Wellington Women's Refuge



Annual Report 1st April 2016- 31st March 2017

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Organisational Overview

This is our 39th 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, walking alongside and empowering them 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 take. We will refer to other agencies as required and advocate with services such as police, lawyers, courts, housing, Oranga Tamariki 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 six members; some came on board as experienced volunteers with our organisation and others new to the organisation, 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 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.

Manager's Report

Reflecting over another busy year, Wellington Women's Refuge can be proud of the work we do to support women and children to live free from domestic violence. 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.

I am privileged to see first-hand many positive outcomes for women and children as they rebuild their lives. I am proud of the skilled team we have at Wellington Women's Refuge. 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.

Highlights this year have included a range of successful fundraising events supported by our community including a well organised Annual Appeal which is a great opportunity for engagement with our community as well as a source of much needed funding.

A new and concerning challenge this year has been the demand from government for client level data in return for funding from MSD, this funding makes up around 50% of our income. For women seeking safety from domestic violence confidentiality is vital. This new direction from government does not sit well with our values and could prevent victims of domestic violence seeking support. With client level data not yet in the implementation stage we will be endeavouring to have our voice heard and monitoring developments,

As we look towards the year ahead we are committed to meeting challenges head-on and continuing to build on our innovative specialist services to support women and children to live lives free from fear and violence.

Philippa McAtee, Manager.



Chairs Report



The year has flown by and here we are reflecting on another busy year for Wellington Women's Refuge with nearly 300 women receiving support as community or safehouse clients. We acknowledge that it is our staff and

volunteers who continue to provide a seamless service to women and children experiencing domestic violence.

We would like to thank the manager, Philippa McAtee for her dedication and leadership and the staff who have continued to work tirelessly which is reflected in the statistics. The ongoing high demand for services can be challenging but they have demonstrated only commitment and compassion. Well done. We thank all of you.

As the governing group we have the privilege of overseeing and guiding the work of the organisation. We have continued with implementation of our strategic plan with a focus on building the resilience, profile and community engagement of the organisation. Support from our community has gone from strength to strength with several well supported fundraising events throughout the year.

This year we welcomed a new member on-board the Governing Group, Angela Knight who has been

a dedicated crisis-line volunteer. We are pleased to have a team of skilled women with a wide range of experience committed to working towards a violence free future for women and children.

I am delighted to be able to say that Wellington Women's Refuge is in very good health going forward and we look forward with enthusiasm to continued progress in the upcoming year.

Governing Group Chair, Liana Shortland-Eruera

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.

Over the past year, Wellington Women's Refuge has supported **255 women and 198 children** as community clients. This is on a par with the previous year showing the need for support from women and children in our community has remained steady. Our community clients may seeking support to leave an abusive relationship, have somewhere safe to stay, be rebuilding their lives after moving 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, Oranga Tamariki 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 2016/17:

"I came to speak to someone feeling apprehensive and oppressed. I left feeling respected and more sure of myself. I was treated with respect and felt my rights and concerns were recognised, and responsive advice was given.

The Refuge workers were very understanding, I had felt stupid to have been involved with someone who had ended up being so manipulative and abusive and the staff were really good at helping me realise it wasn't my fault or failure that he had been abusive. It was great not to be judged for someone else's behaviour. In other parts of my life that has not always been the case.



Our dedicated Community Social Work team: Sheena, Rita, Nicole & Andy

Safe-house Support



Kay Flude our Safehouse Coordinator has worked diligently over the last year to provide a welcoming atmosphere along with on-going support to all women and children staying in the safehouse. 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 2016/2017 we supported **40** women and **18** children in our safe-house. 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 **20** 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. Access to affordable long term housing has become more and more difficult in recent years.

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.

Safe-house client feedback forms 2016/17:

"I felt the safe-house was so accommodating and gave me stability when I essentially had none."

"It was well set up for families.....thanks to the help of the Refuge my son was able to enrol in school which was an issue for me prior as we didn't have an address."

"not only did they provide me with a place to stay but helped me come to realisations about my situation, which I must say I am incredibly grateful for." "Moving house, towns, losing everything you know & trying to start again is stressful & overwhelming Kay helped me to navigate the emotional and practical difficulties I faced.

"Kay runs a great safe-house & the facilities and the place itself was welcoming, clean & homely. Fantastic supply of emergency food and toiletries & other grocery items, coffee etc. was a godsend!"

24/7 Crisis Line

Wellington Women's Refuge operates a 24/7 crisis line which received 1412 calls in the last year. This is a vital service as accessibility is a must for women experiencing domestic violence who may have limited opportunity to ring or need crisis support outside of our office 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. Our crisis line offers a 'non-judgmental ear' for women experiencing domestic violence and also offers support, information & advocacy when requested. Sometimes a friend or family member of a woman experiencing family violence may call our crisis line for information.

"It was very easy to contact Refuge & seek support whenever I needed it."

"It was scary thinking I even needed to call but the woman seemed so calm and reassuring."

Volunteers

Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has.

- Margaret Mead

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. The primary role of our volunteers 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 around 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 or



Ready to take calls on our shared crisis line! Trainers & Trainees from our 2016 "Women's Refuge Advocacy" Training. All new staff and volunteers complete the 50 hour, 8 week training for Wellington Women's Refuge and Te Whare Rokiroki.

safe places close to where women are calling from. At the end of this financial year, Wellington Women's Refuge had 17 crisis-line volunteers.

In addition to their initial training our volunteers attend monthly supervision, along with occasional training opportunities and get-togethers. As members of our organisation volunteers contribute to the organisation with their skills and talents in other areas, including: spending time with women and children in the safe-house, strategic planning and collecting for our annual appeal.

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, a big thank you to you all.

Counselling



Counsellor: Rachel Kiel-Taylor

We contract a counsellor to provide an in-house counselling service. This service is made available to those clients who need, in addition to our social work services, some professional counselling to provide therapy and extra emotional support at a difficult time in their lives.

We are privileged to have Rachel providing this service she comes to this role as a registered counsellor with a counselling degree, as a qualified teacher and with 20 years' experience working in the domestic violence field.

We find it is of huge benefit for our clients to be able to access a specialist domestic violence counselling service with no wait list and available in our community office which they are already familiar with and comfortable in.

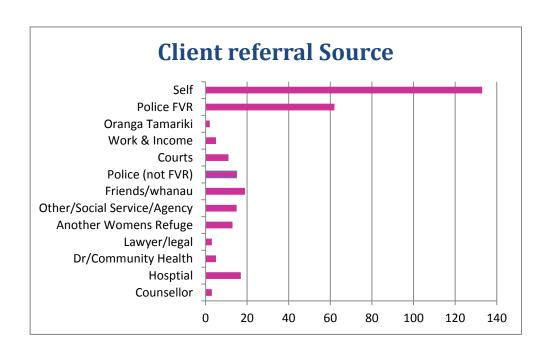
In this financial year 30 clients have completed counselling with Rachel. Counselling is usually for around 10 sessions however this can be flexible to meet need.

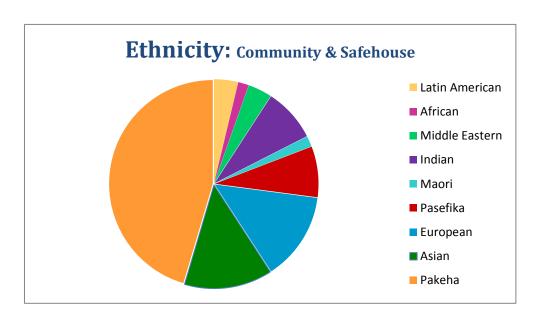
Outcomes for clients include; support with healing trauma, gaining clarity, enabling them with making choices, opening up new ways of thinking about things and relating to people, understanding, trusting, and valuing themselves.

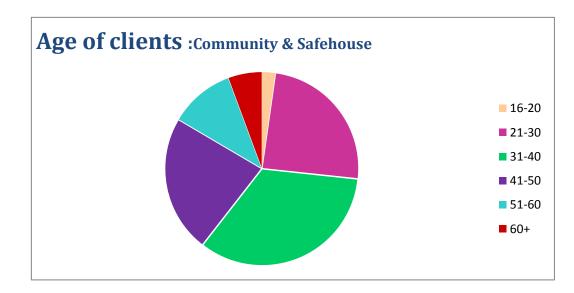
To ensure this service is able to be provided free to our clients we have managed to secure some grants and are committed to seeking ongoing funding to ensure this service continues.

"There is no way I would be where I am today without the Refuge and particularly the counselling from Rachel. I am extremely grateful.....she gave me the tools and confidence to continue my life away from the destruction I had previously endured."

Graphs 1st **April 2016 - 31**st **March 2017**







Community Education

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.

This year we delivered training to 28 organisations, reaching more than 200 individuals.

Some of this training was in the form of full day workshops at our community office for

practitioners wanting to enhance their understanding of and response to domestic violence. Other training was on request to organisations who had requested domestic violence training specific to their workplace or group.

We also continue to attend speaking engagements, utilising the opportunity to educate our community about our services and how to support victims of domestic violence.

At the end of 2016 we bid a fond farewell to Kyla Rayner who took up the opportunity of a new role of Agency Manager at Wellington Rape Crisis. Kyla was a hugely talented educator and a much valued member of our team. While we were sad to see her go we know she will go on to do great work in her new role and wish her much success.

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.



Wellington Womens Refuge & Te Whare Rokiroki met with E tu National Women's Committee to talk about the work we do at Refuge and how employers can support victims of domestic violence.

Tamariki Programme



The Tamariki Programme is a 10-session programme for school age children, coordinated by Kay Flude, focusing on what abuse looks and feels like, keeping safe, and involving parents in developing positive communication skills for understanding and sharing feelings.

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. **15 children completed the Tamariki programme** in the 2016/17 year.

We are privileged to receive external supervision for this programme by Dr Ruth Gammon, director of the Massey University Wellington Psychology Clinic. This brings 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 Parent's for Children's Programme 2016/17:

"She has learnt more about feelings and getting along with others. I've seen her put into practice some of the tools she has learnt on the course. I've heard her telling her younger brother what she's learnt. It gave her the chance to talk openly to other children & appropriate adults.

'He has learnt a lot about how to deal with his anger in a more positive way. Opens up a lot, talks about his feelings! More caring towards others.'

'I think the programme has given her a lot more confidence and has worked very good with her attitude. More confidence, more willing to mingle and make friends. More open about her feelings at home.'

Collaboration

We endeavour to establish strong working relationships with relevant 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.

Police

Our collaboration with the police enables us to contact women after police callouts 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 **732 family violence reports (polFVR) from police,** this is a similar level to the previous year. We attend weekly case management meetings with police, courts, probation, CYFS and others to ensure that families are receiving appropriate follow up and support and to identify when further support may be needed.

Feedback from women contacted by us after being referred by police following a 111 domestic violence call out:

"I felt very loved and supported with such a horrible thing to go through, being contacted was a blessing because I knew I wouldn't be alone to face the situation"

"was very nice being able to have the Women's Refuge and police working together and supporting me and my kids"

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.

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.

National Collective of Independent Women's Refuges: We feel privileged to be an affiliated member of our national collective giving us the benefit of a national voice, national contracting and participation in a movement with a shared 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. Our manager Philippa McAtee is currently Tauiwi Chair on the national governing body: Te Taumata O Te Kowhai Core Group."

Te Whare Rokiroki, Màori 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 our collaborative relationship has further solidified.

Treasurers Report



Treasurer, Olga Pleijte with son Byron

As the figures on the following 3 pages show Wellington Women's Refuge recorded a total income of \$609,135. for the financial year 1 April 2016 to 31 March 2017. The total expenditure was \$545,566. The resulting balance is a surplus of \$63,569. This surplus includes funds which came in at the start of the financial year offsetting the deficit from the previous financial year.

Grant funding was successful this year due to the great work from our Funding Co-ordinator and Manager. We were able to Continue to fund our counselling service with grants from Graeme Eskrigge and the Lion Foundation along with a Grant from Friends of Refuge which we receive via our National Office. Our Womens Programme and Strengthening Safety Services funding streams have continued to increase due to increase in funded referrals from MOJ with whom we are contracted to provide these services. Alongside the contracts that come through our National Office this is a great funded service for WWR.

We would like to extend our appreciation to Norma Lyons for a bequest of \$42,000.

Thanks to Michael Markham from Kendons for the year ending 31 March 2017. It was a qualified audit with no matters of concern arising.

Wellington Women's Refuge Group Incorporated (Group) Statement of Financial Performance For the year ended 31 March 2017

	Note	Group 2017	Group 2016
Revenue			
Donations, fundraising and other similar revenue	1	155,990	93,976
Revenue from providing goods or services	1	426,267	404,277
Interest, dividends and other investment revenue	1	26,314	18,139
Other Revenue	1	564	-
Total Revenue	-	609,135	516,392
Expenses			
Expenses related to fundraising	2	1,077	624
Volunteer and employee related costs	2	382,084	410,024
Costs related to providing goods or services	2	56,828	46,807
Other expenses	2	105,577	106,714
Total Expenses	-	545,566	564,169
Surplus / (Deficit) for the year	-	63,569	(47,777)

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

Wellington Women's Refuge Group Incorporated (Group) Statement of Financial Position

AS	at 31	March	2017

		Group	Group
	Note	2017	2016
Assets			
Current Assets			
Bank accounts and cash	3	324,831	203,486
Debtors and prepayments	3	6,197	6,069
Total Current Assets	_	331,028	209,555
Non-Current Assets			
Property, plant and equipment	5	11,590	13,357
Investments	3	228,006	225,599
Total Non-Current Assets	-	239,596	238,956
Total Assets	-	570,624	448,511
Liabilities			
Current Liabilities			
Creditors and accrued expenses	4	26,963	19,163
Employee costs payable	4	42,019	44,053
GST Payable		19,396	21,799
Funds belonging to another Organisation		13,750	13,750
Grants received in advance		60,529	5,348
Total Current Liabilities		162,657	104,113
Total Liabilities	_	162,657	104,113
Total Assets less Total Liabilities (Net Assets)	_	407,967	344,398
Accumulated Funds			
Opening Balance	6	344,398	392,175
Surplus / (Deficit) for year		63,569	(47,777)
Total Accumulated Funds	<u>-</u>	407,967	344,398

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

Changes in Accumulated Funds This Year

Description	Accumulated Surpluses or (Deficits)	Total
Opening Balance	344,398	344,398
Surplus/(Deficit) Transfer (to)/from Reserves	63,569	63,569
Closing Balance	407,967	407,967
Last Year		
Description	Accumulated Surpluses or (Deficits)	Total
Opening Balance	392,175	392,175
Surplus/(Deficit) Transfer (to)/from Reserves	(47,777)	(47,777)
Closing Balance	344,398	344,398

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 \$50, 920**. This was 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.





Fundraisers

St Johns Long Lunch, this year we were selected as the charity for this fundraiser, this lunch was well attended by Refuge supporters raising 5k for Wellington Women's Refuge & Te Whare Rokiroki, Maori Women's Refuge.





Kaffe Eis made us their charity of the month for December and raised \$2,700.

Darren Luke from **Charity self defence school raised over 2k** via self defence classes with donations to support Wellington Women's Refuge.





Participating in Cuba Street Carnival, talented stylists from **The Powder Room**, creating carnival style hair for donations to Women's Refuge.

The powder room also supports us by gifting a monthly voucher for a client.



Australian High Commission selected us as the charity for their Melbourne Cup fundraiser raising \$4,791.

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.	\$50,000
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.	\$35,630
Lion Foundation	Counselling	\$8,000
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.	\$5,750
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.	\$3,000
Z 'Good in the Hood'	General Donation	\$1,783
Margaret and Winton Bear Trust	Funding for child advocate salary	\$5,000
Nikau Foundation	Funding for Staff Training	\$3,000

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.
- Good Bitches Baking, for the delectable baking delivered on a weekly basis for our clients.
- Our inspiring and skilled lawyers at Cuba Family Law who are so dedicated to working in the area of domestic violence.
- 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 who donated his time to give free I.T. support.
- Wellington Quilters Guild- for their continued donation of beautiful handmade quilts.
- 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 are of great benefit to our clients.

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.

Check out our website at: www.wellingtonwomensrefuge.co.nz

Check out our Facebook page at: https://www.facebook.com/pages/Wellington-Womens-Refuge/175339925905470

