCOME	1,823,488	1,464,481
LESS EXPENSES		
Community & Education	60,931	47,156
Crisis Management	36,874	27,967
Home Refuge Expenses	118,340	107,662
Men's Services Expenses	39,231	44,275
No Interest Loan Expenses	24,589	23,933
Peer Support Expenses	35,291	17,846
Prevention/Community Development	72,227	104,130
Residential Services	10,344	30,692
Office Expenses	14,086	12,748
Personnel Expenses	1,290,402	1,107,668
Audit Fees	7,500	4,000
Rental Expenses	89,893	81,982
Depreciation Expense	22,820	30,589
Street Appeal Expenses	0	7,234
Other Expenses	28,898	10,975
TOTAL EXPENSES	1,851,426	1,658,857
NET (LOSS)/ SURPLUS	(27,938)	(194,376)

“(NILS) took the pressure away from trying to work out how to pay for something that’s a necessity, but that I was having trouble finding the money for...It also helped me accept that people want to help... I don’t have to do it all by myself.”

*Cara




aviva
 Family Violence Services
 (Christchurch Women's Refuge Incorporated)

PO Box 32034, Christchurch 8147
0800 AVIVA NOW (0800 28482 669)
 – 24-hour free phone
 Telephone: 03 378 3847
 Email: enquiries@avivafamilies.org.nz
 Web: www.avivafamilies.org.nz

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