

Wellington Women's Refuge Annual Report

1st April 2013 – 31st March 2014



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Organisational Overview

This is our 36th year providing services to women and children in the Wellington Community. We work alongside our sister Māori Women's Refuge, Te Whare Rokiroki who provide services to Maori women and children. Our services are confidential and we support women whether they choose to leave or stay in a relationship. We work in a holistic way with survivors of domestic violence; advocating in all areas that affect a woman's situation, referring as needed to other specialist organisations and walking alongside and empowering her to make safe decisions for the future.

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

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

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

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

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

Structure: This year we completed the transition from a collective to a governance structure. Our governing group is made up of seven members; four who were already experienced volunteers with our organisation and three new to the organisation who were invited on for their skills and experience. This change had been planned for some time and was the result of a structural review looking at the governance needs of the organisation and how to best meet these needs going forward. Day-to-day operations are coordinated by our manager; we have a team of seven paid staff ensuring comprehensive services are available to clients and around 20 dedicated volunteers who support the organisation including filling the crucial role of answering answer the crisis-line outside of working hours.

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

Support & Advocacy: Community Services

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



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

Over the past year, Wellington Women's Refuge has supported **252 women and 237 children** as community clients. This is a 1% increase in women from the previous year for women and an 18% increase 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 2013/14:

"Initially due to my situation I was apprehensive but she contacted me again 1-2 weeks later and I met up with her which was awesome"

I thank you for the work you do. You are a wonderful bunch of woman who change and improve lives. You touch people's hearts and leave a lasting impression in many."

"The support, advice and learning I received was invaluable. I didn't expect the level of growth that I experienced and I'm very grateful and appreciative. The ongoing contact has been great."

"They are lovely supportive friendly people who don't judge- it was exactly what I 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 2013/2014 we supported **44 women** and **42 children** in our safe-house. These statistics are similar to last year, an ongoing trend indicating a levelling out in demand for our safe-house. This means our safe-house is operating at a sustainable level, where we most often have bedrooms available as needed. 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.

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.

Annual donation of gorgeous patchwork quilts from the Wellington Quilters Guild make the safe-house cosy.



Safe-house client feedback forms 2013/14:

"It felt very safe and everyone is nice."

"It was very good, I felt very lucky, was a big difference between my home and in the house"

"Good location, good place and safe."

24/7 Crisis Line

Wellington Women's Refuge operates a 24/7 crisis line which **received 1488 calls** in the last year. 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. Our after-hours volunteers work from their homes, with an answering service connecting the phone calls through to their own phone. We are dependent on the huge number of hours donated by voluntary staff.

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

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

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



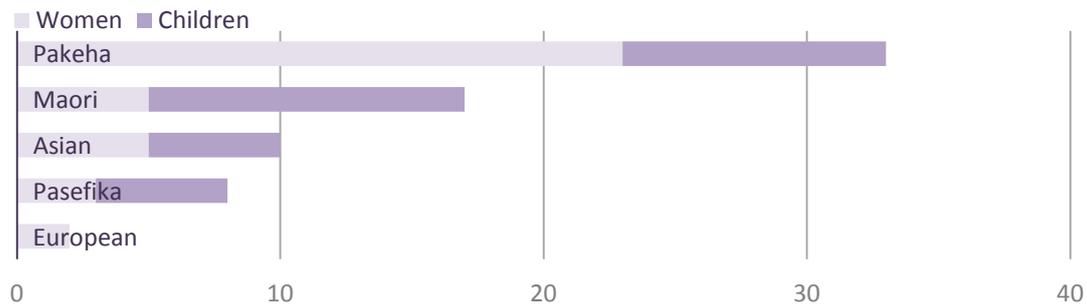
Ready to take calls on our shared crisis line! Trainees from our 2013 intake are welcomed on by current members. All new staff and volunteers complete the 51 hour, 8 week training for Wellington Women's Refuge and Te Whare Rokiroki.

Statistics 1st April 2013 – 31st March 2014

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 Pākehā women and children being the highest number to use our safe-house service, previously Asian women and children were the higher number. The Māori total includes clients of Te Whare Rokiroki, Māori Women's Refuge for whom we provided a place when their safe-house was full. Other ethnicities using our safe-house service include Middle Eastern, African and Latin American.

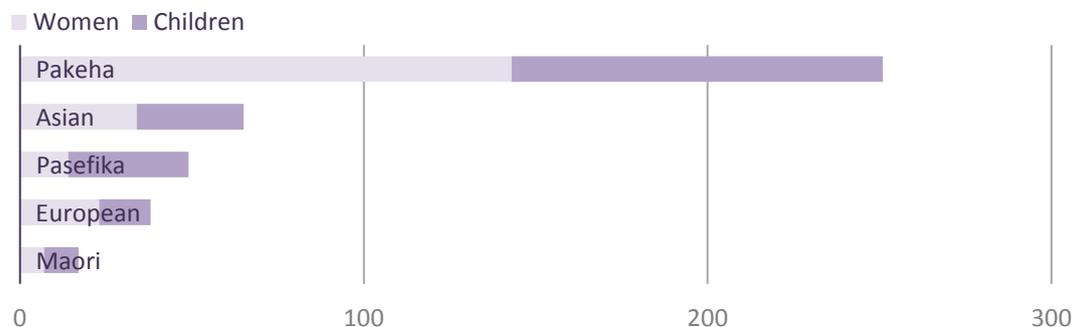
Safehouse clients: ethnicity



Clients by Ethnicity (Community)

This graph differs from safe-house ethnicity statistics with number of Pakeha women and children being supported in the community making up 51%. The darker purple indicates children's ethnicity; Māori is largely made up of Māori children of non-Māori women. Other ethnicities being supported as community clients include Middle Eastern, African and Latin American.

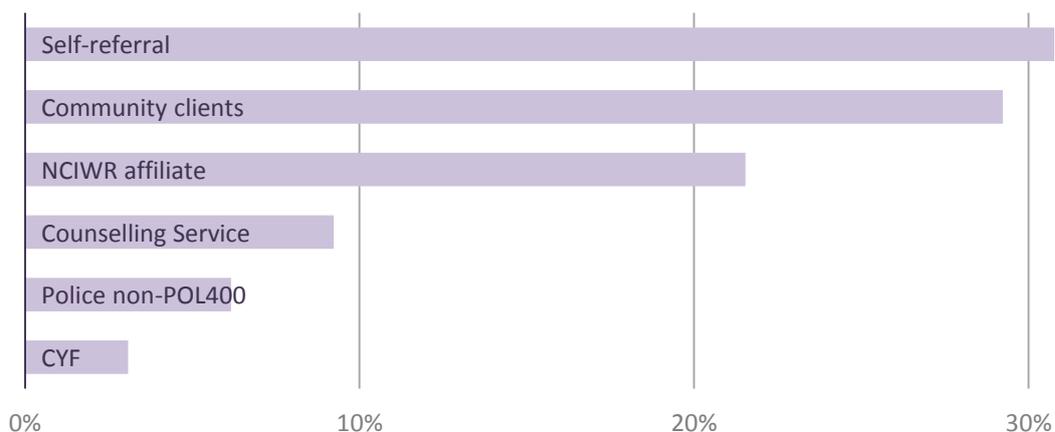
Community clients: ethnicity



Clients by Referral Source (Safe-house)

Self-referral is the most common way that women enter our safehouse at 31%, followed closely by 29% of women entering our safe-house referred after being supported as community client. The safe-house can be a positive step for women on the journey towards living free from domestic violence. Another 22% of women entering our safe house were referred by another Refuge. This can be due to women choosing to relocate to our area or another Refuge safehouse being full. Women coming into our safe-house service via counselling referrals total 9%, and police referrals total 7%. Police referrals are referrals direct from the police at the time of a domestic violence incident or a woman seeking assistance from police. Lastly 3% came via referrals from Child, Youth and Family Services (CYFS).

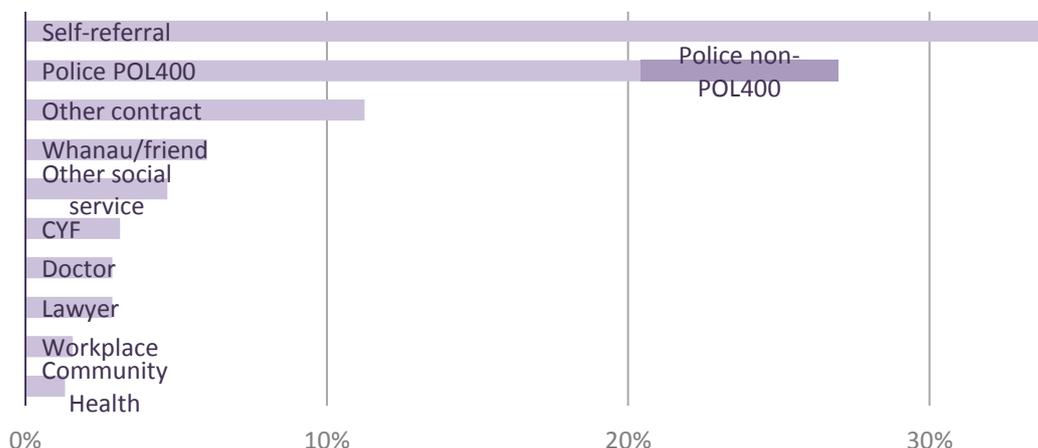
Safe-house clients: referral source



Clients by Referral Source (Community)

The 10 most common referral sources for community clients outlined in below graph. The largest referral sources of community clients are self-referrals at 34%, followed by 27% of women being referred by police (20% police family violence report after incident, 7% police directly while women seeking assistance from police). A further 11% come from our own service (supported after leaving the safe-house), 6% are supported to our service via a friend or family member and the rest come via other organisations as indicated.

Community clients: referral source



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.



Kyla Rayner Education and Programme Co-ordinator

We have continued to deliver family violence training across the social sector. This year we delivered 12 family violence trainings either through our open sessions or to specific organisations, reaching representatives from 20 different agencies or groups with over 300 people present at these sessions. Groups receiving training over the last year included Girl Guides, Kilbirnie Mosque, Salvation Army Bridge programme, Capital and Coast District Health Board new registrars, Newtown Union Health and Strathmore Community Centre. 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.

This year we said a fond farewell to Eleanor Butterworth who worked as our Education & Volunteer Coordinator for nearly 5 years, leaving to take on the role of Manager at Wellington Rape Crisis. We are appreciative of the achievements she contributed to during her time with us. Eleanor was instrumental in the creation and delivery of our Women's Programme including obtaining approval for funding from Ministry of Justice. Kyla Rayner took on the role of Education and Programme Coordinator in January 2014. She comes into the role with valuable experience of nearly four years' experience as an advocate with our organisation and also as an experienced programme facilitator.

Women's Programme:

Our women's programme Hope, Revive, Flourish continues to go from strength to strength with the facilitation team during 2013/14 year including Eleanor Butterworth, Kyla Rayner and Ange Chaney from Te Whare Rokiroki, Māori Women's Refuge. The diversity of our facilitators has allowed the programme to be responsive to a wide range of women and it continues to evolve to meet the needs of women coming through the programme. We want to extend special thanks to our sister Refuge Te Whare Rokiroki for their on-going collaboration through support and co-facilitation of our women's programme. In the year ending 31 March 2014 we had 23 women attend the two 16 session women's programmes.

Quote from Evaluations for Women's Programme 2013/14:

"The women's programme helped me realise I am not alone and I'm not just a solo mum, I would really recommend it to others."

"I feel a sense of sisterhood and understanding."

"Was a fantastic, enlightening experience."

Tamariki Programme

Tamariki Programme is a 10-session programme for 5-8 year olds focusing on what abuse looks and feels like, keeping safe and involving parents in developing positive communication skills for understanding and sharing feelings. Kay Flude has been doing a superb job co-ordinating this programme for several years alongside other facilitators from Wellington Women's Refuge and Te Whare Rokioki. In early 2014 she handed coordination over to Kyla Rayner who in her new role has taken on coordination of programmes. Facilitators find this work rewarding and parents are reporting positive changes. In the year ending 31 March 2014 we had 16 children complete the Tamariki programme, and we were pleased to achieve our goal of running a programme in each school term throughout the period.

Quotes from Evaluations for Children's Programme 2013/14:

"I would definitely recommend the programme. It was so helpful and thank-you for dropping he children off afterwards. Children seemed to enjoy the programme a lot."

"Seems happier, talks about the programme, doesn't seem as sad. Before he wasn't talking to me as much, is much more open since the programme."

"Happier, calmer, very good group for my child."

"She talks with me more, explaining with her words quite maturely in a problem solving way. Explains what she wants to address such as a situation or feeling."



Tamariki Programme work

Collaboration

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

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

Police: We collaborate with the police. This enables us to contact women after police call-outs to family violence incidents to offer support from Wellington Women's Refuge. For many women this is a time of crisis - when they are looking at their options and are in need of information, support and a confidential listening ear. Next to self-referrals, our largest numbers of referrals come from the police. Over the past year we have received **664 family violence reports (polFVR) from police**, this figure is an 8% 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. We were pleased to support our Manager Philippa McAtee to be put forward by the region to as the Lower North Tauwiwi representative on Core Group our National Governing Body.

Te Whare Rokiroki, Māori Women's Refuge: We work alongside our sister Refuge in a mutually supportive and beneficial way. Over recent years we have continued to build on our partnership in practical ways collaborating to share resources and services such as shared annual appeal, donation van, after hours crisis line, training and delivery of women's and children's programmes. This year we took the opportunity of moving offices to find a space that fitted the needs of both organisations so we could share a space side-by-side.



Staff and volunteers from Wellington Women's Refuge and Te Whare Rokiroki attend the NCIWR National AGM and support Philippa's welcome onto Core Group.

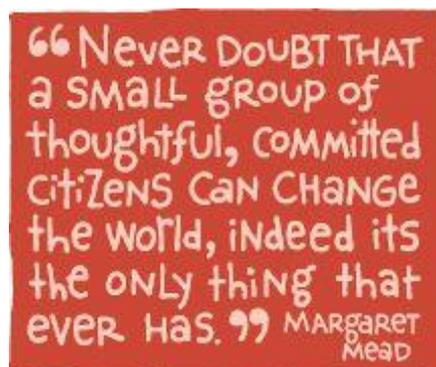
Volunteer Report

Wellington Women's Refuge is lucky to have a dedicated team of volunteers who are an integral part of our organisation. They 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 50 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 2013, we began our yearly volunteer/induction training which brought on eight new volunteers for both Wellington Women's Refuge and Te Whare Rokiroki. In addition to their initial training our volunteers attend monthly supervision and one-off training sessions, in the past year volunteers and staff benefited from a two-day Te Tiriti o Waitangi and relationship building workshop 'Te Pumaomao' delivered by trainers Takawai and Chris Murphy.

In addition to crisis line work in the past year, volunteers have contributed to Wellington Women's Refuge with their skills and talents in other areas, most notably in the past year these have included: contributions to the structural review and related working groups, writing of submission on the Victims' Orders Against Violent Offenders Bill, through their participation in the annual appeal, supporting running a stall at Out in the Square event, and supporting organisation of social events such as the Volunteer Christmas party.

We like to take this opportunity in our annual report to express publicly 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.



Manager's Report



Philippa McAtee

As illustrated throughout this report there are many achievements of which we can be proud over the last year. A vital role of our 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 external clinical supervision as well as support with case management. We have continued to focus on building a supportive team environment, along with opportunities for professional development and stress management to assist in ongoing quality service to clients.

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.



Staff from Wellington Women's Refuge and Te Whare Rokiroki take the opportunity to relax and celebrate the year's achievements at our staff Christmas party.

Highlights this year:

New Community Office: A highlight at the close of this year is our impending relocation in May 2014 to a new community office space located at level 1, 264 Cuba Street. Our current office is yellow stickered due to being below earthquake code. We are pleased to have found a building which as well as meeting the earthquake code requirements, has more space for meeting with clients, a bigger room for running our programmes, and disability access and toilets. We plan to share a space alongside our sister Refuge; Te Whare Rokiroki, Maori Women's Refuge who will join us in the move. This will be an opportunity to work more closely together and further the sharing of support and resources between the two Refuges.

Formation of Governing Group: As a result of a structural review, we made the transition to a Governance/Management structure. Early 2014 we finalised the membership of the new Governing Group made up of current volunteers alongside like-minded women with appropriate skills and experience from the wider community. We were pleased to welcome to the organisation a governing group of seven members;
Liana Eruera, Jo Douglas, Lisa Matthews, Lauren Gibbs, Francesca Ephraim, Cara Thorburn, and Julie Bukutu.

Treasurers Report



Julie Bukutu

As the figures on the following page show Wellington Women's Refuge recorded a total income of \$515,458 for the financial year 1 April 2013 to 31 March 2014. Total expenditure was \$476,956, resulting in a net surplus of \$38,502. Through the hard work of our manager and staff the organisation stayed on track with the budget and ended the year with a surplus to carry over for exciting new projects in the 2014/2015 financial year. We would like to extend our appreciation to Leslie Arthur Russell and Dorothy E. Adam for two bequests we received in this financial year. Furthermore thanks again to Deloitte Chartered Accountants, particularly Audit Partner Trevor Deed who again completed our audit for the year ending 31 March 2014. The audit qualified with no matters of concern arising.

Financial overview 1 April 2013 to 31 March 2014

<u>Financial Position</u>		<u>Financial Performance</u>	
<u>As at 31st March 2014</u>		<u>As at 31st March 2014</u>	
ASSETS		INCOME	
CURRENT ASSETS		Grants	
Cash at Bank	\$245,279	National Collective of Independent Women's Refuges	\$124,177
Accounts Receivable	\$2,033	Lotteries	\$66,220
Investment Fund: Gwyn & Kevin Day Charitable Trust	\$209,211	Internal Affairs	\$3,600
Total Current Assets	\$456,523	MSD Family Centered Service	\$105,000
NON CURRENT ASSETS		MSD Capability Investment Resource	\$5,000
Fixed Assets	\$8,914	Community Organisation Grant Scheme	\$10,000
Total Non Current Assets	\$8,914	Wellington City Council	\$52,473
TOTAL ASSETS	\$465,437	Projects	\$5,046
CURRENT LIABILITIES		Total Grants	\$371,516
Accounts Payable	\$18,350	Donations/Fundraising	\$116,992
BNZ Visa Account	\$567	Dividends received	\$1,029
Employee Entitlements	\$24,951	Education Programmes	\$10,741
Goods & Services Tax(GST)	\$19,346	Interest Received	\$6,573
Grants in Advance	\$43,907	Unrealised Gain on Investment	\$8,607
Funds belonging to another organisation	\$13,750	Total Income	\$515,458
Total Current Liabilities	\$120,871	EXPENDITURE	
TOTAL LIABILITIES	\$120,871	ACC Levy	\$1,239
NET ASSETS	\$344,566	Audit & Accountancy	\$396
Represented by:		Bank Charges	\$370
GENERAL FUNDS	\$344,566	Call Centre	\$4,923
		Client Support	\$274
		Depreciation	\$5,369
		Education Programmes	\$5,127
		Fundraising/Appeal Costs	\$4,955
		Hui Attendance & Hosting	\$2,354
		Insurance	\$3,194
		Interpreting	\$389
		Loss/(Gain) on Disposal of Fixed Assets	\$541
		Rent	\$36,000
		Office Costs	\$20,272.00
		Project Funding Expenditure	\$3,629
		Safehouse	\$11,136
		Structural Review	\$3,500
		Staff Costs (incl Recruitment)	\$348,542
		Training & Supervision	\$9,162
		Unrelaised Loss on Investment	0
		Vehicle Costs	\$13,861
		Volunteers	\$1,723
NET SURPLUS FOR THE YEAR	\$38,502	Total Expenditure	\$476,956

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 over 40,000**. This was a great 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 Jo Cattermole, together they put in a lot of effort and enthusiasm to help make the event a success. This year San Fran Bathhouse once again got behind our annual appeal with a fundraising gig. This extra fundraiser on top of our street collection contributed to a great total.



Wellington Women's Refuge volunteer Emma Waring minds a collection site on Lampton Quay.



The Green Party collected for the day at Bowen House with Russell Norman on duty.

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.

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 once again 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 give to this cause with so much energy and aroha. We are very grateful for everything you bring.
- ☑ All the partners, families and flatmates of our volunteers who get woken in the night by the telephone ringing, who are the invisible supporters of refuge!
- ☑ Our inspiring and skilled lawyers at Cuba Family Law who are so dedicated to working in the area of domestic violence - Margaret Powell, Wendy Davis, Liz Lewes, Fiona Miller, and their support staff.
- ☑ The Wellington police force, particularly the domestic violence intervention team.
- ☑ Khandallah New World for hosting a food collection bin for our safe-house.
- ☑ Our sister Refuge Te Whare Rokiroki who provide a service for Maori women in the Wellington community and moral support for Wellington Women's Refuge.
- ☑ Doctor Helen Rodenburg and colleagues for the generosity and understanding shown to our clients.
- ☑ Datacom staff and also Daniel Johnston and Jethro Carr who have all donated their time to give free I.T. support.
- ☑ Wellington Quilters Guild- for their continued donation of beautiful handmade quilts.
- ☑ Fuji Xerox- for the free printing of resources throughout the year generously supplied.
- ☑ Deloitte who once again completed our 2013/2014 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 2014/2015

- ♀ To maintain and build on our funding sources to ensure that we remain financially sustainable.
- ♀ Follow on from our transition to a governance structure with training for the new governing group and a strategic planning session that gives us a robust strategic plan that charts our future direction.
- ♀ Increasing our provision of educational programmes for women to meet the needs of clients and reduce waiting times.

Check out our website at:

www.wellingtonwomensrefuge.co.nz

Check out our Facebook page at:

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

