

# Annual Report

1 July 2018 – 30 June 2019



**“Thank you for being that  
shining light that guided  
me out of the darkness.”**

Peer Support client

---



## Our Vision

A society free from the harms of family and sexual violence, where healthy children, families and communities are honoured and supported as the foundations of New Zealand's future.

---

## Our Purpose

Through strategic and service excellence, our purpose is to support New Zealand's children, families and communities to become their best, free from the harms of family and sexual violence.

---

## Contents

Our Vision	1
Our Purpose	1
Business Directory	1
Chair and CEO's Report	2
Summary of Key Statistics	4
Client Services Report	6
Friends and Supporters	9
Treasurer's Report	11
Statement of Comprehensive Revenue and Expenses	12
Statement of Changes in Net Assets/Equity	13

## Business Directory

AS AT 30 JUNE 2019

### ADDRESS

PO Box 24161  
Christchurch  
New Zealand 8141

### TELEPHONE

(03) 378 3847  
0800 28482 669  
0800 AVIVA NOW

### REGISTERED OFFICE

The Loft  
Eastgate Shopping Centre  
Christchurch 8062

### BOARD MEMBERS

Nathan Latimer (Board Chair)  
Abby Suszko  
Peter Cody (Board Treasurer)  
Michelle Cathcart  
Monica Davis

### SECRETARY

Nicol O'Donnell

### AUDITOR

Deloitte  
Chartered Accountants  
151 Cambridge Terrace  
Christchurch

### BANK

Kiwibank  
7 Waterloo Quay  
Wellington

# Chair and CEO's Report

2019 was a year of both promise and sadness, not only for Aviva but for New Zealand as a whole. Aviva celebrated 45 years of social activism, and our services, once again, helped hundreds of families and individuals become safe from violence. We've been encouraged by the Government's vision for a violence free New Zealand and the promise of more funding for family and sexual violence services.

Sadly, New Zealand also made world headlines for acts of extreme violence. The tragic murder of English tourist Grace Emmie Rose Millane drew global attention to NZ's appalling track record of violence against women. And then, on March 15, once again the world watched in horror as the Christchurch Muslim community, at prayer in two of the city's mosques, was brutally targeted by a terrorist act of violent hatred. 51 people lost their lives and their families were changed forever. New Zealand was changed forever.

Within Aviva, our environment has also changed. This year marked Nicola Woodward's last as Aviva's CEO, providing a chance for us to reflect on how Aviva has evolved in the nine years since making the significantly bold decision in 2010 to change our focus from that of the traditional refuge model. And much has changed: our mindset; our language; our partners and services. But our Kaupapa remains the same – to play our part, with others, in enabling New Zealand to become free from violence. Aviva's commitment to this vision sees our services and practitioners purposefully supporting families and individuals experiencing or using violence to get all the help they need as quickly and easily as possible.

This year The Loft celebrated its third year and Aviva continued to be able to connect with hundreds of families being harmed by violence who

may otherwise have remained unsafe if it wasn't for The Loft's very welcoming front door. This year's independent evaluation of The Loft validated Aviva's decision after the 2010-11 earthquakes to reform its practice model by co-locating with a broad range of health, social and community services. The evaluation found that 99% of clients providing feedback said they felt well supported. As one client reported, "they really opened my eyes and provided me with all my options; they introduced me to lots of supports".

Another highlight of the Aviva year was celebrating 45 years of service from our origins in 1973 as Christchurch Women's Refuge. Hon Jan Logie, Parliamentary Under-Secretary for Justice (Sexual and Domestic Violence Issues) was the keynote speaker. Later in the year we had separate visits to Aviva and The Loft from New Zealand's Prime-Minister Jacinda Ardern, and Minister for Finance Grant Robertson. With calls for 'one stop shops' and models that placed children and families 'at the centre', these important visits reflected the alignment between Aviva and The Loft's holistic and integrated approach and the government's vision for social and community services, including family and sexual violence.

Just last month we were heartened to see the government confirm funding for family and sexual violence initiatives, including prevention and consistent community responses. The new employment law introduced this year, in making employers accountable for supporting staff affected by family violence, reflects Aviva's belief that the potential for a violence-free Aotearoa lies in the collective power and responsibility of all of us. Aviva's Let's Talk / Me Kōrero programme aims to break down barriers and get people, in particular in workplaces, talking about subjects which are still seen as taboo: people cannot play their part in ending violence of all kinds without first being able to engage in challenging and difficult conversations.

**“ Just knowing that there’s someone who understands, knowing that you’re not alone, it makes a huge difference; all the difference. Thanks to Aviva, I knew I wasn’t alone, and I found hope again.”**

**Youth Service Client**

---

In October 2018, Aviva Youth marked two years of operation with an event celebrating the achievements of the many young people who have used the service. An evaluation, including feedback from the young people themselves, was completed in December and included very positive feedback overall. Whilst the philanthropic funding that enabled the service’s initial development came to its natural end, we continue to support young people through our family support service, and we will continue to seek sustainable funding for what we believe is a key service to break the intergenerational cycle of violence.

We said goodbye to some wonderful staff this year and give particular thanks to our Marketing and Communications Manager, Julie McCloy, who left Aviva after 10 years. Julie’s contribution has been significant, including leading our brand transformation in 2013 from Christchurch Women’s Refuge to Aviva. We also celebrated a 10-year service milestone with Carol Brown, one of our Family Support Workers. Carol’s ongoing commitment, knowledge and tireless support to those in need over these years continues to help many families become safe from violence, and to remain safe.

As ever, we’re incredibly grateful for the work and collaboration of our many partners, funders, volunteers, staff and supporters who make Aviva’s work possible. Above all, we’d like to thank the hundreds of children, young people and adults who have taken courageous steps towards achieving a fulfilled life free from violence by putting their trust in us.



Our founders Diane Shannon and Rosemary Howard



Nicola Woodward, CEO



Nathan Latimer, Board Chair



Poppy helping out at the annual appeal

# Summary of Key Statistics

Description	Actual This Year 2018/19	Actual Last Year 2017/18	% up/down on previous year *	Target - contract and/or internal
Total number of children and adults supported for family or sexual violence related issues	1221	1,224	0	N/A
Calls for support via Aviva's 24-hour 0800 line	3405	4,066	-16%	N/A
People supported to overcome sexual assault	460	320	+43%	N/A
Homes made physically more secure from forced re-entry	43	52	-17%	N/A
Individuals made safer in their own homes	114	178	-35%	N/A
Children and young people supported to overcome experiencing family violence	134	229	-41%	MSD Contracted 10 MoJ Target 49 148%
People supported to overcome use of violent behaviour	88	64	+37%	MSD Contracted 103 85%
People beyond crisis supported on the journey to wellbeing, by people with lived experience	19	21	-9%	N/A
People trained to support others as peers within their community	15	0	100%	N/A
Families introduced to financial wellbeing conversations	893	980	-9%	Contracted 3440 26%
Gifted Hours from staff and volunteers	7943	8,835	-10%	N/A
Children receiving DV Education	98	159	-38%	MSD contract 10 MOJ target 90 98%
Women receiving DV Education	199	184	+8%	MSD contract 17 MOJ target 83 239%



**“The education programme helped me understand my experiences better, I didn’t realise the impact until I met with Aviva.”**

**Adult Services client**

---

# Client Services Report

The last year for Aviva has been a year where significant challenges and changes were overcome with intentional focus on direction, purpose and innovation. Our commitment to social justice, integrity, best practice and service excellence has continued to serve those affected by family and sexual violence with professional services. The financial year service-wise has ended with a full team in a positive mindset.

The Aviva team continues to look for opportunity to develop and increase services within our region from North Canterbury all the way through to Ashburton. Connections within Social Service networks and external interagency gatherings offer opportunity to consider gaps in delivery of services in regions, especially rural areas, and cause us to consider our own agency's effectiveness and response. The desire to work across teams and across networks allows us to offer a broad range of relevant services for our clients as we acknowledge that people do not enter 'our door' with Family Violence issues in isolation.

Self-referrals are a significant component of the clients we engage with, but our external relationships also enable us to be supportive to those referred from other sources. Our staff numbers continue to increase in capacity and develop its capability alongside the services we offer. We have also been privileged this past year to have join the team several colleagues from other ethnicities. Their willingness to share both personally and professionally within our team and our service provision has enhanced the responses we can provide to the vast range of people who 'walk through our doors'.

## **Family Support Workers**

The Family Support Worker (FSW) team continues to deliver a core service within Aviva, undertaking many

referrals for adults (primarily women) and children who have experienced family violence. The FSW team received a high number of referrals this year including 485 self-referrals and 298 referrals from the Ministry of Justice. At times we have needed to operate a waitlist due to the number of referrals received; this practice ensures manageable, effective case management.

## **24-hour support line**

The Aviva 24-hour support line is managed during business hours by clinical staff who provide support with enquiries, safety planning, and advocacy (e.g. with lawyers). This service is used by clients, potential clients, family/friends, and other professionals. Interagency referrals can be made through the 24-hour support line, as can self-referrals. This 24/7 line continues to be managed after hours by a call centre which is supported by on-call Aviva staff. We received 3405 calls in the last year.

## **Education**

The Ministry of Justice contracts us to provide domestic violence educational programmes to children and adults experiencing violence; Aviva provides this education in 10-week long groups or adapted individual programmes. We have also delivered a specialist Rangatahi programme to support older young people to develop safer, healthier relationships. In the last year we have provided group or individual programmes to 199 women – a small increase on the last year - and 98 Tamariki [5-12] and Rangatahi [12-16].

## **Community Finance**

Community Finance has undergone some changes this year, moving to become a more strategic part of the finance team. The team grew by 0.5 FTE Community Finance Loan Worker in the last quarter of the financial year, we have admin support of 0.3 FTE and the team now directly reports to the General Manager. We have refocused the service delivery on the lending and utilise our partnerships through The Loft for budgeting support for our clients. The results for the year have

**“On particularly rough days I like to remind myself that my track record for getting through bad days is 100% so far, and that’s pretty good.”**

**Youth Service Client**

---

been 893 enquiries (9% reduction on last year) and 252 interviews (7% increase on last year), with 77% conversion rate into loans (62 NILS and 8 StepUP), which is 20% increase on last year.

### **Peer Support Services**

Over the past twelve months, Peer Support Services continue to be internally funded from an investment perspective and fee-based courses. A service restructure and a resignation now sees a team of 0.75 full-time equivalent (FTE) staff, half the number of last year’s team. Specialist Peer Support continues to deliver one-to-one work, with 24 new referrals this year.

Alcohol and other drug screening, and brief intervention training has been developed in partnership with the Health Promotion Agency and Odyssey House and delivered training to The Loft and frontline staff.

Child protection workshops have continued to be provided for professionals and the community. The Purposeful Peer Support workshops also continue; providing skills for people to use in their communities. ‘Train the Trainer’ has been developed and trialled to support our Aviva programmes at this stage.

### **ReachOut**

The ReachOut early intervention service for adults using or at risk of using violence continued to receive regular referrals throughout 2018-2019. The service operates as part of the Family Support Team with 3 of the team able to focus on this specific service. A staffing change within the year has meant we have been pleased to now offer a co-gendered focus to this work, with the varied experience and viewpoints bringing an excellent balance to 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 men who have recognised a need to consider behaviour change management.

One hundred and forty-five ReachOut referrals were received through the year and 83 clients actively engaged in the service. Whilst client numbers were somewhat down on previous years, this was due to staffing as practitioners resigned or moved within teams or promotions. The calibre of the new staff recruited to this service has already proven the ability to regain our previous strong client engagement.

### **Men’s Group**

A fortnightly Men’s Group initiative continues into this year, providing a safe space for clients to talk about their experiences and share with peers what they have learnt during their engagement within the service. This group is co-facilitated with a staff member from the Problem Gambling Foundation, which also operates at The Loft. This group also provides service users with an opportunity to maintain their engagement with Aviva past the usual 1:1 intervention of ReachOut, therefore increasing their support to maintain positive change.

### **Sexual Assault Support Service Canterbury (SASSC)**

SASSC was contracted to engage within Selwyn and Ashburton regions, alongside our services being offered across Christchurch and North Canterbury. The team has significantly changed over this year, from 4 to now 8, with 6 FTE clinicians and two 0.5 FTE administrators providing excellent capability to service the additional demand. North Canterbury continues to be supported with regular clinics now held at our Rangiora Office, whilst most clients are serviced through our Christchurch office within The Loft. Selwyn District Council has provided us with a suitable room in their Community House one day a week for a SASSC Clinic and Ashburton’s Community House is available if need be. We work alongside other social services, counselling and health practitioners in support of clients, and the formal partnership between Aviva and START continues to support delivery of this service. Police are our most significant referral source of our inwards referrals, followed by self-referrals.

**“I would personally like to offer my thanks ... nga mihi nui Aviva. You helped my daughter leave a relationship of danger that I had no real knowledge of. You probably saved my mokopuna’s lives. Thank you for everything you do. God bless.”**

**Aviva supporter**

---

### **Aviva Youth**

Aviva’s Youth Service successfully operated until the end of September with support from the Wayne Francis Trust. This service has been hugely successful in supporting 12-25-year olds who identify across all genders who have experienced and/or used family violence, and as such this service has needed a diverse skill set and approach from staff. There are now, within the integrated Family Support Workers Team several staff who have excellent skills and experience in working with youth and are able to pick up these clients within their broader client support work.

A Rangatahi (Youth) Healthy Relationship Education Programme for 13-16-year olds ran at the Loft during term time. This programme delivered 20 hours of content around the life skills needed to connect in healthy relationships and live a life free from violence. The programme has been successful in working intensively not only with the young person, but also many of those within their wider circle including their families, social workers, and health professionals across the Christchurch and North Canterbury regions. There have also been several occasions where the team have supported other agencies and schools in family violence and pornography education. Only one group was run in this financial year due to low capacity of staff and very small number of referrals.

### **safe@home**

Our safe@home service aims to enable adults and children 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 who may be accessing any Aviva support service. In 2017 Aviva closed the service to external referrals and the service became integrated as part of the Family Support Worker service, rather than a standalone service. We improved the security of 43 homes, which provided 114 individuals with the ability to remain safely within their own homes.



Bev Shepherd and Tania Kitto, at the Volunteer Recognition Awards in June 2019



Volunteers at our Mitre 10 community barbecue

# Our Friends and Supporters

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

When we were founded in 1973, we were run entirely by volunteers. Still now, though we have a paid workforce, volunteers still play an essential role in the delivery of our services. Aviva was gifted a staggering 7,943 hours in the last financial year. The majority of these come from our after-hours SASSC volunteers, as well as student placements, Board members and gifted staff time. This is equivalent to 198 40-hour weeks or three and a ¾ years of full-time work, valued close to a quarter of a million dollars. This year, two of our wonderful volunteers – Bev and Renata - received awards at the Canterbury Volunteer Recognition Event in June.

Between 30 and 50% of Aviva's income in any year is from government contracts. The remainder of income is generated through contestable grants; donations and bequests; fundraising; and interest.

The myriad ways in which we are supported by the community makes a huge difference – knowing that so many people are committed to helping thousands of Cantabrians overcome the effects of family and sexual violence is what sustains us. Thank you to each and every one of them.

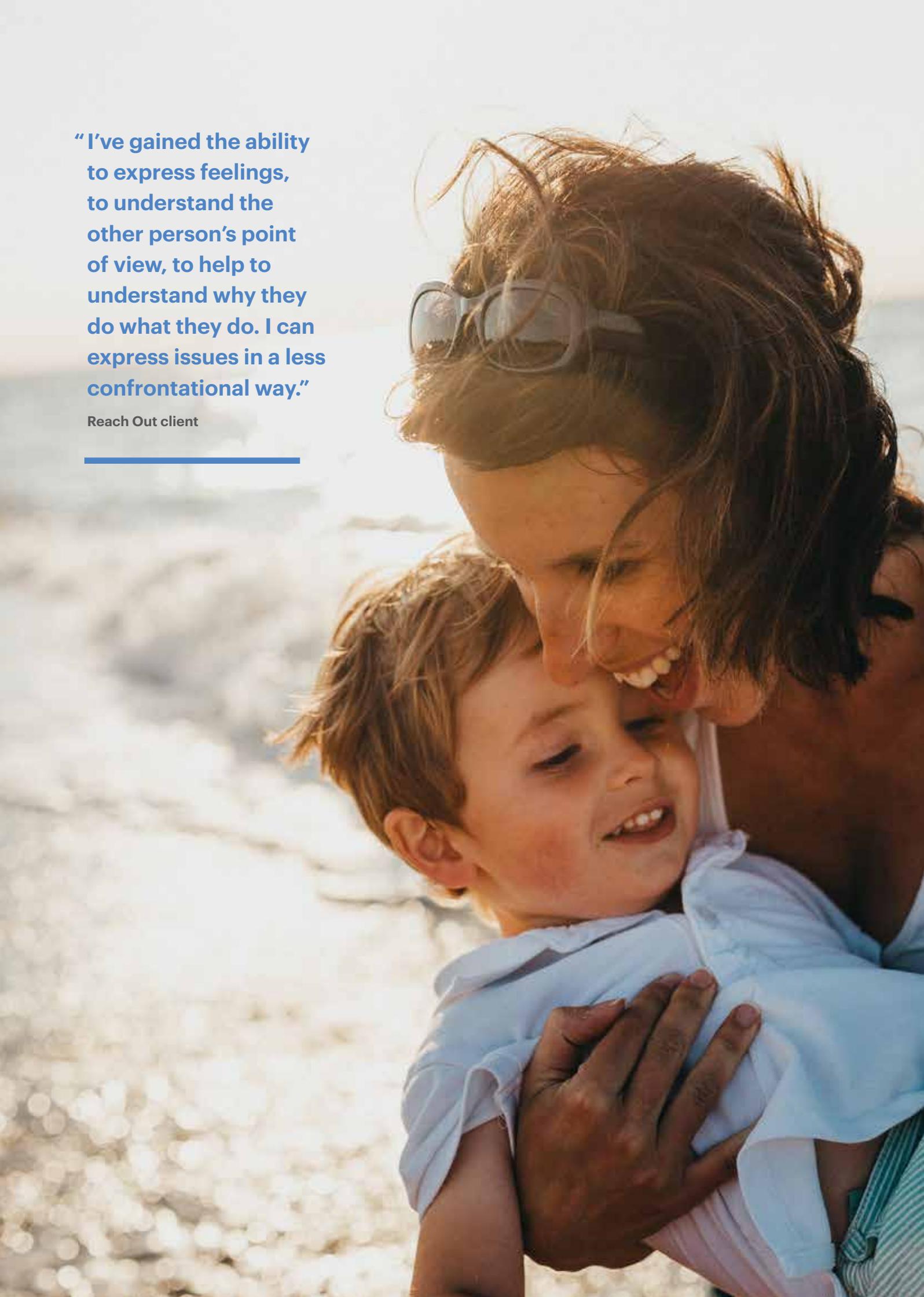
## Funders and organisations who support us:

- O800 Hungry
- 9Round
- ACE Aotearoa
- Air Rescue Services Ltd
- Anstiss-Garland Charitable Trust
- ANZ Staff Foundation
- Blogg Charitable Trust
- Book Club
- Canterbury Women's Legal Association
- Catholic Diocese of Christchurch/ Tindall/Hoatu Fund
- Chargeurs Wool (NZ)
- Christchurch Casino Charitable Trust
- Christchurch City Council - Community Grants
- Christchurch Earthquake Recovery Trust
- Christ's College
- Community Trust of Mid and South Canterbury
- Cornerstone Rides
- Cowdy and Co. Ltd
- David Ellison Charitable Trust
- Deloitte
- Department of Internal Affairs - Lottery Grants Board
- DMC & CMB Burnett Charitable Trust
- Donkey Society Canterbury
- Dove Charitable Trust
- Drummond Inheritance Fund
- Enlightened Solutions
- Estate of J Wilson
- Health Promotion Agency
- Helen Stewart Royle Charitable Trust
- Jean Stanbury Family Trust
- Jones Foundation
- Keith Laugesen Charitable Trust
- Kelliher Charitable Trust
- Linwood Community House
- Lion Foundation
- Lions Club of Christchurch Ferrymead
- Lois McFarlane Charitable Trust
- Lyttelton Lodge No 8
- Mainland Foundation
- Maurice Carter Charitable Trust
- Ministry of Justice
- Ministry of Social Development
- New Zealand Communities Growth Trust (NZCGT)
- New Zealand Community Trust (NZCT)
- Nia Christchurch Dance Jam
- NZ Charitable Foundation
- One Foundation
- Pub Charity Inc
- R. W. Bell Limited
- Rata Foundation
- Right to Life New Zealand Inc.
- Roy Owen Dixey Charitable Trust
- Scenic Hotel Group
- Sensi Holdings
- Seventh-Day Adventist Church - South Island
- Southern Trust
- St Andrew's Church, Oxford
- St Christophers Women's Fellowship
- Steadfast Foundation
- Stratford Garden Club
- The Canterbury Lawyers' Choir
- The Creek Trust
- The Strathlachlan Fund
- The Todd Foundation
- Trineo Ltd
- U3A Port Hills
- U3A Rolleston
- Von Burns Charitable Trust
- Whitebait TV

**“I’ve gained the ability to express feelings, to understand the other person’s point of view, to help to understand why they do what they do. I can express issues in a less confrontational way.”**

Reach Out client

---



# 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 2019.

The June 2019 financial year was a strong year from an operational point of view for Aviva as we supported more members of the wider Canterbury Community. Despite this increase in the support provided to the wider community the organisation faced a challenging year from a financial perspective with a material increase in the underlying operating deficit.

From an income perspective we saw a material reduction to \$2.6m in FY2019 from \$2.8m in FY2018. The core driver behind this reduction was a reduction in grants received from some of our larger supporters. Of note is the funding provided for delivery of our core services increased slightly in the FY2019 year.

On the face of it costs reduced significantly during the year but it is important to note that there was a \$0.7m donation made to the Aviva donation in FY2018. Normalising FY2018 for this donation, operating costs stayed relatively consistent between the two years despite the reduction in revenue. However, there were changes in relative cost categories where staff costs reduced and general overhead costs increased.

As costs remained consistent year on year where revenue reduced by \$0.2m, Aviva's operating deficit increased to \$0.3m. Instead of reducing services available, Aviva made a strategic commitment to support critical family violence services that were not funded.

The accumulated funds of the Aviva Charitable Trust at balance date totalled \$1.8m (down from \$2.1m at FY2018), of which \$1.4m relates to funds received, and held, on behalf of the Loft. Building of the

accumulated funds associated with Aviva continues to be a focus of the Board to ensure financial stability. Cash reserves reduced to \$1.0m in FY2019 compared to \$1.2m predominantly due to the operating deficit.

From a financial risk management perspective, the primary area of focus for the Board is to strengthen our non-contracted funding streams so that we can build cash reserves, develop a sustainable operating model and execute on strategic projects that deliver on our purpose. This will have the effect on building financial reserves. FY2020 will see a significant focus on general fundraising revenue.

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 of those funders who have continued to support Aviva in making a difference to our communities.

In terms of The Loft, and as the current head lessee, Aviva Charitable Trust holds the assets on behalf of The Loft. Once a new Loft entity is formed all assets, and any residual liabilities held by the Aviva Charitable Trust, will be transferred to this new entity.

The Board and Management wish to formally acknowledge and thank our External auditors, Deloitte, for their continued service and support of Aviva.

**Peter Cody**  
**Treasurer**

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

# Statement of Comprehensive Revenue and Expenses

For the year ended 30 June 2019

Statement of Financial Performance	The Loft	Aviva	Consolidated	The Loft	Aviva	Consolidated
	2019	2019	2019	2018	2018	2018
Revenue	\$	\$	\$	\$	\$	\$
Donations, fundraising and other similar revenue	-	250,934	250,934	87,000	159,517	246,517
Revenue from providing goods or services	677,012	1,162,837	1,839,849	599,726	1,499,150	2,098,876
Interest and other investment revenue	4,907	29,225	34,132	3,723	51,506	55,229
Other revenue	-	486,432	486,432	-	357,174	357,174
<b>Total Revenue</b>	<b>681,919</b>	<b>1,929,428</b>	<b>2,611,347</b>	<b>690,449</b>	<b>2,067,347</b>	<b>2,757,796</b>
<b>Expenses</b>						
Expenses related to public fundraising	-	12,743	12,743	-	3,762	3,762
Volunteer and employee related costs	225,592	1,622,925	1,848,517	193,446	1,741,421	1,934,867
Costs related to providing goods or services	-	82,069	82,069	-	84,064	84,064
Donations	-	-	-	-	700,500	700,500
Bad debts	-	(5,157)	(5,157)	-	12,971	12,971
Other expenses	564,826	371,482	936,308	543,989	333,032	877,021
<b>Total Expenses</b>	<b>790,418</b>	<b>2,084,062</b>	<b>2,874,480</b>	<b>737,435</b>	<b>2,875,750</b>	<b>3,613,185</b>
<b>Surplus/(Deficit) for the Year</b>	<b>(108,499)</b>	<b>(154,634)</b>	<b>(263,133)</b>	<b>(46,986)</b>	<b>(808,403)</b>	<b>(855,389)</b>

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

# Statement of changes in Net Assets/Equity

For the year ended 30 June 2019

## This Year (2019)

Description	Accumulated Surpluses or Deficits	Reserves	Total
<b>Opening Balance</b>	595,702	1,441,697	2,037,399
Total Surplus / (Deficit)	(263,133)	-	(263,133)
Transfer to Reserves	-	-	-
Transfer from Reserves	-	-	-
<b>Closing Balance</b>	<b>332,569</b>	<b>1,441,697</b>	<b>1,774,266</b>

## Last Year (2018)

Description	Accumulated Surpluses or Deficits	Reserves	Total
<b>Opening Balance</b>	1,451,091	1,441,697	2,892,788
Total Surplus / (Deficit)	(855,389)	-	(855,389)
Transfer to Reserves	-	-	-
Transfer from Reserves	-	-	-
<b>Closing Balance</b>	<b>595,702</b>	<b>1,441,697</b>	<b>2,037,399</b>

## Additional Information

Ki Te Tihi/The Loft Charitable Trust was formed in October 2018, however Aviva continues to act as Head Lessee of the premise called The Loft until the new entity is ready to trade – likely as of 1st July 2020. In this role Aviva holds all liabilities (e.g. the full rental obligation of the entire space) and assets (e.g. grant money committed to Loft capital and operation expenses). As at end of June, \$1,171,118 of net assets on our Balance Sheet relates exclusively to The Loft.



PO Box 24161, Christchurch 8642  
**0800 AVIVA NOW (0800 28482 669)**  
— 24-hour free phone  
T. 03 378 3847  
E. [enquiries@avivafamilies.org.nz](mailto:enquiries@avivafamilies.org.nz)  
W. [www.avivafamilies.org.nz](http://www.avivafamilies.org.nz)

**Rangiora Office**  
F. (03) 313 1082

**Find us on Facebook:**  
Aviva Families