

0800 AVIVA NOW  
AUTUMN 2017



# THE advocate

## Appealing for Help!

Where did the last year go?! Amazingly it's Aviva's annual appeal time again, and this year it will take place on Friday May 12 and Saturday May 13. We still need collectors, and two hours is all it takes for you to show that family violence is not OK.

The Aviva appeal is one way we can raise money to provide life-changing support to children, women and men in Canterbury living with and overcoming family and sexual violence. It's also an opportunity to raise awareness about family and sexual violence, and the support that Aviva can provide.

Aviva staff and many of our kind volunteers will be out on the streets in Christchurch, Kaiapoi, Rangiora, Amberley and Rolleston seeking the donations necessary to provide our free services and we'd love to have YOU join us! We particularly need volunteers for sites on Saturday 13 May.

You can complete an individual collector form or, if there is a group of you, a group registration form, both of which are available at [www.avivafamilies.org.nz](http://www.avivafamilies.org.nz). OR if you would like to have an in-house appeal or other fundraising activity at your work, school, community group or family, that is great too – we encourage creativity!

This year Kiwibank are getting behind us and hosting collection buckets in-branch, offering support in collecting at certain sites and counting donations. Maybe you're part of a business or group which could also help by offering to staff one of our pre-booked sites for one of the collection days?



We need to generate \$2 million each year to keep offering the free services that so many people rely on, and less than 40% of our funding comes from government contracts. That means we

need your help more than ever. If you can't volunteer, please consider making a donation. Every dollar raised through the appeal is invaluable in helping to provide our free services to Canterbury families.

### How your donation can help:

- \$20 helps fund our driving service to collect children for their weekly group programme and return them to school
- \$25 buys an emergency cell phone for clients at high risk
- \$50 will ensure a victim of sexual assault is supported at the Police or medical centre out of office hours
- \$70 buys a personal alarm
- \$150 buys morning tea for children's group for a term
- \$500 can provide five weeks of family violence education for a man overcoming his use of violence
- \$1,800 enables a child or woman to undertake a life-changing 10-week education programme

Last year 1,500 children, women and men needed our support, and thanks to our supporters, volunteers and staff, they got it. Will you help others to make the journey away from violence this year?



Mike Pero

## Standing Up for Safer Homes

We're very excited to announce the appointment of a new ambassador – Mike Pero.

Mike is a well-known entrepreneur and businessman who has made his name in the mortgage and real estate industry in New Zealand. Mike Pero Real Estate currently has over 50 branches throughout New Zealand and his businesses have a strong synergy with Aviva – Mike Pero, like Aviva, want to see people in homes that are not only comfortable, but also safe.

The decision to join Aviva as an ambassador was also a personal one for Mike. "As a child I grew up with violence in my home. My dad was Pacific Island and he had been brought up to believe that discipline was a physical thing. I know he meant well but he just did not understand how to handle himself with my mother, my siblings and I. I experienced the fear that comes with that, of being a kid and calling the Police to our home, and seeing just how destructive he was to our family and our home."

Mike grew up in various homes between Linwood and Aranui, close to where Aviva is currently based within The Loft (in Eastgate Shopping Centre). He is keen to help young people see that with determination you can overcome

experiences of childhood violence, and that you can set goals of your own and leave the past behind you.

Mike initially trained and worked as a motorcycle mechanic, and then went on to become six times New Zealand Motorcycle Road Racing Champion, from 1977–82. Today he is the Patron for Motorcycling New Zealand. He also flew as an airline pilot in his late twenties and has operated a wide range of businesses from commuter airlines to flight simulators and, today, real estate.

Mike is married to Rachel and they have five children between them. Helping Aviva to raise awareness of its services, especially those for young people and for men overcoming violence, was a great fit. Having met some of the Aviva team at the City2Surf Mike was immediately interested in becoming involved in the work. "I didn't have to think twice about it" he says. "Family is so important to me; as a father and husband I do not want to see or hear about other men using violence in the family home. I'm proud to stand up and say I'm against family violence and, if by lending my voice and support to this

cause I can make a difference, then I am keen to do it. I wish that there had been someone to help my dad and our family when I was younger."

**"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."**

**Lyall\*, a ReachOut service client**

\*Not his real name

# Thankful and Grateful

Whenever we produce a newsletter it provides a great opportunity to appreciate and acknowledge how much support others give to the people we work with. It is a great feeling to know that there are so many caring people in our community – you make such a difference to people through your support, donations and gifts. As always, we can't thank everyone personally, but please know that your support is needed and valued. We see it especially at Christmas; last year we once again had rooms literally full of gifts to hand over on your behalf – and we found them all wonderful new homes! Thank you all for your kindness and generosity.

Here are some special supporters from the last few months that we'd like to acknowledge:

Inland Revenue Department

Drummond Inheritance Fund

Shoe Clinic Riccarton

Scenic Hotel Group

Crisco and Courier Post

Amnesty International Canterbury Region

F-Talks

Chargeurs Wool (NZ)

Mike Pero Real Estate

Corcoran French

DMC & CMB Burnett Charitable Trust

Dove Charitable Trust

Girl Guiding New Zealand

The Creek Trust

The Jones Foundation

Thanks also to our recent funders; we rely heavily on them to enable us to keep offering our free range of services:

• B A Lewis Charitable Trust – providing emergency accommodation

• Blogg Charitable Trust - contributing funding for our Children's Worker

• Maurice Carter Charitable Trust - enabling three children to access our 10-week Tamarikri programme

• New Zealand Community Trust - supporting our Peer Support and Family Support Worker teams

• Pub Charity Inc - supporting our Peer Support and Family Support Worker teams

• Rata Foundation – supporting our management, Peer Support and Family Support Worker teams

• The Todd Foundation – partnership funding



Christmas donations!

- The Trusts Community Foundation – contributing to electricity costs
- Twigger Women's Refuge Endowment Fund – supporting services for women

- Wayne Francis Charitable Trust – funding for our Youth Service
- William Toomey Charitable Trust – enabling acknowledgment of our SASC volunteers



Boxes of shoes from Shoe Clinic Riccarton



## Supporting Others to Overcome Sexual Assault

Since mid-2014 Aviva has been operating Canterbury's Sexual Assault Support Service Canterbury (SASSC), in partnership with START. Like family violence, sexual violence is far too prevalent and the effects can be devastating and long-lasting.

SASSC is a vital service that provides confidential and professional specialist support to women and men following either recent or historic sexual violence or abuse. Whilst paid staff provide this crucial service 9am – 5pm, Monday – Friday, sexual assault, like family violence, doesn't keep office hours. During evenings and weekends it is a trusted, trained team of dedicated volunteers who provide SASSC.

Erin Helliwell is one of those volunteers. She started volunteering with SASSC when Aviva and START took over the service, formerly known as Safecare, in 2014. Erin was looking for volunteer work related to crisis and trauma that would be relevant to her studies in clinical psychology – SASSC certainly fitted that bill.

Erin commonly volunteers overnight on the weekend, during one of the service's busier times. Ninety percent of her role involves being on-call on the 24-hour phone line, and accompanying people to the Cambridge Clinic for medical assessment following recent assaults. She also supports people to make Police statements.

"It is an intense time to meet someone" Erin says, "but it's immensely rewarding. Police and doctors have their jobs to do, and we get in between and have a role that is really unique. We make the victim

**"It is an intense time to meet someone, but it's immensely rewarding."**

**Erin Helliwell**

a cup of tea, hold their hand, and remind them they are not alone. The Police and doctors feed back how valuable that role is."

Most of the callouts Erin attends are for acute, recent events, whilst phone support may be provided for more historical events; in those cases Erin will talk with people about what they have experienced, and refer them to Aviva's SASSC counsellor for specialist support.

Supporting people through something so traumatic can be challenging, Erin admits. One of the hardest aspects is when there is family violence present alongside the sexual assault. "Seeing that fear for themselves in another human being is difficult; they may be scared that it will happen again. But the really positive part of the role is being able to soothe someone, and build a relationship with them when they need support – people are so grateful that you are giving them just what they need

in that moment. The work pays off, even with a 2am call."

Erin estimates that she has volunteered almost 2,000 hours of time on the SASSC support line since mid-2014. Along with other volunteers, staff and Board members, Erin and her SASSC peers contributed 4,041 hours to Aviva in the 2015–16 year; that is equivalent to almost two years of 40-hour working weeks.

Despite being a busy woman, Erin finds SASSC easy to work into her schedule. "The roster is good to work with – the weekend shifts are broken into four-hour shifts so you don't have to give up a whole chunk of your weekend. It's not constant, and together we make it work."

Last year SASSC supported 355 people to overcome the effects of sexual assault. Aviva is currently looking to recruit more volunteers; could you be one of those special people, like Erin?

Full training is provided, following which volunteers are given a buddy (an experienced volunteer) to accompany them on their first few call outs, or more if needed. If you're interested in finding out more about how you too can be a unique supporter of others, please email [SASSCadmin@avivafamilies.org.nz](mailto:SASSCadmin@avivafamilies.org.nz) or call **0800 AVIVA NOW**.

# Forging Violence-Free Futures

People often ask us, “how do we stop family violence?” If only we had an easy answer.

But one thing we do believe is vital to changing our bleak and alarming levels of family violence is breaking the intergenerational cycle, which often sees children and young people who have been exposed to family violence going on to perpetuate those unhealthy relationship behaviours themselves.

Interrupting that cycle requires effective intervention with children and young people. Aviva has been providing specialist children’s services for many years, but young people – from adolescents through to late teenagers – have not been as well supported in the family violence sector; that is particularly true for boys and young men.

Adolescence represents a critical period in which the effects of family violence can have a profound and long-lasting impact on young people’s futures as they form a sense of self, build platonic and intimate relationships, and explore personal boundaries. It therefore also represents a critical period to support young people and help ensure that they are well prepared for the future in the complex area of human relationships.

Thanks to the generous support of the Wayne Francis Charitable Trust, Aviva has been able to recently begin to offer one-one-one support to young people. This supplements the education and awareness-building we have been offering since 2015 via our in-school Healthy Relationship programme. The result is the specialist Aviva Youth Service.

Darragh Fahy has led the development of the Youth Service since November 2016. Darragh was previously employed in Aviva’s ReachOut service for men. It was during that time that he saw the need for support for younger people who were using family violence and being named on Police reports, but who were not being offered any support; the youngest boy named on a Police report and eligible for contact was just 11. With support from Aviva, Darragh began to attempt to engage young men in their pre-teens, early teens and late teens in an attempt to break the intergenerational cycle of violence.

After also becoming involved in the Healthy Relationship programme,



The Aviva Youth team (minus Lara) – Amanda, Jade, Darragh and Dylan.

Darragh was keen to help develop a more unified and focussed response to young people. Darragh works with two other full-time youth workers, and he and one of his colleagues work closely with the Integrated Safety Response team, supporting young people named on Police reports. Also in the team are two part-time workers who offer Aviva’s Healthy Relationship programme in selected intermediate and secondary schools.

The Healthy Relationships programme, which was first piloted in 2015 with support from the Dublin St Charitable Trust and Youthtown, is going from strength-to-strength says Darragh. “We’ve had the time and resources to build on it and develop it, and we are able to get evaluations from students and teachers after each session – there is really positive feedback.” Schools that have welcomed the programme are finding that it is worth making the space in the timetable for it. Apart from supporting the young people, it is raising awareness and knowledge of family violence amongst teachers of what is actually happening in the lives of some of their students. It is also creating an environment for young people to talk about a subject that is often hidden away.

“We are supporting school teachers and counsellors to deal with issues arising from sessions, and we’ve found that by going into schools we are getting lots of disclosures (of family violence). Now that we have dedicated Youth Workers we can better support those kids.

Young people are also another way into the family, and enable us to link up with other family members.”

The programme is now becoming a victim of its own success - demand is outstripping ability to deliver due to limited and short-term resources. In the first six months of 2017 the 25-hour per week team will deliver the programme to 10 classes in four schools.

Since the establishment of a Youth Services team in November 2016, the Youth Workers have developed a range of resources to support delivery of the wider service in a way that will be relevant to young people; this has included developing a dedicated Facebook page and brochure.

“We use different methods to connect with younger people, such as text” says Darragh (because young people will often not answer calls from people they don’t know). “Establishing an initial connection with them out of the office environment is very important. Meeting in a café, or at their home, puts them at ease, and then we can work with them from there onwards. We have a programme of resources for different issues and so we draw on those resources to create a programme for individual needs” says Darragh.

Young people can self-refer, or they can be referred by another organisation. Unlike other Aviva services, Youth Service clients are equally split between male and female, and approximately 80 young people have been in touch with the service since it began.



Katie Dixon

## Motivated to Help

Since July 2016 Aviva has been part of a new pilot response to family violence called the Integrated Safety Response (ISR). ISR sees core agencies such as Police, Child Youth and Family, Corrections, Health, specialist family violence NGOs and kaupapa Māori services work more closely together as a team to provide intensive support to families to whom Police have been called in relation to family violence, or when a potentially high-risk person is going to be released from prison. The aim is to provide more intense, immediate and comprehensive support that will lead to increased safety for those who have experienced violence, and a reduction in repeat offending. If successful in its aims, this response may be rolled out throughout the country.

Aviva provides the high risk Independent Victim Specialist (IVS) service and Perpetrator Outreach Services (POS) components of this pilot. One of our IVS is Katie Dixon, who joined Aviva in September 2016. Her role is to connect with women and children identified as high risk by the six-day per week Safety Assessment Meeting (the 'SAM table').

"The first thing I do is look at all of the information and review the file, to identify if there are any gaps in the information that might be relevant to our response" says Katie. "Then I have to consider how best to approach that woman (Katie's adult clients are all female) – is it by phone, face-to-face, or through a visit by, or with, someone else? I try to engage her so that she trusts me enough to start the journey with me."

The focus of Katie's work is to decrease the current risk and increase safety for the woman and any children she may have. Katie will assess what supports the woman has in place and what she might need, to see if other referrals (e.g. for housing, or mental health issues) are required. She will undertake safety

**"I get to help people live their lives free of family violence; I love it."**

**Katie Dixon**

planning in relation to the home, and school or pre-school. Katie also attends the weekly Integrated Case Management (ICM) meetings at which all high risk cases are discussed, as well as other meetings related to specific families she is helping support.

Typically Katie will work with approximately 12 women at a time; some will be requiring intensive support for high risk situations, whilst others may be transitioning to lower risk levels and require less support. The pilot sets a preferred limit of 12 weeks maximum support, but this is not always realistic says Katie. It may take some time and effort to get someone to engage in the first place (Katie has an 80% engagement rate), before work can begin. Once immediate risk is decreased, women or children may be referred to Aviva's education programmes, or for individual, ongoing

support with a Family Support Worker or our Children's Worker.

Ideally, when a high risk report goes to the SAM table, the person using violence will be contacted by a POS, and the person who has been assaulted will be contacted by an IVS. However, in reality this is not always possible. The abusive person may have current charges in place which are being acted on first, or they may not be aware of the disclosure of violence by the victim, so contact by a POS could put the victim at higher risk says Katie. "But I've seen some good results where we have been able to engage on both sides - better results than just engaging with one partner."

Whilst the work is intense and can be difficult, Katie wouldn't want to do anything else. "I love my job" she says emphatically. "I get the opportunity to work with women, and their children, who are experiencing family violence and I can help them make changes. Being able to provide the right support at the right time is really motivating. I get to help people live their lives free of family violence; I love it."

# Achieving Lofty Ambitions

We are almost one year in our new home at The Loft! This time last year the space was still under construction, and now we are planning our one-year anniversary celebration.



The Loft opened to the public on 4 July 2016. Initially Family Help Trust and Aviva were the two agencies to take up residence; since then we have been joined by staff from Caring for Carers, Citizen's Advice Bureau, Community Law, Dual Recovery Network, He Waka Tapu, Plunket and NZ Red Cross.

We all hoped it would be a place that would make service and support-seeking easier and more accessible to people, and enable the agencies within it to work together in new ways to enhance client outcomes; all of that is happening. By the end of March 2017 approximately 300 people unconnected with any agency within had walked in the door of The Loft to seek advice, information or support. Almost half of those are seeking support with family violence issues, and the vast majority of those are referred to Aviva.

It is great to hear and see people from different agencies go to each other's desks to talk about clients and the support they need. Apart from sharing information about services, we have been able to share donations of food and goods for clients. This growing relationship is reinforced by participation the front-of-house Navigator roster, which requires all client-facing staff to learn about the other services available here in order to provide appropriate referrals to people who walk in the door without any prior

agency connection. We have also made connections with other local groups and networks, learning about what is on offer locally, and what The Loft and its agencies can contribute.

## An Example of The Loft in Action

Melissa\* was in financial difficulties, with a huge outstanding electricity bill when she came to The Loft to find out about a No Interest Loan (part of the microfinance options offered by Aviva). She had tried other agencies but they couldn't help her.

Unfortunately she didn't meet the criteria for the loan but, thinking outside the square, our front-of-house team considered how The Loft might support her. Our Navigator contacted the Mayor's Welfare Fund, then linked her to the Woolston Development Project for support going to WINZ, and to Kingdom Resources for budgeting advice. Meanwhile, our Receptionist contacted Globug to get connection details to help her manage her electricity better in the future. By the end of the interaction the client's whole demeanour had changed, and she was really happy with the help she received from The Loft team.

We have created a Loft evaluation form for clients and feedback so far has been overwhelmingly positive, with 100% of people saying that they would recommend The Loft to others.

\*Not her real name



This year Aviva was lucky enough to be the charity of choice for the Star City2Surf. Twenty five Aviva staff were amongst the thousands who pounded the pavements, with Gemma McCaw and her sister-in-law Jo Spencer-Bower joining us to raise morale, and awareness of family violence.

Thanks to our great supporters who risked blisters and breathlessness to raise funds for Aviva. A great day all round.



Gemma and Jo



Some of the Aviva Team

# A World of Inspiration

Thanks to Innovative Travel and Jane Daniels Design for joining our most recent fundraiser, *A World of Inspiration*, also supported by Spiritual Vodka, Mike Pero Real Estate Cashmere, and Court Florists. The sold-out evening was a great night of fashion, travel, music and fun, and raised \$13,000 for Aviva.

Our sincere thanks to everyone who supported the event with gift bag items (Linden Leaves, Blue Earth, Estée Lauder, Innovative Travel, Jane Daniels Design, t Leaf Tea, Bliss Hair, and Metropol) and an impressive range of auction items.



Robyn Galloway (Innovative Travel), MC Lady Susan Satyanand, Nicola Woodward (Aviva CEO), and Mayor Lianne Dalziel.



## Let's Get Entertaining!

Aviva is selling the awesome Entertainment Book again this year. Order your 2017/2018 hard copy Entertainment Book or Entertainment Digital Membership now. You'll receive hundreds of valuable offers for everything you love to do, and help our fundraising at the same time! It is still only \$65 and it only takes a couple of purchases to earn your purchase price back. The Entertainment Book offers deals on meals, entertainment, household services and even holidays, and the Canterbury version covers Ashburton through to Nelson (although you can buy one for any region in the country from us!). Twenty percent of each sale goes to Aviva. Email [enquiries@avivafamilies.org.nz](mailto:enquiries@avivafamilies.org.nz) or visit <http://bit.ly/2oXvJ91> to place your order.

### Receive the Advocate by Email

Please help us reduce costs by choosing to receive The Advocate by email. Contact [julie@avivafamilies.org.nz](mailto:julie@avivafamilies.org.nz) or call (03) 378 3847

### Like us on Facebook

Aviva Families and Reach-OutCanterbury have Facebook pages. Check us out and 'Like' us to keep up to date on what each service area is doing and to share your thoughts with us.



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