

Wellington Women's Refuge



Annual Report
1st April 2018– 31st March 2019

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Photo on front page: Wellington Women's Refuge staff, team building day

Organisational Overview

This is our 41st year providing services to women and children in the Wellington Community. We work alongside our sister Māori Women's Refuge, Te Whare Rokiropi 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 crisis-line 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 6 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 strong focus is on building a supportive team environment, along with opportunities for professional development 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.

A highlight this year was a major refurbishment of our safe-house by HNZ. This included interior painting, carpet, and refurbished bathroom and kitchen. This was a major operation which required closure of our safehouse for two months. We were extremely grateful for our sister Refuge Te Whare

Rokiroki, Maori Women's Refuge who housed our clients in their safehouse during this time.

We took the opportunity to refurbish the safehouse throughout, replacing old furniture with some great donated furniture items and also raising funds to buy new bedding, furnishings etc so the end result was a safehouse that was attractive, cosy and welcoming. We are very proud of the end result knowing that we have created the best environment we can for women and children who need a safe place to stay.

Throughout the year funds were raised via a range of successful fundraising events supported by our community, including a well organised joint Annual Appeal which raised a record breaking \$58,200. This was a great opportunity for engagement with our community as well as a source of much needed funding.

This year we farewelled a long term staff member, Kay Flude our safe-house and children's programme coordinator who moved on to new opportunities after being with us for 12 years. We are very grateful for the wonderful support she provided to woman and children during her time with us and wish her the very best.

We have found recruitment more difficult with a noticeable shortage of social workers across the sector making it more difficult to fill positions.

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



I am proud to introduce the annual report for Wellington Women's Refuge 2018-2019. We have had another busy year with 167 women and 166 children receiving support as community or safe-

house clients.

We acknowledge that it is our staff and volunteers who continue to provide a seamless and responsive service to women and children experiencing domestic violence.

We would like to thank the manager, Philippa McAtee for her ongoing commitment and leadership and the staff who have continued to work tirelessly providing support and advocacy to those accessing our services. The ongoing high demand for services can be challenging but they have demonstrated only commitment and compassion. Well done, we thank all of you.

This year we welcomed a new member on-board the Governing Group, Deenie Roche 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.

As the governing group we have the privilege of overseeing and guiding the work of the organisation.

We have continued to progress our strategic plan throughout the year with a focus on relationship building, fundraising, community education.

An area of focus for our governing group has been policy implementation and review as we ensure the organisation keeps up to date with changing requirements to meet audit standards.

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.

Liana Shortland, Governing Group Chair.

Support & Advocacy: Community Services



Our dedicated Community social work team: Maani Williams, Rita Harris and Catherine McMillan

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 **139 women and 149 children** as community clients.

Our community clients may be 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 2018/19:

"I have been extremely surprised by WWR I believe this is an amazing organisation and I was helped out at one of the lowest points of my life. Thank you."

"They always responded and replied to phone calls very warm, good feeling attitudes whenever you have a communication with them, my go to place and people"

"My first contact with Refuge was very critical, I needed the friendly unassuming support immediately after calling the police and having him arrested."

" As I reflect back on where I am now compared to last year, I wouldn't be where I am now without your support."

Safe-house Support

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 2018/2019 we supported **28 women and 17 children** in our safe-house, maintaining 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 or longer due to the need to ensure ongoing safety and also waiting for housing to become available.

Access to housing is very much an issue for our clients with both private rentals and social housing very difficult to access in Wellington.

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 belongings.



"I felt very safe, I was provided with everything I needed, I felt supported the whole time and looked after"

"Supportive staff, resulted in me getting my lovely apartment and I love it"

- **Feedback from safe-house residents 2018/19**

Counselling



Counsellor: Rachel Kiel-Taylor

We contract a counsellor to provide an in-house specialist counselling service. This service is made available to those clients who need, in addition to our social work services, some professional counselling to provide extra therapeutic 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 in the field of domestic violence.

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 35 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.

We are very grateful to funding provided by Friends of Refuge and Lions Foundation which ensures this service is able to be provided free to our clients.

'Through the counselling I have learnt about myself and am stronger, this benefits my children too.'

'I was very lucky to receive counselling at the refuge and what a lifesaver that has been! I have learnt so much about myself and others. It has helped so much.'

-Feedback from counselling clients 2018/19.

Crisis-line volunteers

Wellington Women's Refuge operates a 24/7 crisis line which received 1,322 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.



We would like to take this opportunity to express how much Women's Refuge and our clients benefit from the time, energy and dedication of our volunteers, a heartfelt thank you to you all.

Our after-hours crisis line volunteers work from their homes, with an answering service connecting the phone calls through to their own mobile phone. We are dependent on the huge number of hours donated by these voluntary staff. Our crisis line offers a 'non-judgmental ear' for women experiencing domestic violence and also offers support, information & advocacy. In addition to providing support over the phone, if needed crisis-line advocates go out to meet women at places such as hospital, police station, the safe-house or safe places close to where women are calling from.

As members of our organisation volunteers contribute to the organisation in other areas, including: spending time with women and children in the safe-house, strategic planning and collecting for our annual appeal.

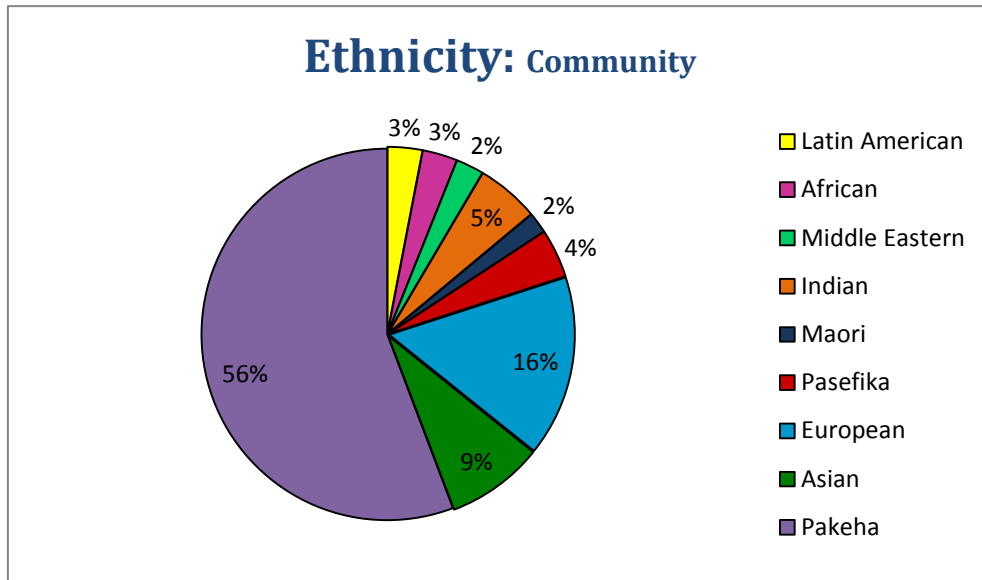
'My first crisis line contact was really critical; emotionally I needed the friendly unassuming support immediately after calling the police and having him arrested'

'When I called the emergency afterhours phone line one evening a few days after I fled the lady was extraordinary. She helped me understand I got a fright and that's why I freaked out about a malfunctioning roller door. Under normal circumstances I could handle that challenge, but when people are under enormous stress the littlest thing that goes wrong can be overwhelming. Having someone talk me through that state was fantastic support.'



Ready to take calls on our shared crisis line! In June 2018 we a talented and enthusiastic group of 9 volunteers came on as crisisline volunteers. All new staff and volunteers complete the 50 hour, 8-week "Women's refuge advocacy" training.

Statistics

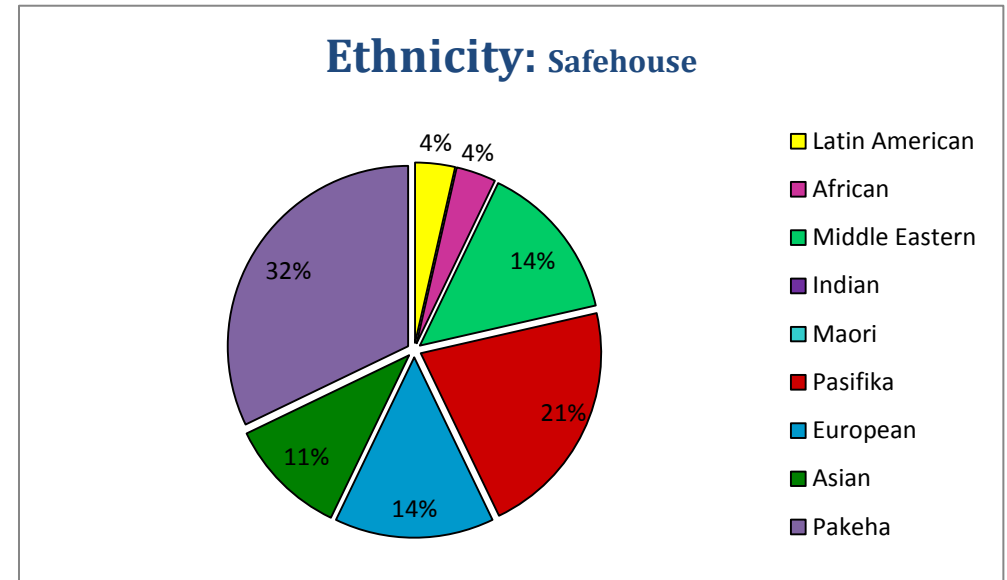


The above graph reflects ethnicity of women coming into our community services within the period.

The largest portion being Pakeha New Zealanders, followed by European, Asian and Indian.

European and Asian incorporate a wide range of ethnicities: European clients include American, Australian, English, French, Greek, Italian, Polish, Russian, Scottish, South African, Ukrainian and Welsh. Asian clients include Philipino, Malay, Thai, Chinese, Japanese, Pakistani, and Sri Lankan.

Those clients not from New Zealand are in fact relatively evenly spread out among a wide range of countries.



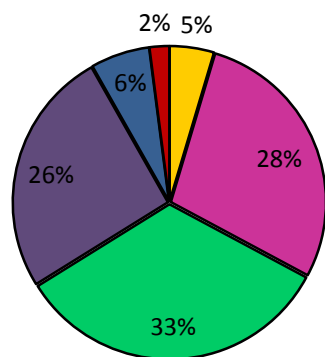
The above graph indicates the ethnicity of women coming into our safehouse within the period.

Of interest is the change in percentage of pakeha, while still the largest group this is down from 56% to 32% indicating less need for safe-house service for pakeha.

Pasifika has increased from 4% to 21% and middle Eastern from 2% to 14%. Indicating these groups have more need for safe-house service. The other ethnic groups remain at similar levels across safe-house and community services.

Age of clients

16-20 21-30 31-40 41-50 51-60 60+



The above graph shows the age groups receiving our safe-house and community services.

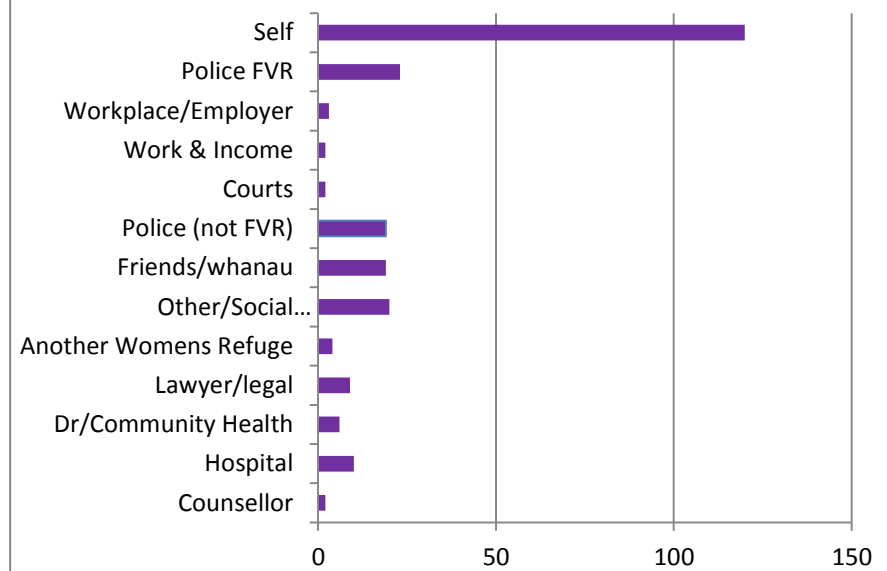
Within the period we had clients ranging from age 18 to 71.

The largest group was in the 31-40 bracket, followed by 21-30, then 41-50.

In comparison to the previous year's figures this is an increase in the 21-30 age group.

Far smaller age brackets were 51-60, 60+ and 16-20.

Client referral Source



The graph above illustrates that by far the largest number of clients come into our service via self-referrals, this is followed by police referrals.

In smaller amounts clients come to us via, hospital, Dr or health services, courts, other social services, other Refuges etc.

Tamariki Programme



The Tamariki Programme is a 10-session programme for school age children, coordinated by Jo Cattermole along with volunteers Hagen Neumegen and Katie Armstrong. The programme increases understanding 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. **16 children completed the Tamariki programme** in the 2018/19 year.

We are grateful to Winton and Margaret Bear charitable trust who provide funding towards Tamariki Programme facilitator costs. 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.

Quotes from Parent's for Children's Programme 2018/19:

"I think he learned lots of things that we don't normally talk about at home, I find my child more confident now"

"He is happier and less grumpy" "

"The programme has helped her voice her feelings"

"Feels more confident, happier and more understanding of our situation, the facilitators are amazing."

"Far and above my expectations for kind and respectful treatment of my son, our whole family have appreciated your support so much."

Women's Programme: Hope, revive, flourish

Our women's programme Hope, Revive, Flourish continues to go from strength to strength. This year we ran two 14 week programs over the course of the year with 24 women accessing the group.

This programme is facilitated by our Women's Programme Coordinator Rita Harris and co-facilitated by Ange Chaney from Te Whare Rokiroki, Māori Women's Refuge.

The programme is responsive to a wide range of women and it continues to evolve to meet the needs of women coming through the program.

The coordinators were great listeners and very professional, loved their abilities as facilitators, both women were fab & compassionate too.

I felt understood & finally felt validated by my 'story' that's now past & has very little to do with me.

I think it's an amazing programme; it builds connection, such valuable work.

I feel more in control, more decisive, happier calmer, normal...more me.

Changes for me have been: stronger boundaries, self-awareness, support from women in same situation, understanding of theoretical issues behind abuse, power, role of family etc.

."



Community Education

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. This year we delivered training to **16 organisations, reaching more than 150 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.

Much of our training is delivered alongside Te Whare Rokiroki, Maori Women's Refuge reflecting our parallel development model.



Manager Philippa speaking regarding impacts on our clients at the Green Party Welfare Reform Campaign Launch.

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 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 **675 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, Oranga Tamariki and others to ensure that families are receiving appropriate follow up and support and to identify when further support may be needed.



Eve Hinton (Te Whare Rokiroki) and Rita Harris (Wellington Women's Refuge alongside members of the Police family harm team.

Other collaborations we are active members in are Te Rito Wellington Family Violence Network, Strengthening Families. We appreciate the benefits of being affiliated members of National Collective of Independent Women's Refuge's (NCIWR) and having close working relationships with our sister Refuges.

Treasurers Report

As the figures on the following three pages show Wellington Women's Refuge recorded a total income of \$694,840 for the financial year 1st April 2018 to 31st March 2019.

The total expenditure was \$569,626. The resulting balance is a surplus of \$125,214. This surplus is in part due to the fact that we finished the year with two vacant positions that we hope to fill this year. We closed this financial year with a steady balance, very similar to last year.

Grant funding was successful this year due to the great work from our Funding Coordinator and Manager. We were able to continue to fund our counselling service with a grant from the Lions Foundation along with funding from Friends of Refuge which we receive via our National Office.

Our Women's Programme and Strengthening Safety Services funding streams have continued to grow due to increase in funded referrals from MOJ with whom we are contracted to provide these services. Alongside the MSD contracts that come through our National Office this is a great funded service for WWR.

We would like to extend our appreciation to the bequests received from Maxwell Wilkinson (\$28,591.42), Jeanette Parker (\$25,000) and the Margaret Ann Tibbles Trust (ongoing donation each year from her estate) \$4,950.00.

Thanks to Michael Markham from Kendons for our audit for the year ending 31 March 2019. It was a qualified audit with no matters of concern arising.



Treasurer, Olga Pleijte with son Byron

Wellington Women's Refuge Group Incorporated (Group)
Statement of Financial
Performance
For the year ended 31 March 2019

	Note	Group 2019	Group 2018
Revenue			
Donations, fundraising and other similar revenue	1	183,743	187,498
Revenue from providing goods or services	1	488,398	435,345
Interest, dividends and other investment revenue	1	22,699	27,048
Other Revenue	1	—	-
Total Revenue		694,840	649,891
Expenses			
Expenses related to fundraising	2	3,735	1,644
Volunteer and employee related costs	2	396,694	435,013
Costs related to providing goods or services	2	62,010	42,934
Other expenses	2	107,187	110,288
Total Expenses		569,626	589,879
Surplus / (Deficit) for the year		125,214	60,012

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 2019

	Note	Group 2019	Group 2018
Assets			
Current Assets			
Bank accounts and cash	3	494,174	389,094
Debtors and prepayments	3	3,435	3,051
Total Current Assets		497,609	392,145
Non-Current Assets			
Property, plant and equipment	5	12,643	16,456
Investments	3	237,130	235,068
Total Non-Current Assets		249,733	251,524
Total Assets		747,382	643,669
Liabilities			
Current Liabilities			
Creditors and accrued expenses	4	32,466	34,651
Employee costs payable	4	33,925	51,585
GST Payable		3,802	4,508
Funds belonging to another Organisation		13,750	13,750
Grants received in advance		70,246	71,196
Total Current Liabilities		154,189	175,690
Total Liabilities		154,189	175,690
Total Assets less Total Liabilities (Net Assets)		593,193	467,979
Accumulated Funds			
Opening Balance	6	467,979	407,967
Surplus / (Deficit) for year		125,214	60,012
Total Accumulated Funds		593,193	467,979

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)	Reserve	Total
Opening Balance	467,390	589	467,979
Surplus/(Deficit)	125,214	-	125,214
Transfer (to)/from Reserves	-	-	-
Closing Balance	592,604	589	593,193

Last Year

Description	Accumulated Surpluses or (Deficits)	Reserve	Total
Opening Balance	407,967	-	407,967
Surplus/(Deficit)	59,932	80	60,012
Transfer (to)/from Reserves	(509)	509	-
Closing Balance	467,390	589	467,979

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 \$58,200**. This was a record breaking total and we are very grateful for the wonderful support we receive from our community, without which we 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 Jo Cattermole who co-ordinated the joint appeal this year she put in a huge amount of effort and enthusiasm to help make the event a success.



From Left: Refuge volunteer Hagen alongside corrections colleagues, Refuge volunteer Deenie, Jamie and Kay Flude, Jan Logie from Green Party supporting our appeal

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.	\$37,000
Lion Foundation	Counselling for women	\$10,200
Wellington City Council Betty Campbell Grant	Funding towards community office rent	\$10,000
COGS - Community Organisation Grants	This funding was granted towards a Community Social Worker/Women's Advocate salary.	\$6,000
Children's Foundation	Funding for an in-ground trampoline at our safehouse	\$1,819
Z 'Good in the Hood'	General Donation	\$1,720
Margaret and Winton Bear Trust	Funding for child advocate salary	\$5,000
Graeme Eskeridge Charitable Trust	Operating costs	\$ 825
John Illot Charitable Trust	Funding for Staff Training	\$3,000
TG Macarthy Trust	Nutritional Food for Families working with Wellington Women's Refuge	\$4,000

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

We really appreciate the generous 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, inspirational 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 Family Harm team.
- 👤 Khandallah New World for hosting a food collection bin for our safe-house.
- 👤 DinnerIn for regular donations of readymade meals 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 for the generosity and understanding shown to our clients.
- 👤 Jethro Carr our unsung IT hero who donates his time to give us free I.T. support.
- 👤 Wellington Quilters Guild- for their continued donation of beautiful handmade quilts.
- 👤 The Wellington businesses, agencies, individuals and government departments who supported us with fundraisers and Christmas collections.
- 👤 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, 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>



Celebrating 40 years of Wellington Women's Refuge at last year's AGM