

Wellington Women's Refuge Annual Report

1st April 2012 – 31st March 2013



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Organisational Overview

This is our 35th year providing services to women and children in the Wellington Community. We work alongside our sister 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, 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 currently operate under a collective structure made up of paid and volunteer advocates. Our team of 7 paid staff are co-ordinated by our Staff Support Manager and our team of around 20 volunteers are co-ordinated by our Volunteer Coordinator. Within our collective we have subcommittee's (these include employment, finance, volunteer, fundraising and political); these subcommittees have delegated roles on which they report back to the collective. We are currently planning a structural review to assess the current hybrid collective model to identify how this is working, and where changes may need to be made.

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. To make a referral simply phone the crisis line or office.

Support & Advocacy: Community Services

Our community office based in Cadbury House, 60 Ghuznee St 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 Kyla Lyons, Hayley Burns and Rita Harris

Over the past year, Wellington Women's Refuge has supported **250 women and 218 children** as community clients; this is a 19% increase in women from the previous year for women and a 14% decrease for children. 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 2012:

"I often tell people about how happy I was that the Refuge was more than happy to help me & be nonjudgmental"

"I was listened to and felt like I had an opening to start being safe"

"Women's Refuge stuck by me all the way, they helped me through everything I had to do.....were there with me seeing a lawyer, Work & Income, Police, even when I had court and Child Youth and family"

I could not believe how much I suddenly felt cared for and a worthy person, safe, and with options if needed"

Safe-house Services



Kay Flude our Safe-house Coordinator has worked hard 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 2012/2013 we supported **45 women** and **33 children** in our safe-house. These statistics are once again a slight decrease from the previous year indicating a reduction in the demand for our safe-house service. This decrease has meant that this service is operating at a sustainable level, where we most often have bedrooms available as needed. The average stay was **30 nights per family**, this is double the previous year's average stay and we believe this change is indicative of the difficulties of accessing housing in Wellington with high demand and prices for private rentals. We are finding social housing via HNZ and WCC has become more difficult for our women to meet criteria and to get housing offers if their application is accepted. The increase in average stay could also be influenced by the reduction in numbers meaning there is less pressure for families to move on before they are ready.

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.



Beautiful patchwork quilts donated by the Wellington Quilters Guild make the safe-house cosy.

Safe-house client feedback forms 2012:

"It was great to have Women's Refuge to go to on the night of the abuse, to have support and a place to go to"

"good location, nice place and felt safe"

"workers were helpful, friendly and caring"

24/7 Crisis Line

Wellington Women's Refuge operates a 24/7 crisis line. Our crisis line is **available 24 hours a day, 7 days a week, 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.

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 Maori Women's Refuge, Te Whare Rokiroki. During the working day the crisis line comes through to the two individual Refuges, after-hours the two Refuges share a crisis line with volunteers from both Refuges sharing rosters and taking calls on behalf of either Refuge. This collaboration means a sharing of 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 facing domestic violence situations and also offers support, information & advocacy when requested. Paid workers staff the crisis line during working hours and volunteers overnight, during weekends and public holidays. Our 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. 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! Trainees and trainers from our 2012 intake celebrating the completion of training. All new staff and volunteers complete the 52 hour, 8 week training for Wellington Women's Refuge and Te Whare Rokiroki.

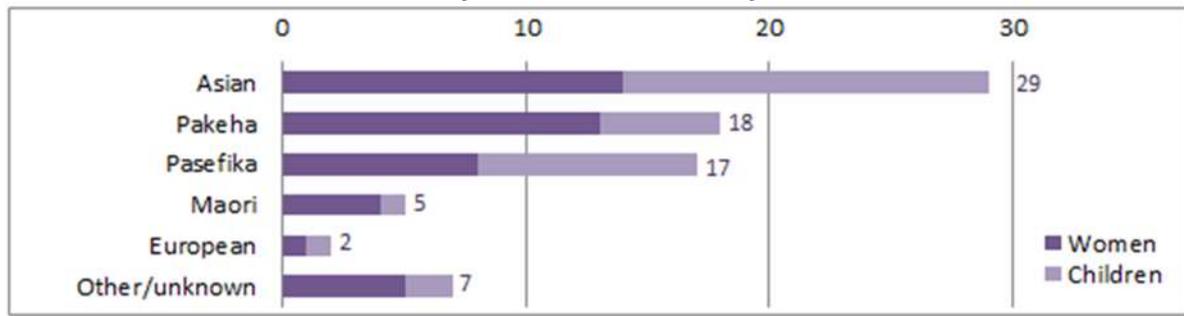
Statistics 1st April 2012 – 31st March 2013

Clients by Ethnicity (Safe-house)

The graph below indicates the ethnicity of women and children accessing our safe-house service during the period. This year has seen a change to Asian women and children being the highest number to use our safe-house service, previously Pasefika women and children were the higher number. The Maori total includes clients of Te Whare Rokiroki, Maori Women's Refuge for whom we provided a place when their safe-house was full.

This graph does not fully illustrate the ethnic diversity of women accessing WWR services as our current database fits ethnicity into these 6 categories. Women and children supported who come under the category of 'Other Ethnicity' include; Middle Eastern, African and Latin American.

Safehouse clients: ethnicity

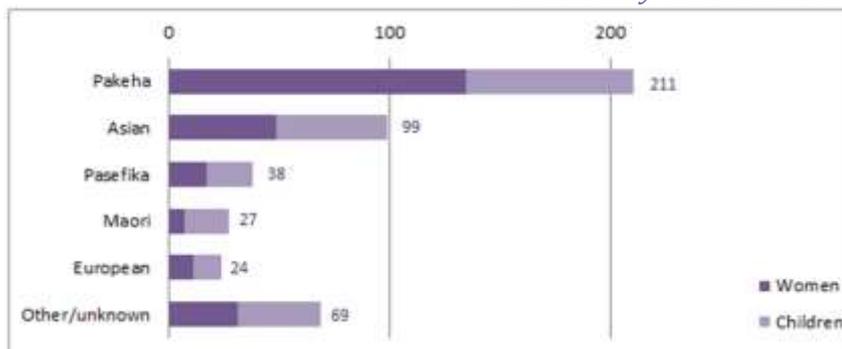


Clients by Ethnicity (Community)

The highest number of community clients are Pakeha, this graph differs from safe-house ethnicity statistics with number of Pakeha being supported in the community more than double of any other ethnic group. The lighter purple indicates children's ethnicity; Maori is largely made up of Maori children of non-Maori women

The group titled 'Other Ethnicities' is made up of various ethnicities including Middle Eastern, African and Latin American. We hope to have a change in our database to record these ethnicities individually so our data better reflects the ethnic diversity of the women we support.

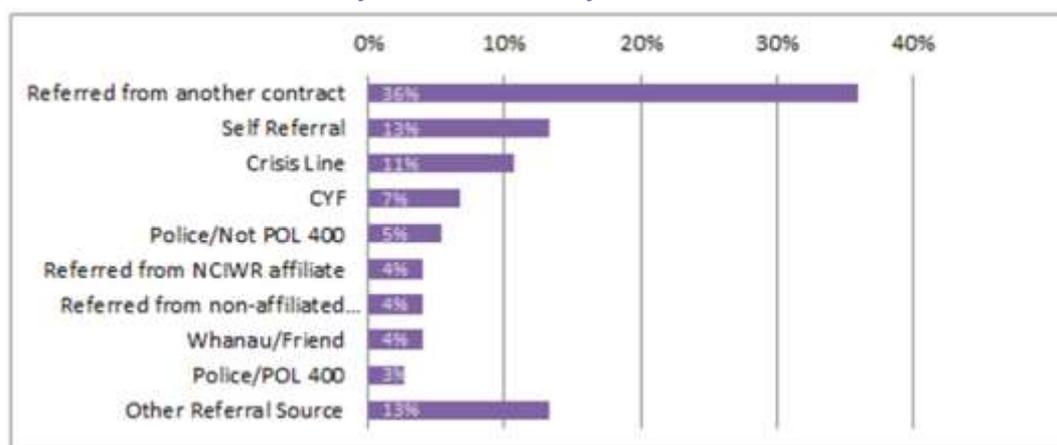
Community clients: ethnicity



Clients by Referral Source (Safe-house)

36% of women entering our safe-house were referred by our own service as they were already being supported as community clients. The safe-house can be a positive step for women on the journey towards living free from domestic violence. Another 13% of women entering our safe house were self-referrals; these remain the highest source of women first coming into our service. Women coming into our safe-house service via police referrals total 8% this is made up of 5% of referrals come direct from the police at the time of a domestic violence incident or a woman seeking assistance from police and a further 3% come from police via a polFVR referral (police report of a domestic violence incident which is later followed up by us).

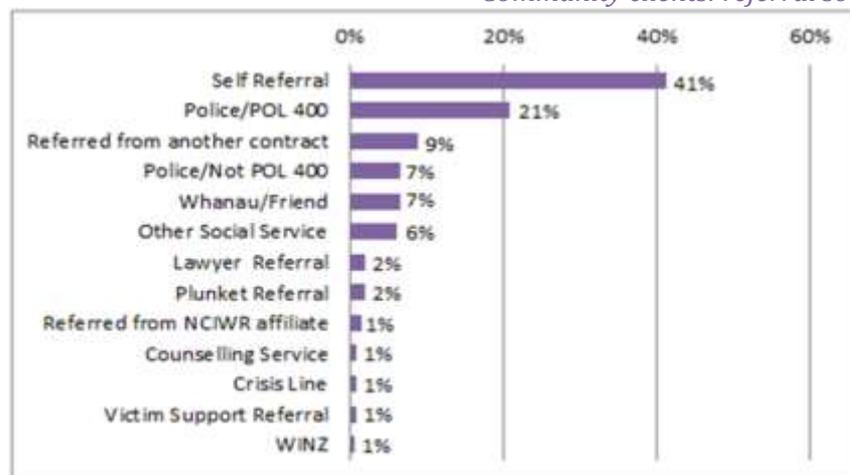
Safe-house clients: referral source



Clients by Referral Source (Community)

The largest referral sources of community clients are by far self-referrals at 41%, followed by 28% of women being referred by police (21 police family violence report after incident, 7% police directly while women seeking assistance from police) This differs from police referrals to the safe-house the greater amount of which come from police direct referrals and the lesser amount via polFVR referrals. 9% come from our own service (supported after leaving the safe-house).

Community clients: referral source



Education programmes

Wellington women's Refuge has two streams of education that we run: therapeutic education for women and children who have survived abuse and education focused on prevention and intervention for the wider community.

Women's Programme: Our women's programme Hope, Revive, Flourish continues to go from strength to strength with the facilitation team in 2012/13 being joined by Kyla Rayner, our Pacific Island Social worker and Yvonne Denny and later Ange Chaney both from Te Whare Rokiroki, Maori Women's Refuge. The diversity of our facilitators has allowed the programme to be responsive to a wider 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 continuing to provide social workers to help facilitate this programme, it is valuable for Maori women on the programme to have the support of Te Whare Rokiroki.

In the year ending 31 March 2013 we had 20 women attend the two 16 session women's programmes, with 75% completing the course. Of those that completed the course on average women attended 78% of sessions.

This year we began our first full evaluation of our women's programme, with women participating in surveys before, during and post programme. What we are aiming to find out through this evaluation is: what women want from programmes and compare this to what they feel they got from the programme, what are the ways women manage safety before and after the programme and a series of scales relating to women's feelings of isolation, decision making, parenting through abuse and sense of identity. The initial data for this has now been collected and we aim to have this report out by the end of the current financial year.

Quote from Evaluations for Women's Programme 2012:

"This course was my lifeline"

"(What I learnt most from the programme) I am allowed to love myself, I am allowed to say no. I appreciate everything that was made available and especially sharing with all the women here"

We ran a focus group in October 2012 for those who had attended women's programme and the ongoing support group through WWR one area we asked about was "How has the Programme/Survivors Group helped you in your own life?" The main ways women felt these programmes influenced their lives were:

Many felt the programme went beyond meeting their safety/safety planning needs, finding the atmosphere supportive, 'forward looking' and positive. They found that the practical focus of sessions was useful as well, particularly for:

- *Dealing with negativity/negative thoughts, and how to stop them.*
- *Keeping a rage journal as a tool to help sort your anger out, and aid in moving the thought process along.*
- *Learning how to check in with yourself (i.e. asking, "Am I okay?"), and how to tell if something is not right for you in a given situation.*
- *Helping get rid of the feeling of "being numb."*
- *Identifying your goals/identity and taking steps to get back to the things that you liked to do before the abuse.*

Education programmes continued

Tamariki Programme: this 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. Kay Flude is co-ordinating this programme alongside facilitators from Wellington Women's Refuge and Te Whare Rokiroki. Facilitators find this work rewarding and parents are reporting positive changes. In the year ending 31 March 2013 we had 14 children complete the Tamariki programme, we were pleased to achieve our goal of running a programme in each school term throughout the period.

Quote from Evaluations for Children's Programme 2012:

"Before she started this programme she was in a confused state as there has been violence in our family, and we found the programme very helpful and useful because she is now a brighter and happier little girl"

"Before he wasn't talking to me as much, is much more open since the programme"

"Better self-control and ability to verbally articulate what happens and what she does not enjoy"

"Displays much better understanding of different ways to express anger and increasingly uses more appropriate ways"



Tamariki Programme work

Community Education



Eleanor Butterworth Education and Volunteer Co-ordinator

We have continued to deliver family violence training across the social sector with us delivering 15 family violence trainings either through our open sessions or to specific organisations, reaching representatives from 24 different agencies or groups with over 400 people present at these sessions over the year. We continue to sit on the Te Rito Community Education Taskforce and through this collaboration delivered training to Anglican community and ministers associated with St Cuthbert's in Island Bay, a two part session on healthy relationships for Blue cactus hairdressing and a free family violence education session for the Island Bay community.

In addition to this work for the first time in 2012/13 Wellington Women's Refuge submitted papers or was asked to speak to various conferences; this provided a great opportunity to reach a wider range of people on the topic of family violence and allowed us to participate in the conversations around best practice for working with survivors right across the social service and health sectors. The papers delivered at conferences included: Feminist Practice and working with survivors of family violence; delivered to the Women's Studies Association conference, Hope, Revive, Flourish: New innovations in women's programmes, delivered at the NCIWR National Domestic Violence conference and Journey Through Domestic Violence, delivered to the Women's Health Conference.

WWR was also contracted to write the Council of Trade Unions 'Sexuality and Gender Diversity Resource Kit' for the Out at Work Network, we undertook this project in Collaboration with Mani Mitchell from the Intersex Awareness Aotearoa Trust. This was a new direction for community education but one we were very privileged to be involved with.

Community education has continued 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.

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 increase community education and participation in family violence issues. 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 businesses and other organisations.

Police: We take part in collaboration with the police, which results in us contacting 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 **664 family violence reports (polFVR) from police**, this figure is a 7% decrease 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.

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 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, Maori 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.



Three Wellington Women's Refuge Staff attended the NCIWR national Tauwiwi hui.

Report from our Volunteer Coordinator



Members attending education day on intimate partner violence in LGBTIQ community

Wellington Women's Refuge is lucky to have a dedicated team of volunteers who are an integral part of our organisation. Volunteers at Wellington women's refuge make a huge contribution to the running of the organisation and to the wellbeing of women and children in our service who require support outside regular office hours. Volunteers primary role is running the after-hours crisis-line which they do after an initial 51 hour training period, 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 15 volunteers.

In March 2012 we began our yearly volunteer/induction training which brought on 10 new volunteers for both Wellington Women's Refuge and Te Whare Rokiroki and trained 4 new staff members from the two refuges. In addition to their initial training our volunteers attend monthly supervision and one off training sessions, in the past year these have included topics such as the process for FVIARS reports (our response to Police call outs) and Police Safety Orders.

In addition to crisis line work in the past year volunteers have made massive contributions to Wellington Women's Refuge with their skills and talents in other areas, most notably in the past year these have included: the writing of submissions on the proposed family court changes, running an education day on intimate partner violence in LGBTIQ community, through their participation in annual appeal, the producing of the Vagina Monologues as a fundraiser, development of policy relating to volunteers and running social events like the Great Refuge Quiz night and Volunteer Christmas party.

We always take this opportunity in our annual report to express publically how much Refuge and the women and children of Wellington benefit from the energy, passion 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 those people for another year of amazing work.



Report from our Staff Support Manager



Philippa McAtee Staff Support Manager

As illustrated throughout this report there are many achievements of which we can be proud over the last year. A vital part of the role of our Staff Support Manager is providing day to day support for our team of paid staff to ensure we continue to provide a holistic and responsive service to women and children experiencing domestic violence. Our social workers receive both external and internal supervision as well as support with case management. We have continued to focus on building a supportive team environment, professional development, stress management and ensuring workloads are shared as evenly as possible. We are pleased that over the last couple of years we have made progress towards better remuneration of staff for their work.

Professional Development: We continue to support our staff to up skill and attain skills and knowledge for their work at Women's Refuge. In addition to internal trainings our staff have attended a range of training including; Community Responses to Domestic Violence, Trauma Studies, Women's Studies Conference, Response Based Practice and Child Maltreatment and Intimate Partner Violence. A highlight this year was an eight session Mindfulness training which staff found helpful for managing the stress that comes with crisis work.

Acknowledgement to staff: Our staff carry consistently high workloads and maintain a high standard of service, while constantly juggling various roles, projects and tasks. It is only due to a lack of ongoing adequate funding that we have not been able to increase staff numbers. We 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.

Financial Report

Financial Overview 1 April 2012 to 31 March 2013

Wellington Women's Refuge recorded **total income of \$477,631** for the financial year 1 April 2012 to 31 March 2013. **Total expenditure was \$471,728** resulting in a **net profit of \$5,903**.

We are pleased with the efforts that went into securing the funding that resulted in a profit for us this year. Thanks to all who helped keep us on track including our Treasurer Julia Campbell, Finance Subcommittee, our Accounts Administrator Jo Cattermole, our Staff Support Manager Philippa McAtee and Eleanor Butterworth for her sterling efforts with funding applications.

Our thanks go again to Deloitte and particularly Audit Partner Trevor Deed who again completed our audit for the year ending 31 March 2013.

<u>Financial Position</u> <u>As at 31st March 2013</u>	<u>Financial Performance</u> <u>For the year ended 31st March 2013</u>
ASSETS	INCOME
CURRENT ASSETS	Grants
Cash at Bank 228,135	National Collective of Independent Women's Refuges 134,944
Accounts Receivable 7,556	Lotteries 18,780
Investment Fund: Gwen & Kevin Day Charitable Trust 200,603	MSD Community Response -
Total Current Assets 436,294	MSD Family Centred Service 143,748
NON CURRENT ASSETS	Community Organisation Grant Scheme 8,000
Fixed Assets 12,695	Wellington City Council Projects 48,750
Total Non Current Assets 12,695	2,640
TOTAL ASSETS 448,989	Total Grants 356,862
CURRENT LIABILITIES	Donations/Fundraising 80,470
Accounts Payable 22,610	Education Programmes 26,661
BNZ Visa Account 1,613	Rentals 6,557
Employee Entitlements 27,841	Interest Received 7,081
Goods & Services Tax (GST) 23,541	TOTAL INCOME 477,631
Grants in Advance 53,570	EXPENDITURE
Funds belonging to another Organisation 13,750	ACC Levy 1,335
Total Current Liabilities 142,925	Audit & Accountancy 1,346
TOTAL LIABILITIES 142,925	Bank Charges 343
NET ASSETS 306,064	Call Centre 6,912
Represented by:	Client Support 38
GENERAL FUNDS 306,064	Depreciation 6,889
	Education Programmes 3,226
	Fundraising/Appeal costs 3,957
	Hui Attendances & Hosting 3,761
	Insurance 4,215
	Interpreting 1,431
	Rent 36,000
	Office Costs 21,848
	Safehouse 16,847
	Staff Costs (incl Recruitment) 333,250
	Training & Supervision 11,692
	Unrealised loss on investment 1,822
	Vehicle Costs 15,018
	Volunteers 1,798
	Total Expenditure 471,728
	NET SURPLUS(DEFICIT) FOR THE YEAR 5,903

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

Fundraising

In the changing economic environment we continue to put a lot of thought and energy into our funding plan. 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 over 49,190**. This was our highest ever result 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 Jess Lee, together they put in a lot of effort and enthusiasm to help make the event a success. This year three Cuba street bars got behind our annual appeal with fundraising gigs. These extra fundraisers on top of our street collection contributed to the record total.



Kyla and Jess prepare for the big day



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 who support us in the form of bequests, regular donations, payroll giving and the one off cash donations from individuals, businesses, community organisations and education institutions. These make up a significant portion of our income and vital to our operation.

Frock on: This year we had two local businesses women approach us to run a fundraising fashion parade and auction "Frock-On" this event was a huge success and raised 10,000 for Wellington Women's Refuge and Te Whare Rokiroki, Maori Women's Refuge we plan to make this fundraising collaboration an annual event.



Acknowledgements

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
Ministry of Social Development – Family Centred Fund- Shared with Te Whare Rokiropi	Direct services to family and whanau.	\$160 000
Lotteries Community Fund	This grant went towards the salaries of our Staff Support 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 clients. The above amount was put towards the staff salaries of our paid Social Workers/Community Advocates.	\$35 000
Wellington City Council – Social Pool	This funding was used to contribute to the salary of our Volunteer Coordinator	\$10 000
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.	\$8000
Graeme Eskrigge Trust	Funding for new computer for community office	\$1999
Children’s Foundation	Fresh fruit, dairy, vegetable and general grocery supplies for women and children in our service.	\$3000



A grant from Wellington Children’s foundation has enabled us to supply fresh food to families at the safe-house.

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 keep giving 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.
- 📍 Wellington City Mission – for food parcels and Christmas gifts for children.
- 📍 Our sister Refuge Te Whare Rokiroki who provide a service for Maori women in the Wellington community and moral support for Wellington Women's Refuge.
- 📍 Doctor Helen Rodenburg and colleagues for the generosity and understanding shown to our clients.
- 📍 Both Datacom staff and Jethro Carr who have 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 2011/2013 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 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 2013/2014

- ❏ To continue increasing our funding sources to ensure that we remain financially sustainable.
- ❏ Follow on from our structural review with putting the recommendations into action.
- ❏ Run an education/support session for friends and family of those experiencing domestic violence.
- ❏ Continue our work up skilling and being accessible to LGBTIQ community who experience family violence, including development of policy and further training in this area.
- ❏ Support our Pasefika social worker with establishing and strengthening relationships with the Pasefika community.
- ❏ Obtain use of a storage space for storing our donations
- ❏ Explore finding a new home for our community office with a bigger space for training and programmes.

Did you know we now have a website?

Check out our page at:

www.wellingtonwomensrefuge.co.nz

