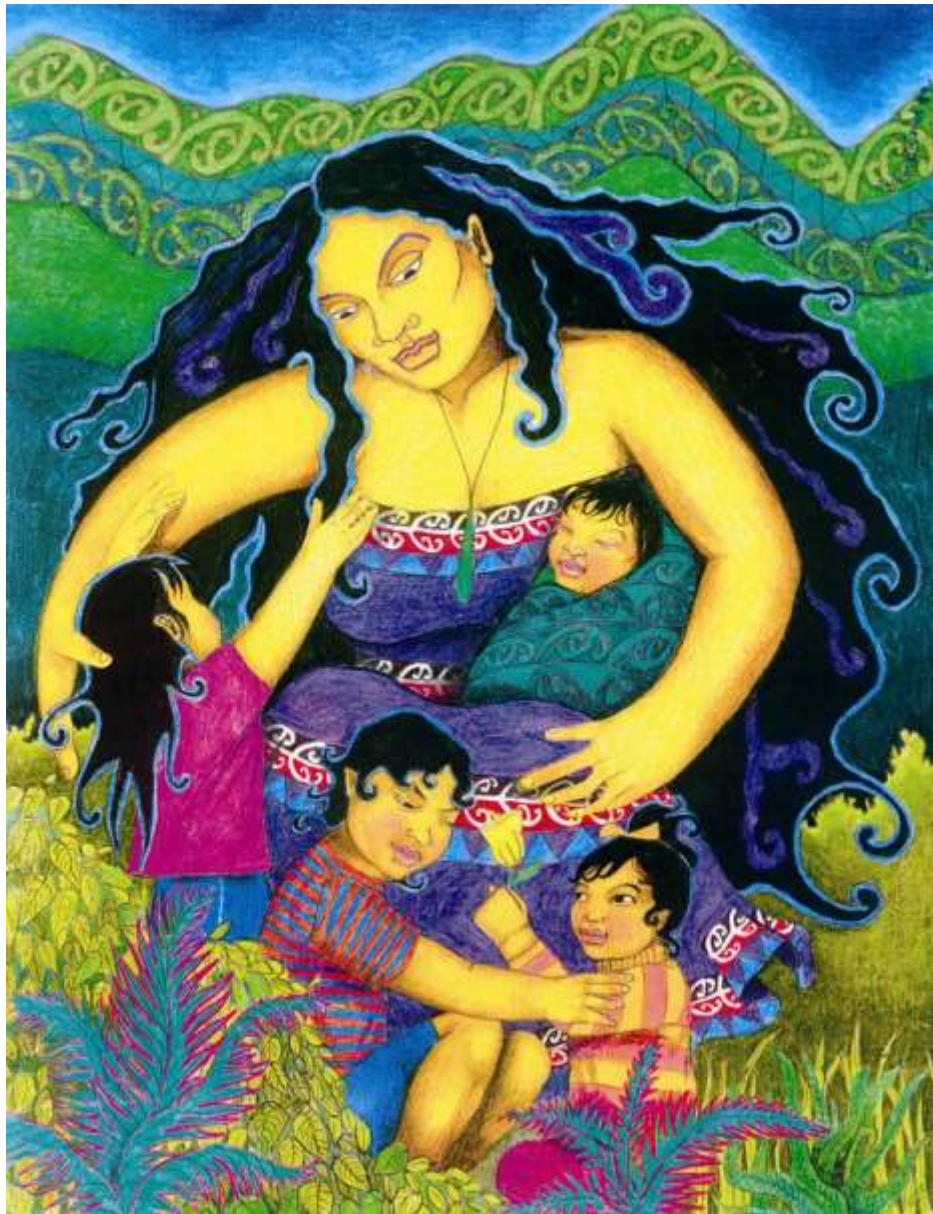


# *Wellington Women's Refuge Annual Report*

*1<sup>st</sup> April 2014– 31<sup>st</sup> March 2015*



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## Organisational Overview

**This is our 37<sup>th</sup> year providing services to women and children in the Wellington Community. We work alongside our sister Māori Women's Refuge, Te Whare Rokiroki who provide services to Maori women and children. Our services are confidential and we support women whether they choose to leave or stay in a relationship. We work in a holistic way with survivors of domestic violence; advocating in all areas that affect a woman's situation, referring as needed to other specialist organisations and walking alongside and empowering her to make safe decisions for the future.**

**Vision:** *All women & children living free from fear and violence.*

**Mission:** *Intervention, Prevention and Advocacy for all women and children experiencing domestic violence.*

**Who:** We work with women and their children who have experienced or who are experiencing domestic violence. Domestic violence involves one person dominating and controlling another person in a relationship. This can include a range of power and control tactics and may not always involve physical violence; the abuse does not have to be physical violence for someone to access our service. The women we work with are from a range of ages, ethnicities, sexual orientations, and socio-economic backgrounds.

**Where:** The area we cover is Wellington city and surrounding suburbs up to but not including; Newlands/Johnsonville which is covered by Porirua Refuges and Petone which is covered by Hutt Refuges.

**How:** Wellington Women's Refuge provides support, information and advocacy to survivors of domestic violence; walking alongside and empowering them to make safe decisions for their future. We believe in women making their own decisions and don't put pressure on them to take steps they are not ready to or don't want to. We will refer to other agencies as required and advocate with services such as police, lawyers, courts, housing, or Work & Income. We provide women and their children with the option of a safe place to stay, and also support women and their children in the community. We operate a community office and a 24 hour crisis telephone line assisted by a roster of volunteers responding to the crisis line outside working hours.

**Structure:** We operate under a governance board, currently made up of 6 members; three who were already experienced volunteers with our organisation and three new to the organisation who were invited on for their skills and experience. Day-to-day operations are coordinated by our manager; we have a team of seven paid staff ensuring comprehensive services are available to clients and around 20 dedicated volunteers who support the organisation including filling the crucial role of answering answer the crisis-line outside of working hours.

**How to refer:** We are a free and accessible service; we don't have waiting lists for our crisis and social work support services. We take self-referrals as well as those that come from other people such as agencies, police, family and friends. A referral is as simple as a call to the crisis line or office.

## Support & Advocacy: Community Services

*Our community office based at level 1, 264 Cuba Street is open 9-5 weekdays. The office is easily accessible to clients and is a base for enquiries from the public, support work with clients, meetings, education and programme work.*



*Our three community social workers: Rita Harris, Gloria Medina and Sarah Callander.*

Over the past year, Wellington Women's Refuge has supported **242 women and 237 children** as community clients. This is on a par with the previous year and shows the need for support from women and children in our community has remained steady. Our social workers carry high workloads with a steady demand for service. Our community clients may still be in an abusive relationship, have somewhere safe to stay, have come out of the safe-house, or the focus may be on remaining safe in their homes. Community clients are still very much in need of crucial ongoing support and advocacy.

The service provided to these clients includes a nonjudgmental and confidential listening ear, information, referrals and safety planning. Also provided is support and advocacy with other agencies such as police, lawyers, housing, Work & Income, and support through the court process.

The families we work with represent a diverse group of women and children from a variety of socio-economic and cultural backgrounds. These families show immense bravery and strength during a stressful and often traumatic time in their lives. The majority of families who access Wellington Women's Refuge do so through self-referrals and many are reaching out for the first time.

### **Community Client feedback forms 2014/15:**

*"I no longer felt like I had to do everything by myself"*

*"I wish I'd known about Women's Refuge before last year.....I know better now, thanks a million times."*

*"I felt like I wasn't meant to be there! I felt like I was wasting her time...until she talked with me, then I felt so welcomed and relieved"*

*"My social worker was fantastic, I felt she listened and understood. Allowed me to form my own conclusions and supported me straight away."*

*"They were so welcoming and understanding. They went over and above to make sure I was safe and that if I needed anything or to know anything or to know anything, I could contact them. My social worker was and is amazing. A real guardian angel."*

## Safe-house Services



*Kay Flude our Safe-house Coordinator has worked diligently with a high workload over the last year to provide a welcoming atmosphere along with on-going support to all women and children staying in the safe-house.*

The Wellington Women's Refuge safe-house is a residential home at a confidential location where women and their children who are escaping domestic violence can be safe while they plan for their future. Coming into the safe-house is a huge and often frightening step and women can feel safe in the knowledge that their safety is our top priority and that their choices regarding their future will be listened to and respected.

During the year 2013/2014 we supported **51 women** and **43 children** in our safe-house. These statistics show a 15% increase in women needing safe-house support and reflect a busy year for our residential services. This has meant we at times struggled to provide beds to meet demand; on occasion we used a sofa bed in our lounge as an emergency bed. We also relied on our sister Refuge Te Whare Rokiroki to provide safe-house accommodation for our families when they had space. Despite the extra pressures at times throughout the year we maintained our commitment to not turning away women needing safe-house accommodation for safety from domestic violence. The average stay was **18 nights per family** this average includes women who may stay for one or two nights during a crisis and those who may stay a few months due to the need to ensure ongoing safety and also waiting for housing to become available.

We provide information, support, and advocacy to all families during their stay with us and this support carries on once the family returns to the community for as long as it is required. Thanks to generous donations from the public we are often able to assist families with furniture, bedding and other household items for their new home. This can make a significant difference to a family that may have had to leave their home with few of their belongings.



*This gorgeous teddy bear patchwork quilt is from the annual donation of around seventy quilts we receive from the generous & talented members of Wellington Quilters Guild. These quilts are shared between Wellington Women's Refuge and Te Whare Rokiroki, Maori Women's Refuge and contribute to making the safe-houses cosy and welcoming and are also able to be given out to families for their new home.*

### **Safe-house client feedback forms 2014/15:**

*"It was a very nice warm feeling of welcoming, I felt so secure with the area & was just an 'oasis' the garden especially"*

*"I didn't feel like I had to do everything by myself, the house had everything I needed"*

*"So supportive, helpful, patient & calming.....Someone was always happy to support me which made it so much less stressful"*

*"We always had help with extra food and even lifts to appointments when I couldn't afford to get there."*

*"They were just fantastic housemates we shared food, experiences in life in general and the laughter"*

*"Was not feeling well then moved into safehouse and began to feel better, it was easy to speak to workers even though I was shy"*

## 24/7 Crisis Line

Wellington Women's Refuge operates a 24/7 crisis line which **received 1387 calls** in the last year. Our crisis line is **available 24 hours a day, 7 days a week, and 365 days of the year**. This is a vital service as accessibility is a must for women in domestic violence situations who may have limited opportunity to ring or need crisis support outside of working hours. Our after-hours volunteers work from their homes, with an answering service connecting the phone calls through to their own phone. We are dependent on the huge number of hours donated by voluntary staff.

Women seeking support can ring our landline number or the 0800REFUGE national calling number, responding to the prompts to come through to their local Women's Refuge service. With the shift towards mobile phones rather than land-lines it is reassuring to know that lack of credit on a phone will not prevent a woman from phoning for support.

We continue to provide a shared crisis line with our sister Māori Women's Refuge, Te Whare Rokioki. During the working day the crisis line comes through to the two individual Refuges and is answered by paid staff, after-hours the two Refuges share a crisis line with volunteers from both Refuges sharing a roster, taking calls on behalf of either Refuge. This collaboration is a great way to share resources to work together for all women needing domestic violence support in the Wellington community.

Our crisis line offers a 'non-judgmental ear' for women experiencing domestic violence and also offers support, information & advocacy when requested. Most women contact us through our crisis line or community office. Others come to us via police, lawyers, Work & Income, health, and community workers. Sometimes a friend or family member of a woman experiencing family violence may call our crisis line for information.



*Ready to take calls on our shared crisis line! Trainers & Trainees from our 2014 "Women's Refuge Advocacy Training" intake. All new staff and volunteers complete the 51 hour, 8 week training for Wellington Women's Refuge and Te Whare Rokioki.*

## Counselling Services



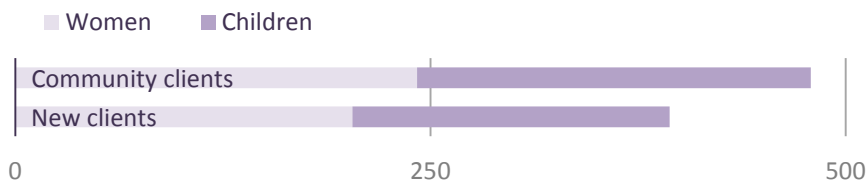
Counsellor: Rachel Kiel-Taylor

This year we extended our services to include in-house counselling after identifying a gap for those clients, who needed, in addition to our social work services, some professional counselling to support them with recovering from trauma, making choices and moving forward. We identified the need for this service for our clients as we found it difficult to access free, specialist domestic violence counselling services, who had space for new referrals. We have been privileged to contract Rachel Kiel-Taylor to provide this service. Rachel comes to this role with a counselling degree, as a qualified teacher and with 20 years' experience working in the domestic violence field. To ensure this service is able to be provided free to our clients we have managed to secure some small grants and are seeking more to ensure this service can continue.

## Statistics 1<sup>st</sup> April 2014 – 31<sup>st</sup> March 2015

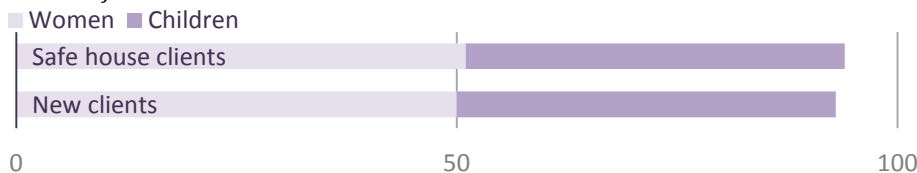
### Community Clients

*Wellington Women's Refuge worked with 479 community clients this year of these, 394 were new clients. For both new and existing community clients, slightly less than half were children.*



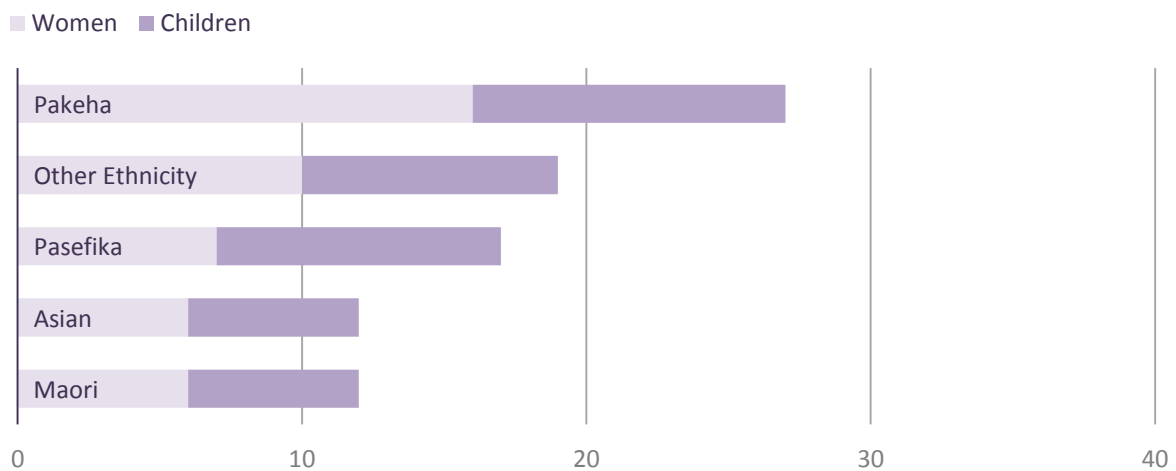
### Safe-house Clients

*Wellington Women's Refuge worked with 95 Safe house clients this year an increase from 86 last year. Of these, 93 were new clients. For both new and existing safe house clients, slightly less than half were children.*



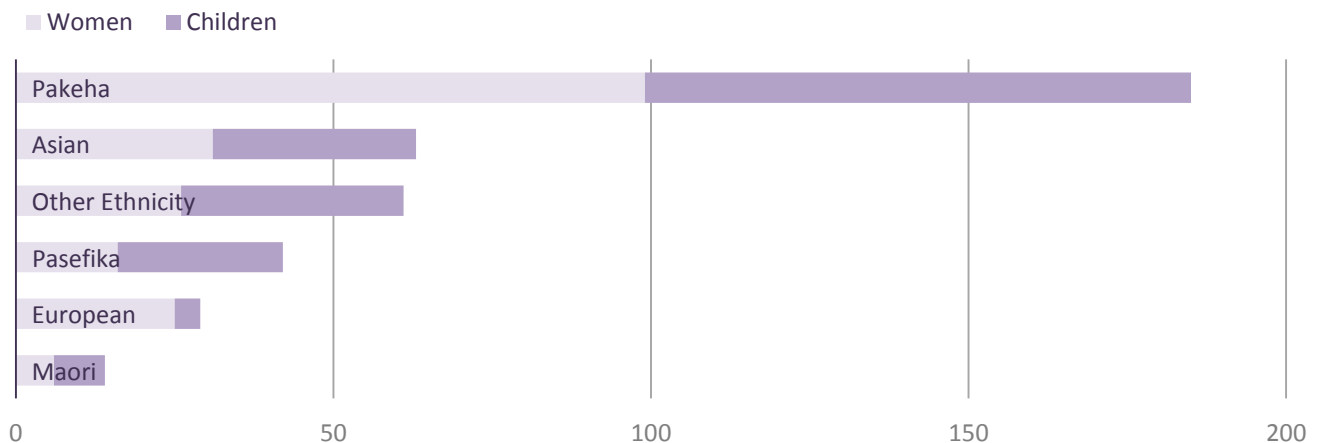
## Clients by Ethnicity (Safe-house)

*The graph below indicates the ethnicity of women and children accessing our safe-house service during the period. Safe-house clients are more ethnically diverse than community clients. This year Pākehā women and children were the highest number to use our safe-house service. The Māori total includes Māori children of non-Māori women and also clients of Te Whare Rokiroki, Māori Women's Refuge for whom we provided a place when their safe-house was full. Other ethnicities using our safe-house service include Middle Eastern, African and Latin American.*



## Clients by Ethnicity (Community)

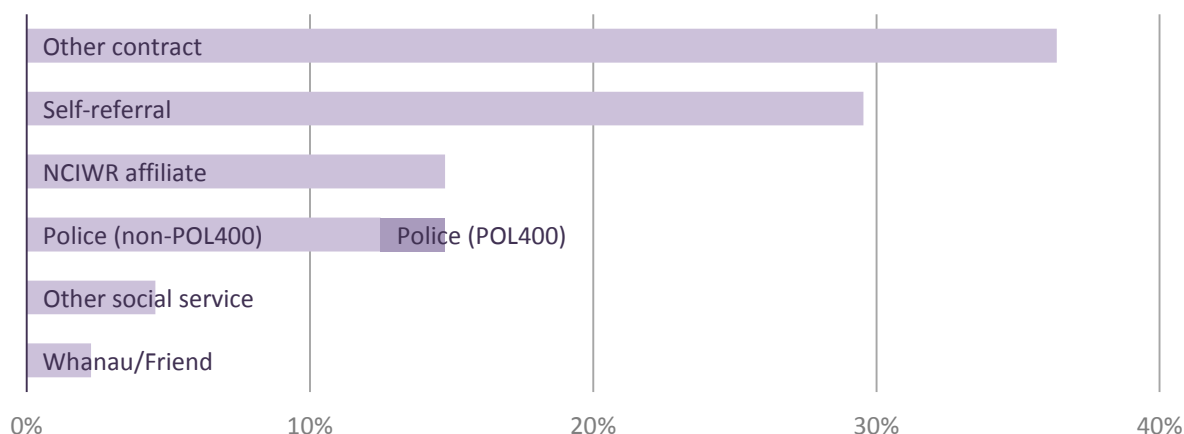
*The below graph indicating ethnicity of community clients during the period illustrates community clients are predominantly Pākehā with almost half of all community clients identifying as Pākehā (47%), the next largest group was Asian at 16%. The darker purple indicates children's ethnicity; Māori is largely made up of Māori children of non-Māori women. Other ethnicities being supported as community clients include Middle Eastern, African and Latin American.*





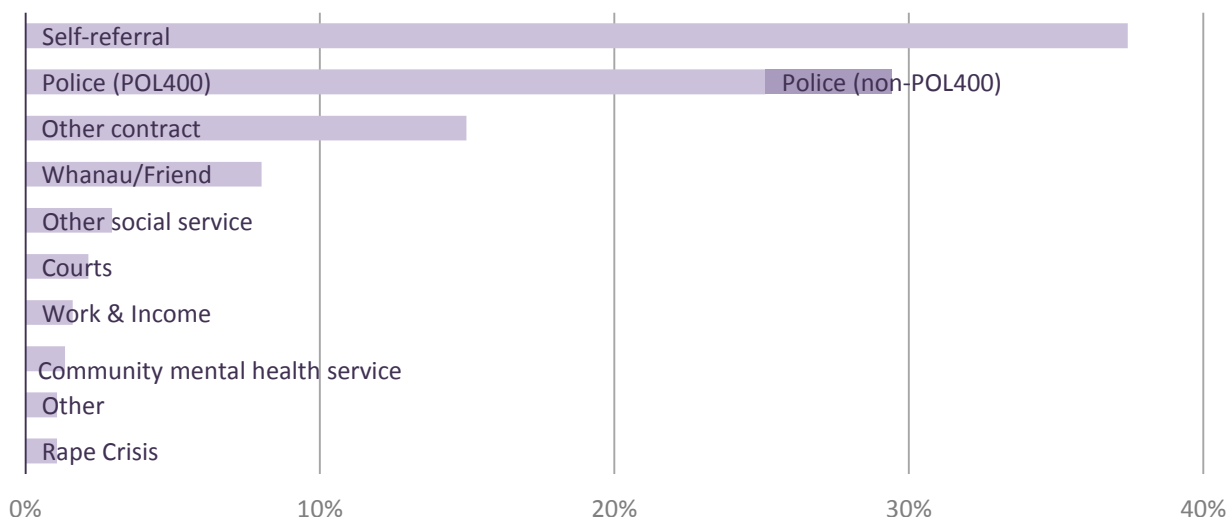
## Clients by Referral Source (Safe-house)

The most common referral sources for safe house clients over the last year are illustrated in the graph below. Referral from other contract (36%) was the most common way that safe house clients engaged with Wellington Women's Refuge. These are clients referred after being supported as a community client; the safe-house can be a positive step for women on the journey towards living free from domestic violence. This is followed by self-referral (30%). Another 16% of women entering our safe house were referred by another Refuge. This can be due to women choosing to relocate to our area or another Refuge safe-house being full. Also at 16% were police referrals total, Police referrals are referrals direct from the police at the time of a domestic violence incident or a woman seeking assistance from police. Women coming into our safe-house service via other social service total 5%, and lastly 3% came via whanau/friend.



## Clients by Referral Source (Community)

The 10 most common referral sources for community clients outlined in below graph. The largest referral sources of community clients are self-referrals at 37%, followed by 29% of women being referred by police (25% police family violence report after incident, 4% police directly while women seeking assistance from police). A further 15% come from our own service (supported after leaving the safe-house), 8% are supported to our service via a friend or family member and the rest come via other organisations as indicated.



## Community Education



*Kyla Rayner: Education & Programme Coordinator*

*Wellington Women's Refuge runs two streams of education: therapeutic education for women and children who have survived abuse and education focused on prevention and intervention for the wider community.*

Kyla Rayner took on the role of Education and Programme Coordinator in January 2014. She comes into the role with valuable experience of nearly four years' as a community social worker with our organisation and as an experienced programme facilitator.

This year we delivered 15 family violence trainings to specific organisations, reaching representatives from various agencies or groups with over 200 people present at these sessions. Groups receiving training over the last year included Family Planning, Multicultural Council NZ, Salvation Army Bridge programme and the Capital and Coast District Health Board new registrars.

Kyla also facilitated a community meeting organised by the Te Rito Wellington Family Violence Network aimed at raising awareness and consolidating ideas to reduce violence for this community. She also presented at the Hewlett Packard Wellington Wellbeing month where she had an opportunity to discuss workplace support and opportunities for enhancing safety for employees experiencing family violence.

Community education continues to be a focus for Wellington Women's Refuge as part of our commitment to preventative as well as crisis work in the field of domestic violence.

## Women's Programme:

Our women's programme Hope, Revive, Flourish continues to go from strength to strength with the facilitation team during 2014/15 year. Facilitated by our programme coordinator Kyla Rayner and Ange Chaney from Te Whare Rokiroki, Māori Women's Refuge. The diversity of our facilitators has allowed the programme to be responsive to a wide range of women and it continues to evolve to meet the needs of women coming through the programme. We want to extend special thanks to our sister Refuge Te Whare Rokiroki for their on-going collaboration through support and co-facilitation of our women's programme. In the year ending 31 March 2015 we had 24 women attend the two 15 session women's programmes. We were lucky to offer our attendees of the last cycle of 2014 a self-defence class taught by Lydia Mabbett the women found this session very valuable for building their confidence and enhancing their options for safety in crisis and we hope to offer it to future groups.



## Tamariki Programme

Tamariki Programme is a 10-session programme for 5-8 year olds focusing on what abuse looks and feels like, keeping safe and involving parents in developing positive communication skills for understanding and sharing feelings. Kyla coordinates Tamariki programme alongside our community social worker Rita. It is incredibly rewarding to see children flourish in the programme and the success of the programme is evident in the positive changes reported by parents. In the financial year ending 31 March 2015 we had 11 children complete the Tamariki programme, and we were pleased to be able to continue to run a programme in each school term throughout the period.

We are privileged to receive external supervision for this program by Dr Ruth Gammon, director of the Massey University Wellington Psychology Clinic. This has brought a depth of analysis and support to our Tamariki work and provided opportunities to some of our families to access further family therapy through the Massey clinic.

### **Quotes from Evaluations for Children's Programme 2014/15:**

*"He seems to have a much better handle and awareness of his anger.....I believe children can hold on to pain which can lead to anger - because their feelings are not being validated- I think this programme is a great way to set children-especially young men up for being comfortable with expressing their feelings and emotions"*

*"Positive impact.....copes with stress and flashpoints better. Tells me to chill out when he sees me being stressed!"*

*"It has boosted his confidence.....He needed to have his self-esteem lifted and through that he has now managed to be involved in more social activities."*

*"We both have more understanding of communication and how each other is feeling and how we can deal with it together"*

*"She has become more self-aware and confident on programme days she does reflect and talk about her emotions"*



*Tamariki Programme feeling of the day*

## Collaboration

*We endeavour to work in partnership with other agencies and organisations to ensure the best possible outcomes for the women and children we work with. Some of the collaborative work we do is explained below.*

**Te Rito Wellington Family Violence Network:** This network comprises a diverse group of government and non-government organisations that meet monthly for support and sharing of family violence agency issues. Members are committed to mobilise projects to raise awareness and collaborate in the area of family violence. Wellington Women's Refuge is on the strategic group, attends the monthly meetings for those working in family violence prevention and service provision, and also supports this network to provide family violence training to the community.

**Police:** We collaborate with the police. This enables us to contact women after police call-outs to family violence incidents to offer support from Wellington Women's Refuge. For many women this is a time of crisis - when they are looking at their options and are in need of information, support and a confidential listening ear. Next to self-referrals, our largest numbers of referrals come from the police. Over the past year we have received **765 family violence reports (polFVR) from police**, this figure is a 15% increase from the previous year. We attend weekly case management meetings with police, courts, probation, CYFS and others to ensure that families are receiving appropriate support and to identify when further support may be needed.

**Police Safety Orders:** Of these 765 polFVR we recorded 88 as having been issued with police safety orders (PSO's). A PSO is issued when the Police have reasonable grounds to believe that family violence has occurred or may occur and lasts up to 5 days, but usually one or two days. The purpose of the PSO is to protect people at risk; the person bound by it must leave the address while the PSO is in force, even if they own the address and/or normally live there. As well as enforcing a period of safety for the protected person this also creates a window of opportunity for the protected person to put further safety measures in place. We endeavour to make contact during this time to offer our support with on-going safety.

**Strengthening Families:** We have continued to be a partner agency with the Strengthening Families network. This initiative brings together a family and all the organisations supporting that family to together develop an action plan that meets family's needs. We believe we bring an understanding of domestic violence to this collaborative work.



Taking part in NCIWR march against sexual & domestic violence: End NZ's Shame

**National Collective of Independent Women's Refuges:** We feel privileged to be part of a national organisation giving us the benefit of a national voice and participation in movement that shares the Women's Refuge kaupapa. We attend national and regional hui where we can spend time with our sister Refuges sharing support, resources, ideas, and working together on issues we are facing in our work.

**Te Whare Rokiroki, Māori Women's Refuge:** We work alongside our sister Refuge in a mutually supportive and beneficial way. Over recent years we have continued to build on our partnership in practical ways collaborating to share resources and services such as shared annual appeal, donation van, after hours crisis line, training and delivery of women's and children's programmes. Since moving into shared side by side office space this collaborative relationship and mutual support provided has further solidified.

## Volunteers



Wellington Women's Refuge is privileged to have a dedicated team of volunteers who are passionate about our kaupapa of supporting women and children to live free from domestic violence. These volunteers make a huge contribution to the wellbeing of women and children who require support outside regular working hours. Volunteers' primary role is responding to the shared after-hours crisis-line for Wellington Women's Refuge and Te Whare Rokiroki, Maori Women's Refuge which they do after an initial intensive 50 hour training. From here they take on 4 rosters a month providing support over the phone, and if needed going out to meet women at places such as hospital, police station, the safe-house and sometimes women's homes or safe places close to where women are calling from. At the end of this financial year, Wellington Women's Refuge had crisis-line 15 volunteers.

In March 2014, we began our yearly volunteer/induction training which brought on eight new volunteers for both Wellington Women's Refuge and Te Whare Rokiroki. In addition to their initial training our volunteers attend monthly supervision, occasional training opportunities and get-togethers.

In addition to crisis line work in the past year, as members of our organisation volunteers have contributed to the organisation with their skills and talents in other areas, most notably in the past year these have included: spending time with women and children in the safe-house, participating in strategic planning, collecting for our annual appeal, organising and supporting a fundraising gig, and supporting organisation of social events such as the Volunteer Christmas party.

*We like to take this opportunity to express how much Women's Refuge and the women and children of Wellington benefit from the time, energy and dedication of volunteers and their families and friends, who inevitably get roped in to supporting the cause as well, and we'd like to extend a big thanks to you all for another year of amazing work.*

The things you do for  
yourself are gone when  
you are gone, but the  
things you do for others  
remain as your legacy.

- Kulu Kulu

## Manager's Report

Reflecting over another busy year, Wellington Women's Refuge can be proud of the way we continue to support women and children to live free from domestic violence through provision of quality prevention, intervention, and advocacy services. Our positive achievements have been progressed through the dedicated work of our staff, volunteers and the support of our governing group.

A priority is providing day-to-day support for our team of staff to ensure we continue to provide a holistic and responsive service to women and children experiencing domestic violence. A strong focus is on building a supportive team environment, along with opportunities for professional development and stress management to ensure ongoing quality service to clients.



*Manager: Philippa McAtee*

Our staff carry consistently high workloads while maintaining a high standard of service and are often juggling various roles and projects. I would like to take this opportunity to thank each member of the team for their ongoing passion and commitment to the work that we do with limited resources in a tough economic climate. I am committed to making every effort to secure sustainable funding so we can continue the provision of quality services and ensure we can be adequately resourced to meet the needs of our community.

*Staff from Wellington Women's Refuge Team catch-up over cuppa and cake.*



### Highlights this year:

**New Community Office:** After much anticipation we relocated in May 2014 to a new community office space located at level 1, 264 Cuba Street. We were pleased to have found a building which as well as meeting the earthquake code requirements, has more space for meeting with clients, a bigger room for running our programmes, and disability access and toilets. We share the space alongside our sister Refuge; Te Whare Rokiroki, Maori Women's Refuge who joined us in the move. This has been an opportunity to work more closely and collaboratively together and optimise the sharing of support and resources between the two Refuges.

**Working alongside WWR Governing Group:** Our Governing Group was formed at the beginning of 2014 and have met a minimum of monthly since, the group very quickly had a clear understanding of their role within the organisation have spent the last year working cohesively together. The group of six is made up of current volunteers alongside like-minded women with appropriate skills and experience from the wider community. Working alongside this group as manager has been a real highlight; it is reassuring to know that we have strong governance performing their responsibilities with a commitment to advancing the organisation.

# Governing Group Report

March 31st, 2015 marked the end of the first full year of the Wellington Women's Refuge's Governing Group. This innovation had been recommended by a structural review that identified the organisation had grown to a point where we were ready for a change from collective to a governance/management structure. Seven women took up the mantle of the Governing Group in April 2014 and hit the ground running. It has been a successful transition due to the already high functioning of the organisation and the eclectic skills that each member brought to the Group.



*Co-chairs: Lisa Matthews & Liana Eruera*

## **Some highlights from the year:**

- The Governing Group launched a review of all the organisation's policies and organised a successful day-long strategic planning session held later in the year. Conversations on the day between staff, volunteers and governance produced great material that has been translated into the strategic plan for the next 3 years.
- The office move and subsequent party. The fantastic new premises and the opportunity to confirm and extend relationships with our sister refuge, Te Whare Rokiropi Maori Women's Refuge, is a real bonus. The office opening was a great opportunity to say a big bright kia ora to our community. Thanks to the Wellington Mayor Celia Wade-Brown and Green MP Jan Logie who spoke at the official opening.



*Mayor, Celia Wade-Brown speaking at office opening*

- The annual appeal day is another opportunity for further engagement with the community. This was well organised and provided a visible 'face' to the work done by Wellington Women's Refuge and its advocates and volunteers.
- Wellington Women's Refuge's Manager, Philippa McAtee, is a regional representative on the National Collective of Independent Women's Refuges' Core Group. This is a great opportunity for Wellington Women's Refuge to be involved in the movement at both a national and local level.

Membership of the Governing Group has changed slightly over the year. We farewelled Francesca Ephraim and Lauren Gibbs and welcomed Olga Pleijte.

As you can see, it has been a busy year for the Governing Group. We have both built a strong understanding of the work of the Wellington Women's Refuge to provide strong stewardship, and developed a skilled team of women committed to working towards a violence free future for women and children.

The Governing Group may have had a busy year but we acknowledge that it is our staff and volunteers who continue to provide a seamless service to women and children experiencing violence. Staff have worked tirelessly this year and the statistics reflect that. The high demand for services has been hard but they have demonstrated only commitment and compassion. Well done. We thank all of you.

The Group is delighted to be able to say that Wellington Women's Refuge is in very good health going forward.



*At a "Refuge Cornerstones" training day for Governance: Cara Thorburn, Lauren Gibbs, Lisa Matthews, Philippa McAtee and Jo Douglas and Julie Bukutu.*

## Treasurers Report



*Treasurer: Julie Bukutu*

As the figures on the following page show Wellington Women's Refuge recorded a total income of \$544,845. for the financial year 1 April 2043 to 31 March 2015. Total expenditure was \$497,236. resulting in a net surplus of \$47,609. Through the hard work of our manager and staff the organisation stayed on track with the budget and ended the year with a surplus to carry over for exciting new projects in the 2015/2016 financial year.

Grant funding was a success this year. Great work from our funding co-ordinator and manager as we were approved three new grants this year – Nikau Foundation (\$5,000), Winton Bear Trust (\$6000.00) and Lush Charity Pot (\$7884.78). Alongside the bequest income of \$25,000 it was a great boost for WWR. We would like to extend our appreciation to Judith Clark and Diana Hack for two bequests we received in this financial year.

Programmes income has also increased immensely, Kyla our Education and Programme Coordinator has had a busy year with the women's and children's programmes and has been efficient with invoicing which has been a great boost for WWR. There has also been the addition of the MOJ Safety Planning fund at the total value of \$10,065.00 for the year.

Thanks to Deloitte Chartered Accountants, particularly Audit Partner Trevor Deed who again completed our audit for the year ending 31 March 2015. The audit qualified with no matters of concern arising.



## Financial overview 1st April 2014 to 31st March 2015

### Financial Position

As at 31<sup>st</sup> March 2015

#### ASSETS

##### CURRENT ASSETS

Cash at Bank	\$289,944
Accounts Receivable	\$11,821
Investment Fund: Gwyn & Kevin Day Charitable Trust	\$232,910

**TOTAL ASSETS** \$555,625

##### CURRENT LIABILITIES

Accounts Payable	\$36,681
BNZ Visa Account	\$1,626
Employee Entitlements	\$32,819
Goods & Services Tax(GST)	\$20,550
Grants in Advance	\$58,024
Funds belonging to another organisation	\$13,750

**Total Current Liabilities** \$163,450

**TOTAL LIABILITIES** \$163,450

**NET ASSETS** \$392,175

**Represented by:**

**GENERAL FUNDS** \$392,175

**NET SURPLUS FOR THE YEAR** \$47,609

### Financial Performance

As at 31<sup>st</sup> March 2015

#### INCOME

##### Grants

Grant Income	\$351,071
Projects	\$5,075

**Total Grants** \$356,146

Donations/Fundraising \$104,938

Dividends received \$1,971

Education Programmes \$48,886

Interest Received \$7,347

Gain on Disposal of Fixed Assets \$1,858

Unrealised Gain on Investment \$23,699

**Total Income** \$544,845

#### EXPENDITURE

ACC Levy \$1,180

Audit & Accountancy \$850

Bank Charges \$351

Call Centre \$4,059

Client Support \$374

Depreciation \$9,762

Education Programmes \$5,647

Fundraising/Appeal Costs \$3,039

Hui Attendance & Hosting \$5,173

Insurance \$2,067

Interpreting \$287

Loss/(Gain) on Disposal of Fixed Assets \$ -

Rent \$46,871

Office Costs \$27,955

Project Funding Expenditure \$7,006

Safehouse \$10,066

Structural Review -

Staff Costs (incl Recruitment) \$347,677

Training & Supervision \$6,965

Unrealised Loss on Investment 0

Vehicle Costs \$15,512

Volunteers \$2,395

**Total Expenditure** \$497,236

*This financial information is extracted from the full financial statements which are available on request*

## Fundraising

*In the challenging economic environment we continue to put a lot of thought and energy into seeking funding. We face the challenge to meet not only the significant operating costs of our crisis and social work services but also find ways to expand our services to include a strong preventative element to our work, ensure quality services for both women and children, and be able to provide on-going support and training for staff and volunteers.*



**Annual Appeal:** this is run jointly with Te Whare Rokiroki, Maori Women's Refuge, with the total being shared between the two Refuges. This year our annual appeal achieved a **total of 37,695**. While this was down a little on the previous few years it was still a great total and we are very grateful for the wonderful support we receive from our community, without which could not continue the vital work we do in the Wellington community. We would like to thank the dedicated collectors and site managers who braved the cold weather to collect for us, and to Kyla Lyons who co-ordinated the joint appeal this year with the support of Jo Cattermole, together they put in a lot of effort and enthusiasm to help make the event a success.

This year one of our talented volunteer members Malisha Frawley organised an annual appeal fundraising gig with the support of Laundry Bar and various musicians and sponsors. This extra fundraiser on top of our street collection contributed to a great total.



*DJ Lord Echo & Lisa Tomlins perform at fundraising gig*



*Refuge member Hayley collects for appeal*



*Green Party supports our appeal*



*Malisha Frawley thanks supporters at gig*

## Acknowledgements

**Funders and Supporters:** We are hugely appreciative of our funders who keep our service going by providing funds for salaries, rent and general operating costs. We also get a wonderful amount of support from our community in the form of bequests, regular donations, payroll giving and one- off cash donations from individuals, businesses, community organisations and education institutions. These make up a significant portion of our income and are vital to our operation.

*As a charitable organisation we depend upon donations and grants to fund our work. We would like to acknowledge the following organisations for their support.*

Funder	Purpose	Amount
MSD via NCIWR	Direct services to family and whanau.	\$160,000
Lotteries Community Fund	This grant went towards the salaries of our Manager and a Community Social Worker/Women's Advocate.	\$60,000
Wellington City Council	We have a 3 year partner contract with the WCC to deliver services to our community. This was put towards the salaries of our paid Social Workers/Community Advocates.	\$35,600
Wellington City Council – Social Pool	This funding was used to contribute to Community Education.	\$7,000
Wellington City Council Betty Campbell Grant	Funding towards office rent costs	\$10,000
COGS - Community Organisation Grants	This funding was granted towards a Community Social Worker/Women's Advocate salary.	\$8,000
Graeme Eskrigge Trust	Funding for in-house counselling	\$1,075
Children's Foundation	Fresh fruit, dairy, vegetable and general grocery supplies for women and children in our service.	\$2,500
John Illot Trust	Funding for in-house counselling	\$1,500
Margaret and Winton Bear Trust	Funding for child advocate salary	\$6,000
Nikau Foundation	This funding was used to contribute to the salary of our Education and Training Coordinator	\$5,000
LUSH - Charity Pot	Funding for our Volunteer Training	\$9,000
Halls Pizza	General donation at Christmas time	\$5000



*This year we were the recipients of wonderful home baking delivered weekly by a group called "Good Bitches Baking" who started out as a group of friends who loved baking and wanted to contribute to the community. The group has grown significantly and donates to many worthwhile causes. Our women's programme attendees, women & children in the safehouse and community, have all benefitted from their kindness. How heart warming to be able to pass on this home baking to families going through a tough time and how appreciated it is too.*

## Businesses, Individuals & Community Organisations who Support Wellington Women's Refuge

*We really appreciate the support we receive from our community. There are so many people who have assisted, supported, offered skills or resources or stood alongside us in our work. We would like to take this opportunity to offer our sincere admiration, respect and thanks to the following:*

- 📍 Our dedicated, motivated, wonderful volunteers, we ask so much from our volunteers and they give to this cause with so much energy and aroha. We are very grateful for everything you bring.
- 📍 All the partners, families and flatmates of our volunteers who get woken in the night by the telephone ringing, who are the invisible supporters of refuge!
- 📍 Our inspiring and skilled lawyers at Cuba Family Law who are so dedicated to working in the area of domestic violence - Margaret Powell, Wendy Davis, Liz Lewes, Fiona Miller, and their support staff.
- 📍 The Wellington police force, particularly the domestic violence intervention team.
- 📍 Khandallah New World for hosting a food collection bin for our safe-house.
- 📍 Our sister Refuge Te Whare Rokiroki who provide a service for Maori women in the Wellington community and moral and collaborative support for Wellington Women's Refuge.
- 📍 Doctor Helen Rodenburg and colleagues for the generosity and understanding shown to our clients.
- 📍 IT guru Jethro Carr and also datacom staff who have all donated their time to give free I.T. support.
- 📍 Wellington Quilters Guild- for their continued donation of beautiful handmade quilts.
- 📍 Fuji Xerox- for the free printing of resources throughout the year generously supplied.
- 📍 Deloitte who once again completed our 2014/2015 financial audit pro-bono.
- 📍 Statistician Ben Ritchie for putting together our graphs for this report.
- 📍 We greatly appreciate the support we receive from the community of Wellington. The bequests, regular donations via automatic payment, payroll giving and the one off cash donations that we receive from individuals, businesses, community organisations and education institutions make up a significant portion of our income. In addition to cash donations, we receive many donations of clothing, toiletries, toys, food, furniture, and household goods, and other items which supplement our income.

***Our final tribute goes to the women and children with whom we have worked with, and learnt from over the last year. Your strength, dignity and spirit are a constant source of courage and inspiration for us all.***

## Future Directions for 2014/2015

- ❑ To maintain and build on our funding sources and sustainability to ensure that we remain financially sustainable.
- ❑ To complete our programme evaluation to provide us with information to enhance the effective delivery of the programme and participant experiences, and ensure the programme best meet the needs of women in the community who access the programme.
- ❑ Increasing our provision of educational programmes for women to meet the needs of clients and reduce waiting times.
- ❑ Increase awareness of and support for our work within our community

Check out our website at:

[www.wellingtonwomensrefuge.co.nz](http://www.wellingtonwomensrefuge.co.nz)

Check out our Facebook page at:

<https://www.facebook.com/pages/Wellington-Womens-Refuge/175339925905470>

