

# Annual Report

1 JULY 2020 – 30 JUNE 2021



**“You make decisions in the darkness, not knowing where they’re going to lead but if you make the right ones, they end up leading you to the light. And the right one isn’t staying with a partner who is going to keep diminishing your self-worth.”**

Aviva client

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## Our Vision

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

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## Our Mission

To support whānau and communities to live free from violence.

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## Our Values

Together, we strive to create safe homes for all individuals, whānau and communities, through the principles of aroha, pono and tika.

### Relationships

We accept all people and their whakapapa as they are; and where they are on their journey. We honour the principles within Te Tiriti o Waitangi.

### Integrity

We work to best practice, offering an ethical, transparent and client centred approach.

### Social Justice

We engage in opportunities for courageous conversations through challenging times. We take a stand against social injustice.

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## Business Directory

AS AT 30 JUNE 2021

### ADDRESS

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New Zealand 8141

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### REGISTERED OFFICE

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Level 1, Eastgate Shopping Centre  
Christchurch 8062

### BOARD MEMBERS

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

### SECRETARY

Tracey Taylor

### AUDITOR

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

# Chair's Report



## He moana pukepuke e ekengia e te waka

In last year's Chair's report, I reflected on the storm that was the COVID-19 pandemic, the nationwide lockdowns and the added pressures these brought to our communities. Aviva worked tirelessly to navigate that storm and support our communities. And while we entered this last year with the hope of smoother sailing, the tail of that storm is long and has continued to have ripple effects. Thus, when reflecting on the last year, it feels fitting to use this whakataukī, which translates as "a choppy sea can be navigated", to describe the year we have had. It has been a year in which Aviva has continued to navigate these seas, to ensure we continue to support our communities, to find innovative ways to meet their needs, and to fight for social justice.

As I write this, it feels unbelievable that we are now in our third financial year impacted by the COVID-19 pandemic. On behalf of the Board, I'd like to mihi to everyone at Aviva for sticking together, and showing up for the clients that need us, through a time of unprecedented challenge.

In the 12 months of this Annual Report, while the world outside of Aotearoa was in lockdown, we were able to remain open as COVID-19 stayed out of Te Waipounamu | The South Island. Yet, to echo our General Managers' report, the year was "bookended" by lockdowns, and the choppy waves of the pandemic were ever present.

In mid-2020, Aviva lost a colleague and friend, Karen Latham, under devastating circumstances. While we acknowledged Karen in last year's report, I wish to do so again here. Karen's passing has had a huge impact on the Aviva whānau. I and the Board wish to acknowledge the pain of the loss and the impact it has had on everyone. And to Karen herself, and her whānau – te mamae me te pōuri nui e ngau kino nei.

As a Board we understand completely the importance of having a healthy and supported workforce –

because without our kaimahi, we simply wouldn't be able to do what we do. The mahi of the Aviva team is complex at the best of times, and when the world around them becomes more unpredictable and challenging, so too does their work. Since the pandemic began, our staff have been working under more pressure than ever before. With more and more people reaching out to them for help, alongside having to work in a completely new way, it is vital that our staff feel supported. We are now a year into our new three-year strategy, and part of that strategy is that Aviva will develop our reputation to be an employer of choice. Only by valuing and supporting our staff, will be able to deliver the service our clients deserve.

Another important part of our strategy is to continue to 'do what we do best' – that is to say, helping thousands to overcome family and sexual violence and its enduring harms. Not only do I have complete faith in the Aviva Team to deliver on this goal, but our ever-growing referral numbers, and the words of our clients clearly demonstrate that they do. For example, in early 2021 the Board had the privilege of hearing directly from one of our clients, who stated:

*"No words can express my gratitude for the work you and your team does. Our family mantra is now 'strong, brave, fierce' and we want to share it with you, since you have helped us live this. Forever grateful."*

Yet even as Aviva continues to deliver "business as usual" services, our Management Team and staff keep innovating. A key focus of our strategy is developing our work in early intervention and prevention, so that future generations can live free from violence. This year saw the development and introduction of Aviva's Seuga programme, aimed at restoring the wellbeing of Pasifika men. Nicky Sofai, one of our ReachOut Team, developed, built and coordinates the programme, which is delivered bilingually in Samoan and English.

Aviva has cultivated a diverse workforce – the benefits of this are clearly felt by our clients and by the Board. The knowledge, sensitivity and creativity that I saw them bring to our strategy workshops and know that

**“Thank you so much! The car is going to have a positive impact on so many aspects of our lives but the one I’m looking forward to is the big reduction in time it takes to travel each day running errands, which means I’ll have all that saved time to spend with my two beautiful boys and that is priceless to me.”**

**Aviva GoodLoans client**

they bring to their day-to-day mahi only strengthens our service. Cultural competency is vital to honouring the principles within Te Tiriti o Waitangi, and staff are encouraged to continue developing their competence, which includes undertaking The Loft’s Cultural Development training. In late 2020, Aviva kaimahi were privileged to be welcomed onto Ngā Hau e Whā National Marae – for many, this was their first time ever on a marae, and learning they will take with them for the rest of their lives. In the coming years, our intention is to continue developing Aviva’s bicultural practice.

At the time of writing, we are almost two years into a change of leadership. Yet when Gwenda and Nicki “took the helm” in early 2020, none of us could know what choppy waters they would need to steer us through. However, once again they have done so with grace and fortitude, often in the face of enormous challenge. On behalf of the Board, I would like to thank them for their unwavering commitment to Aviva and the staff who look to them for leadership and support.

As Chair, I would also like to thank my fellow Board members – Nathan, Peter, Michelle, Monica and Marian – for their commitment, creativity, insight and strategic guidance. In particular this year, I wish to acknowledge Michelle, to whom we have sadly said goodbye. Michelle brought to the Board expertise in Health and Safety, and demonstrated quiet and thoughtful perspectives on that which was in front of us. Michelle, we wish to thank you for your dedication to Aviva. We wish you all the best in your next endeavours, and always know you remain forever a part of the Aviva whānau. Tēnā koe i ō āwhitanga mai. Thank you for your time, collegiality and support over these last few years. Ā mātou mihi nui atu ki a koe.



Aviva Annual Appeal

Financially, Aviva ends the year in a strong position. This is thanks to the generosity of our funders, successful fundraising and support from the Government. We are truly grateful that so many people and organisations put their faith in us, to deliver high-quality, essential support through these times. Maintaining communication with our funders has been key for their continued support, and I’d like to acknowledge Gwenda and Nicki, and our fundraising team, for this. We know however, that while people’s need for support is not going to diminish, it is probable that rough financial waters are ahead. Therefore, the Board will continue our strategic thinking around how to use this funding for our community to have a sustained and positive impact.

I would like to end by re-iterating the Board’s thanks to everyone who, despite the difficult times we are facing, has made this year such a success. Thank you to each and every one of the Aviva Team, for your talent and dedication; thank you to our funders and donors – for believing in our mahi; thank you to our partners for the essential āwhi that complements ours. But thank you most of all, to the thousands of people, who with courage and vulnerability, put their faith in Aviva to help them create lives for themselves, which are free from violence. Tēnā tātou katoa.

**Abby Suszko**  
**Chair**

# General Managers' Report



When the new financial year started in July 2020, little did we realise we would close it off with similar sentiments to the prior year: gratitude, pride, slight discombobulation and a sense of comradeship. In a year bookended by two nationwide lockdowns, in which our staff faced numerous challenges, and enormous loss, never before has wellness been so important to all of us.

As Aotearoa came out of the first lockdown, the phrase “new normal” was heard everywhere. For many in Christchurch, it was not the first time the world we knew changed dramatically, but this time it was different. Because we returned to a world that looked the same as the one we left behind, and yet it wasn't the same. In the “new normal”, loved ones that were far away seemed even further; previously ordinary things felt risky; and so many things that felt stable and permanent turned out to be fragile and precarious.

Perhaps that's why, despite the first lockdown being over by the start of Financial Year 2021, more people than ever reached out to us for help. COVID-19 exposed existing inequalities, frustrations, fears, and things that weren't working everywhere, including inside households across Aotearoa. Throughout the year, we saw a 27% increase in calls to our support line – it started with the NZ lockdown, but didn't end when it was over. In fact, in March 2021, calls to Aviva's 24/7 support line were 16% higher than in March 2020, despite that being the month that we went into lockdown.

The entire team not only managed this increased workload, but did so with enormous grace, warmth and aroha – for each other, and for the clients we serve. Yet it would be folly to imagine that everyone came out

of the year unscathed – we know that they didn't. We know that, alongside the challenge of doing more work than ever before, many of the Aviva whānau faced significant challenges in their personal lives. We know many went through loss, illness, upheaval, uncertainty and more; we know how much strength and courage it took for them to keep going. Early in the year, we lost our dear friend and colleague Karen. Those of us who knew and loved her continue to miss her humour, her empathy and her spark; we still feel the shock of her death and the warmth of her memory.

Wellness matters. It could go without saying, but it shouldn't. Because acknowledgment leads to action, and we are committed to the wellbeing of our staff, no matter what that looks like. It goes beyond taking time off when sick, or accessing EAP and supervision. Just like with our clients, we do what it takes to ensure that not just the physical, but the emotional, familial and broader wellbeing of our members of our team. Over the last year, we've supported staff in every way we could. We've listened, we've encouraged, we've cared, and we've been available.

We've also celebrated successes and, we hope, provided opportunities for laughter, fun and connectivity. And we truly hope every single one of our team knows they're valued – not just for the work that they do, but for the uniquely wonderful people that they are. These things matter because we know that without a strong foundation to work from, our staff simply couldn't do what they do. Without them, we wouldn't have had a year which – in spite of everything – was full of reasons to be grateful.

This year, everyone demonstrated their ability to adapt, to innovate, to lead, and to do whatever it takes to help Aviva succeed and grow. From taking the initiative to make change and campaign for societal change; to the development of specialist programmes where they identified need; to adapting and expanding the services we offer, so much has been led or driven by our staff and we couldn't be prouder.



Aviva staff visit to Ngā Hau e Whā National Marae

From a fundraising perspective, we celebrated a hugely successful year, thanks not only to the team, but to the public's generosity. We were also well supported by our funders and the government. We only hope that, going forward, public support continues to meet the demand for our services.

In addition to increased public support, our partners and partnerships continued to strengthen. Five years after its inception, The Loft became a standalone entity – we are proud and impressed with how far it has come, and remain close collaborators, for the wellbeing of our clients and wider community. We also continue to work with She Is Not Your Rehab's men's support group. Their mahi of creating a safe space for men's vulnerability makes an immeasurable difference in homes across Ōtautahi and beyond. We are incredibly grateful for the work that they do and witnessing their success and being part of their community is a constant privilege.

Last, but definitely not least, we would like to thank our wonderful Board. Each and every one of them has been a constant source of support, dedicating countless hours of time to their roles. We're so grateful to our Chair Abby, for her leadership, her enthusiasm and most of all her warmth. We also extend enormous gratitude and thanks to Michelle – we're so sorry to see her leave as a Board member; over the years her insight and guidance has been invaluable.

**“No words can express my gratitude for the work you and your team does. Our family mantra is now ‘strong, brave, fierce’ and we want to share it with you, since you have helped us live this. Forever grateful.”**

**Aviva Family Violence Services client**

And to Peter, Nathan and Marian – each of them has brought their own unique expertise and energy, to the governance of Aviva. Nga mihi nui.

To all of our clients, our staff, our Board, our supporters, partners and to each other: we know it's been a challenging year, and we couldn't have done it without you all. Thank you for showing up, for being you and for creating a whole which is stronger than the sum of its parts.

**Gwenda Kendrew & Nicki O'Donnell**  
**General Managers**

# Summary of Key Statistics FY21

Description	Actual 2020/2021	Actual 2019/2020	% up/down on previous year
<b>Calls for support</b> via Aviva's 24-hour 0800 line	4675	3673	27% increase
<b>Total number of clients</b> - children, youth and adults supported to <b>overcome Family Violence or Sexual Assault</b>	1490	1455	2% increase
Average days in service per client	63	54	17% increase
<b>Children and young</b> people 18 and under supported to overcome experiencing family violence	222	228	3% decrease
<b>Adults</b> supported to overcome experience or use of <b>family violence</b>	583	620	6% decrease
People supported to overcome <b>sexual assault SASSC</b>	706	617	14% increase
People supported to overcome <b>use of violent behaviour:</b>	130	145	10% decrease
<b>Seuga participants</b>	10	N/A	New service
People attending <b>Peer Support Service's</b> community development trainings	60	69	13% decrease
<b>Financial wellbeing</b> conversations held	261	218	20% increase





**“Aviva and Seuga have helped me learn how to control my anger, how to support my family the healthy way, and for me to build a strong personality and understand what this means for my wellbeing.”**

Seuga client

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# Client Services Report

2021 was a year of growth for Aviva – in many ways this was unavoidable, as demand for our services increased so significantly. Although the Covid-19 lockdown was (just) over when the financial year began, calls to Aviva not only remained high, but increased greatly.

It was not just our client numbers that increased, we also expanded and adapted the services we offer – with new programmes, such as Seuga for Pasifika men, the creation of our Crisis Intervention Team, and the expansion of services offered by SASSC. We are tremendously grateful that additional funding, both government and philanthropic, enabled this growth.

It is important to note, however, that much of this funding comes from Covid-19 related grants, and going forward it will be critical to maintain the same levels of funding, as demand for our services has not gone down, despite the moment of national crisis having been (ostensibly) over for more than a year now. We currently have the largest clinical team we have had within the agency for some time, and the diversity of our growing workforce only enhances the responses we can provide to the vast range of people who come to us for support.

The **Family Support Worker (FSW)** team continues to deliver a core service within Aviva, undertaking many referrals for adults, youth and children who have experienced family violence, across Christchurch, North Canterbury, Selwyn and Ashburton. With an increased workload of 48% for adult Family Violence Education, we are extremely proud of the hard work, dedication and resilience of our team of support workers. The FSW team continued to receive a high number of referrals this year. At times we have needed to operate a waitlist, to ensure managed workloads; this practice ensures manageable, effective case

management offering best practice for our team and our clients. Further, Covid-19 meant that clients and their families presented with more complex and multi factorial needs; we worked with clients for longer than we have had in the past, until we were confident they were safe, stable, well supported and able to thrive. This resulted in us providing an additional 13,410 days of additional support.

This year saw the introduction of Aviva's **Crisis Intervention Team** – this team of 3 supports people in immediate crisis for a period of time, until they can be connected to longer term supports, such as other Aviva services. The Crisis Intervention Support role (previously Te Ara Atea Wayfinder) which supports those who walk into The Loft and identify a need for Family Violence supports, has continued to grow over the past year. This was previously part of The Loft's service but now forms part of the Aviva Crisis Intervention service.

For the first half of the financial year, the **Aviva 24-hour support line** was managed during business hours by clinical staff who provide support with enquiries, safety planning, and advocacy (e.g. with lawyers). A Covid-19 grant from Lotteries, has since enabled us to be able to offer a fixed term contract to 1FTE, to manage the support line. This role forms part of our Crisis Intervention Team, and has been vital in the aftermath of Covid-19, as calls to the number have been higher than ever. We received 4675 calls in the last year – this is exactly 1002 more calls to the line than the year before (and an increase of 27%), despite FY2020 being the year in which the Covid-19 lockdown fell.

The Ministry of Justice contracts us to provide **family violence educational programmes** to children and adults experiencing violence; Aviva provides this education in 10-week long groups or adapted individual programmes. In the last year we have provided group or individual programmes to 339 women – a significant increase (48%) on the last year - and 130 Tamariki [5-12]. A challenge we have faced

with Tamariki in the last year, has been being unable to attain consent from both caregivers to be able to work with them. A need that we identified this year was clients needing support with transportation. Aviva either provided petrol vouchers or transportation to clients who needed help getting to the venue. We are very grateful to emergency funding and donations from the local community, which allow us to offer this.

The **ReachOut** service, for adults and youth, using or at risk of using violence, continued to receive regular referrals. The service operates as part of the FSW Team with 4 of the team focused on this specific service. We are pleased to be able to offer a co-gendered focus to this work, with the varied experience and viewpoints bringing an excellent balance to this service. Whilst this service receives significant self-referrals, relationships with agencies such as the Police, Probation and other social service networks enables referrals for those who have recognised a need to consider behaviour change management. Through the year, 170 referrals were received and 130 clients actively engaged in the service. Client numbers were aligned exactly with the contract deliverable expectations. The calibre of the staff engaged in this service brings a high and varied level of service, support and professionalism to these specific clients and maintains strong client engagement. Our relationship with 'My Father's Barber' / 'She is not Your Rehab' has continued to strengthen through this financial year. The request from their team to engage in their support group specifically for men who use or have the potential to use violence, brought about a conversation with Aviva and our ReachOut team. At present one of our male Pasifika staff attends the monthly forum and offers opportunity to engage with a formal service as and when appropriate. This relationship is critical in our community in offering relevant support to men faced with this challenge around violence within relationships. It provides a safe space for the men to talk about their experiences and share with peers what they have learnt and are struggling with. This group is co-facilitated with a staff member from Mapu Maia, which also operates at The Loft, the owner/operator from MFB and our worker. It also often includes an invited guest. This group also offers service users an opportunity to maintain their engagement with Aviva past the usual 1:1 intervention of ReachOut, therefore increasing their support to maintain positive change.

Philanthropic funding has enabled us to develop our **Seuga** service, a Pasifika Men's therapy programme, which contributes to positive outcomes for the men involved. Some men attending the programme are also engaged with other family violence services as



ReachOut team at Seuga Graduation.

directed by the court, however, they still attend the Seuga programme as it is culturally relevant for them.

**Youth** are supported within the integrated FSW/ ReachOut Team, with several staff who have excellent skills and experience in working with youth and are able to support these clients within their broader "Business as Usual" work. This year, new staff members with specialism/background in youth work joined us, increasing our capacity to work with young people.

**Peer Support Services** continue with a team of 0.75 full-time equivalent (FTE) clinical staff, 1 part time volunteer and a part time administrator, who ably support the facilitator/coordinator. This financial year we continued to work on the **Whānau Resilience** contract alongside 5 other Loft partners, and we host the funding for this contract. The aim of Whānau Resilience is to create strong, resilient communities where whānau are supported to live violence free and to eliminate violence for the next generation. It involves local groups of providers working together in their regions to design services for people. The partnership has had one FTE who is the lead kaimahi within our collaboration, attending hui weekly and participating in the co-design of this new MSD contracted mahi. We are now, at the time of writing, one year into a five-year contract. This year has been focused on co-design and going forward, will be in its implementation phase.

We have continued to offer **Peer and Community Development** training, by way of 'Purposeful Peer Support' (PPS) training and 'Train the Trainer', a new leadership and facilitation training, for people who have already undertaken PPS. This year we have also

provided Child Protection training, and Screening and Brief Intervention training. Further, we have expanded our community development into specific industries, being invited to train Property Managers in supporting tenants who are living with family violence. Specialist Peer Support continues to deliver one-to-one work, with 8 new referrals this year.

The **Sexual Assault Support Service Canterbury (SASSC)** is contracted to engage within Selwyn and Ashburton regions, alongside our services being offered across Christchurch and North Canterbury. The team has 7.5 FTE clinicians and part time administration support, providing capability to service the additional demand. A new Senior Client Services Manager leads this team. North Canterbury continues to be supported with regular clinics held at our Rangiora office, whilst most clients are serviced through our Christchurch office within The Loft. Rolleston District Council still provide us with a suitable room in their Community House and Ashburton's Community House is available as 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, followed by self-referrals. Our relationships across the region with supporting sexual assault services is paramount in creating and maintaining effective support and service for our clients. This year, we secured a contract to offer court support to victims of sexual violence, enhancing our ability to provide specialist support to individuals at every stage of the journey. At the time of writing, one of our SASSC clinicians is supporting clients who have engaged in the Royal Commission enquiry into historical abuse within state care.

**safe@home** 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. In the last year, we improved the security of 23 homes, providing individuals and families with the ability to remain safely within their own homes.

Our **Community Finance** service has been rebranded to **GoodLoans** and the service continues to evolve. We now offer a new programme called DebtSolve, which supports clients on their journey to debt free life

through coaching and debt consolidation. This year we have seen growth in our enquiries by 45% to 1,051 (567 last year). The significant increase in enquiries has not seen the same growth in the number of financial conversations held. This indicates a new trend that although there is a higher demand for lending many do not meet our lending criteria and/or their needs are met by high interest lenders and buy now, pay later providers in instant gratification manner. Nevertheless, we held 261 interviews (16% increase on last year), with 49% loans being submitted and an average 75% conversion rate into loans approved (81 NILS and 23 StepUP), which is 30% increase on last year.

## Additional Information

**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, and this offers additional skill and experience in the service and support we can offer.

We engage all our clinical teams in internal and external **supervision**, and offer both training and development alongside operational management.

The Senior Management Team and Aviva Board continue to discuss strategic direction into the years ahead. Risk Management and cultural inclusion have had some intentional focus this year, with the Board supporting increased understanding and development within culturally appropriate best practice and Te Reo within service and also formal gatherings (such as Board meetings). Aviva acknowledges the need to be accessible to any and all clients if people chose to engage in our services, and the responsibility for Aviva to continue to be developed in supporting other ethnicities for the time people are engaged with us is paramount. As part of a Loft wide initiative, Aviva staff share in a regular cultural development programme supported by local kaumatua.

Through all our services we aim to support our clients to create safer futures for themselves and their families. Our holistic approach is to work with both those who use violence and those who experience it; to work with children, young people, and adults; and to offer specialist services related to sexual assault within or outside personal relationships. Safety planning is a key element of the work that we do with all our clients, and we believe that education is vital to breaking the cycle of family violence. In the coming years, we will have more intentional, strategic focus on early intervention and prevention.

# Our Friends and Supporters

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

Like so many charities, when we were founded, we were run entirely by volunteers. Now we have a paid workforce, but volunteers continue to play a vital role in both fundraising and the delivery of our services. This year we were gifted an impressive 4247 hours; this is the equivalent of 106 additional weeks' full-time work and demonstrates how vital and valuable the contribution of volunteers is to Aviva.

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

The variety of ways the community supports us makes a significant difference; that so many people believe in what we do, and want to support us to help thousands of people overcome the harms of family and sexual violence is

truly humbling. Thank you for your support, and for putting your trust into us.

## Donors who have supported us in the last financial year:

- 12 Bar / Moon Under Water
- 27 Steps
- 2degrees
- Altitude Pole and Fitness
- Anstiss-Garland Charitable Trust
- Anytime Fitness
- ANZ Staff Foundation
- Arise Church
- Blogg Charitable Trust
- Bolt of Cloth
- Canterbury Patchwork & Quilting Guild Inc
- Canterbury Scientific Ltd
- Canterbury Women's Legal Association
- Chargeurs Wool (NZ)
- Christchurch Aunties
- Christchurch Casino Charitable Trust
- Christchurch City Council - Community Grants
- Christchurch Earthquake Recovery Trust
- Community Governance Team (Banks Peninsula)
- Cowdy Real Estate
- Craigs Investment Partners
- David Ellison Charitable Trust
- Department of Internal Affairs - Lottery Grants Board
- Dove Charitable Trust
- Drummond Inheritance Fund
- EN GEO + The Dream Trust
- Enlightened Solutions
- Farmers Mutual Group
- Hoatu Fund
- Hughes Developments Limited
- Jones Foundation
- Kahukura Trust
- KB Electrics
- Keith Laugesen Charitable Trust
- Kelliher Charitable Trust
- Launch Foundation
- Lincoln Anglican Parish
- Lincoln Women's Institute
- Lions Club of Akaroa and Bays
- Lions Club of Christchurch Ferrymead
- Lions Club of Christchurch Pegasus
- Little Genie
- Lois McFarlane Estate
- Macpac
- Mainland Foundation
- MainPower Electricity Distribution Network
- Maurice Carter Charitable Trust
- Mod's Hair
- My Father's Barber
- New Zealand Communities Growth Trust (NZCGT)
- New Zealand Community Trust (NZCT)
- Pub Charity Inc
- R. W. Bell Limited
- Rangi Ruru Girls High School
- Rata Foundation
- Research First
- Rotary Club of Garden City
- Rotary Club of Linwood Woolston
- Southern Trust
- Terra Viva Home & Garden
- The Creek Trust
- The Crusaders
- The Methodist Church of New Zealand
- The Salvation Army
- Tindall Foundation
- U3A Rutherford
- United Way
- William Toomey Charitable Trust

# Treasurer's Report



## The Aviva Board of Governance is pleased to present the financial statements for the Aviva Charitable Trust for the year ending 30 June 2021.

The June 2021 financial year was a strong year, which continued to build on a strong 2020 performance, with increased community impact across several areas, combined with an overall reduction in the full year financial loss. This is despite COVID impacting our ability to deliver services to the community in traditional ways.

From an income perspective we saw an overall increase in income from \$2.9m in FY2020 to \$3.7m in FY2021. The main drivers associated with this change included:

- increase in funding support from the Ministry of Social Development;
- increase in funding support from the Ministry of Justice;
- Aviva was the recipient of a very generous bequest;
- offset by a reduction in grant based income.

Overall costs jumped significantly from FY2020 to FY2021 by \$1.2m. The main contributor to the increase was the transition of assets to the Loft of \$0.9m which has been recorded as a donation. The other key contributor to this increase in overheads was a \$0.3m increase in remuneration to staff which was a mix in increased staffing numbers coupled with increases in pay rates. Other costs remained relatively unchanged.

Despite an increase in revenue, the \$0.9m donation of goods to the Loft meant that Aviva unfortunately recorded a \$0.4m net loss for the year. A disappointing result but it is important to understand that the core operations of Aviva delivered a strong financial result and continues a wider shift to sustainable trading levels.

The accumulated funds of the Aviva Charitable Trust at balance date totalled \$1.2m (down from \$1.7m at FY2020). There were two core changes during the year associated with the transfer of assets to the Loft that saw some large changes in the statement of financial position. These included:

- \$0.9m reduction in property, plant and equipment as assets were transferred to the Loft;
- this was offset by a \$0.9m reduction in Aviva reserves as these assets were held on behalf of the Loft.

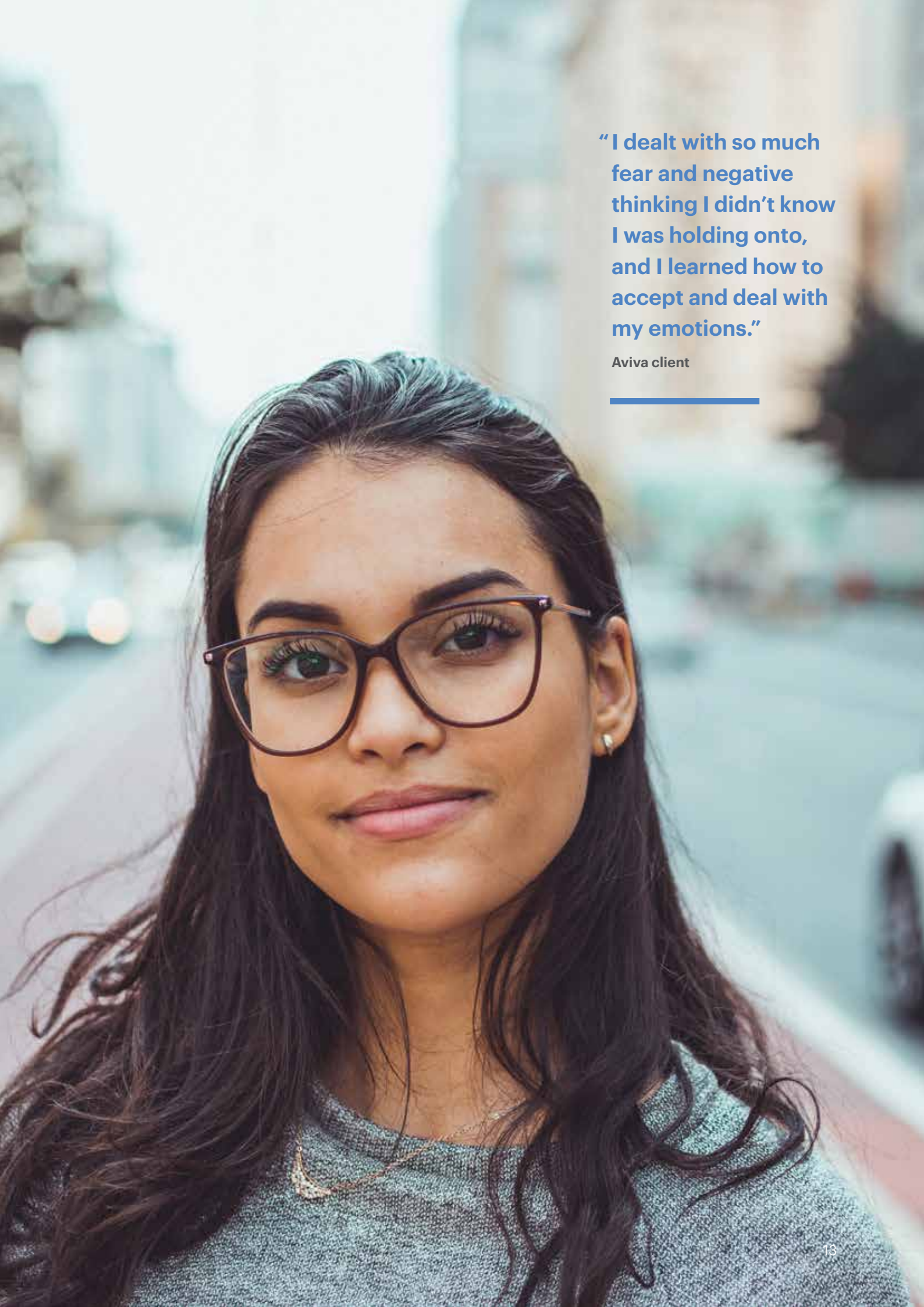
Other than these two core changes, we saw cash reserves continue to increase, which is helping to build financial resilience for Aviva.

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. FY2022 will see an ongoing focus on delivering on the needs of our communities, plus exciting progress on our fundraising strategy.

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

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

**Peter Cody**  
**Treasurer**



**“I dealt with so much fear and negative thinking I didn’t know I was holding onto, and I learned how to accept and deal with my emotions.”**

Aviva client

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

# Statement of Comprehensive Revenue and Expenses

For the year ended 30 June 2021

	2021	2020
	\$	\$
<b>Revenue</b>		
Donations, fundraising and other similar revenue	296,859	185,347
Revenue from providing goods or services	2,983,525	2,085,563
Interest and other investment revenue	5,396	28,559
Other revenue	468,807	625,113
<b>Total Revenue</b>	<b>3,754,587</b>	<b>2,924,582</b>
<b>Expenses</b>		
Expenses related to public fundraising	3,784	3,174
Volunteer and employee related costs	2,250,364	2,005,968
Costs related to providing goods or services	109,022	49,929
Donations	919,960	210
Bad Debts	7,829	8,605
Other expenses	893,185	913,964
<b>Total Expenses</b>	<b>4,184,144</b>	<b>2,981,850</b>
Surplus / (Deficit) for the Year	(429,557)	(57,268)
Other Comprehensive Revenue and Expenses	-	-
<b>Total Comprehensive Revenue and Expenses for the Year</b>	<b>(429,557)</b>	<b>(57,268)</b>



**“I’m really noticing the difference your sessions are having on Finn\*. The anger hasn’t gone but he’s recognising and acknowledging that it’s not right and he shouldn’t have reacted how he did. Thank you so much for what you’ve achieved in a short space of time.”**

Parent of Tamariki client, \*name changed

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

# Statement of changes in Net Assets/Equity

For the year ended 30 June 2021

## This Year (2021)

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

## Last Year (2020)

Description	Accumulated Surpluses or Deficits	Reserves	Total
<b>Opening Balance</b>	332,569	1,441,697	1,774,266
Total Surplus / (Deficit)	(57,268)	-	(57,268)
Transfer to Reserves	-	-	-
Transfer from Reserves	-	-	-
<b>Closing Balance</b>	<b>275,301</b>	<b>1,441,697</b>	<b>1,716,998</b>





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