

Wellington Women's Refuge



Annual Report
1st April 2019– 31st March 2020

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Photo on front page: Wellington Women's Refuge staff, preparing for annual appeal

Organisational Overview

This is our 42nd year providing services to women and children in the Wellington Community. We work alongside our sister Māori Women's Refuge, Te Whare Rokiroki who provide services to Maori women and children. Our services are confidential and we support women whether they choose to leave or stay in a relationship. We work in a holistic way with survivors of domestic violence, walking alongside and empowering them to make safe decisions for the future.

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

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

Who: We work with women and their children who have experienced or who are experiencing domestic violence. Domestic violence involves one person dominating and controlling another person in a relationship. This can include a range of power and control tactics and may not always involve physical violence; the abuse

does not have to be physical violence for someone to access our service. The women we work with are from a range of ages, ethnicities, sexual orientations, and socio-economic backgrounds.

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

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

crisis telephone line assisted by a roster of volunteers responding to the crisis line outside working hours.

Structure: We operate under a governance board, currently made up of six members; some came on board as experienced 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.

From the Manager

Reflecting over another busy year, Wellington Women's Refuge can be proud of the work we do to support women and children to lives free from domestic violence. Our positive achievements have been progressed through the dedicated work of our staff, volunteers and the support and oversight 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.

Throughout the year funds were raised via a range of successful fundraising events supported by our community, including a well organised joint Annual Appeal \$52,324. This was a great opportunity for engagement with our community as well as a source of much needed funding.

As this year draws to a close we are excited to announce we have secured a new office space to rent. With our previous tenancy coming to an end we took the opportunity to find a larger space that will meet our needs and allow us to further develop our services in the future.

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

We are proud to introduce the annual report for Wellington Women's Refuge (WWR) 2019-2020. We have had another busy year with 178 women and 168 children receiving support as community or safe-house clients.

We acknowledge that it is thanks to the efforts of our staff and volunteers that we can continue to provide a seamless, responsive and specialist service to women and children experiencing domestic violence.

We would like to thank our manager, Philippa McAtee, for her ongoing commitment and leadership, especially as we head into lockdown for the Covid-19 pandemic. She has done an admirable job of ensuring provision of ongoing support to our clients while prioritising the safety and wellbeing of staff, volunteers and clients.

We also thank all of the Wellington Women's Refuge 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. We are proud of the work you all do.

As the governing group we have the privilege of overseeing and guiding the work of the organisation. At our last AGM we farewelled Liana Shortland as chair and governing group member. Liana had been a committed member of our governing group since our move to a governance structure in 2014 and we are grateful for her support and contribution to the organisation. We have had no change in our six members this year and 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.

We have continued to progress our strategic plan throughout the year with a focus on relationship building, fundraising, community education. Meanwhile, an area of focus for our governing group in particular has been policy implementation and review as we ensure the organisation keeps up to date with changing requirements to meet audit standards.

As we face the uncertainty of the Covid-19 pandemic, we are grateful to be able to confidently say that Wellington Women's Refuge is in a strong position going forward, financially and otherwise. As an essential service, we are committed to ensuring our support is available to those who need it during these difficult times.

Cara Thorburn & Shelly Reet



Support & Advocacy: Community Services



Our dedicated social work team: Team Leader Rita Harris, Amy Beauchamp, Catherine McMillan and Maani Williams.

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.

Community Client feedback 2019/20:

"You guys treated me with respect and kindness. The biggest thing for me was you guys believed me which to this day means so much, so many people didn't believe me."

"Very kind and caring with no pressure"

"I was really nervous about making the call, as when you're in this situation you do lose perspective on life, thankfully my Dr told me to contact. When I came in it was such a warm and inviting welcome, I was offered coffee and a brownie (a fresh batch had just been dropped off)."

"I was embarrassed to let people know what was going on, I should have done this years ago. Women's Refuge saved me from continuously being abused. I lived in a prison relationship and now I'm free."

Over the past year, Wellington Women's Refuge has supported **150 women and 144 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.

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 2019/2020 we supported **28 women and 20 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 **47 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.

Maani Williams our dedicated Safe-house Coordinator



"Because of personal circumstances, I felt vulnerable and extremely emotional, but upon meeting the staff and actively being listened to, I felt safe for the first time in years."

"It was such a comfortable, safe, warm, dry, well kitted welcoming place."

- **Feedback from safe-house residents 2019/20**

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 **33 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.

'The counsellor Rachel was the best service also, the right time and between my social worker and Rachel changed my life.'

'They created a safe-space for me when I didn't know what to do and I found myself again after seeing the counsellor.'

-Feedback from counselling clients 2019/20.

Crisis-line volunteers

Wellington Women's Refuge operates a 24/7 crisis line which received 1,040 calls in the last year. This is a vital service as accessibility is a must for women experiencing domestic violence who may have limited opportunity to ring or need crisis support outside of our office hours.



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.

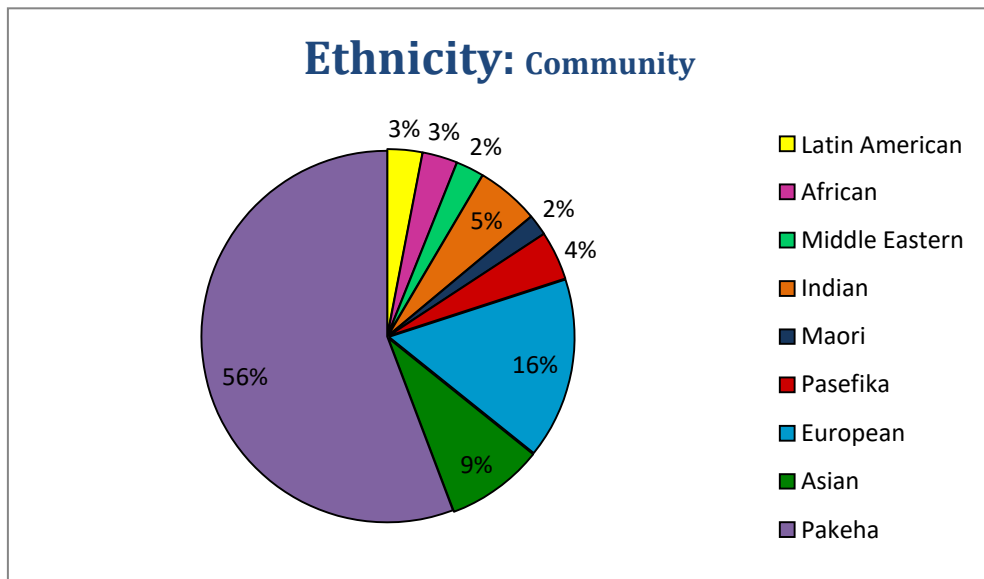
Feedback from client 2019/20:

'The volunteer I spoke to late at night was very understanding and kind and made me feel that my problem was important and that how I felt was very understandable. I spoke with her for a while and it made me feel better as I was very distressed. She arranged for me to have an appointment with someone very soon-within 1-2 days I think. This was the first organisation I spoke to that referred me to an actual person i.e. meeting with someone face to face.'



Ready to take calls on our shared crisis line! In June 2019 we a talented and enthusiastic group of 8 volunteers came on as crisisline volunteers. All new staff and volunteers complete the 50 hour, 8-week "Women's Refuge Advocacy" training.

Statistics

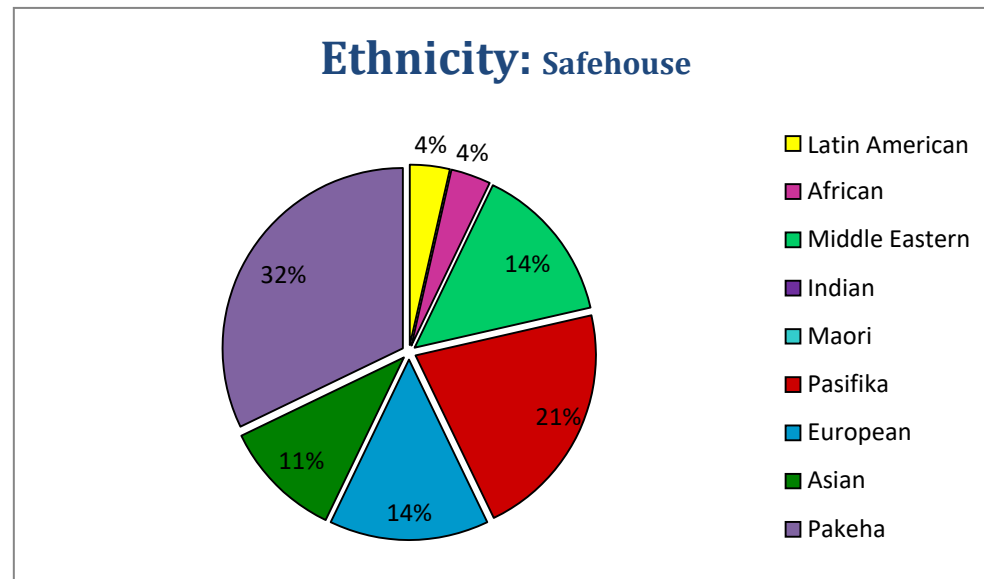


The above graph reflects ethnicity of women coming into our community services within the period.

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.



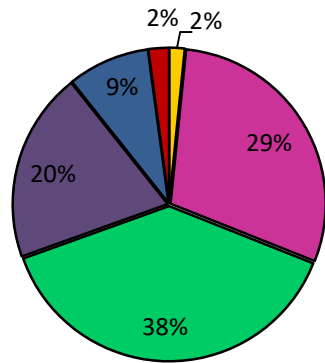
The above graph indicates the ethnicity of women coming into our safehouse within the period.

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.

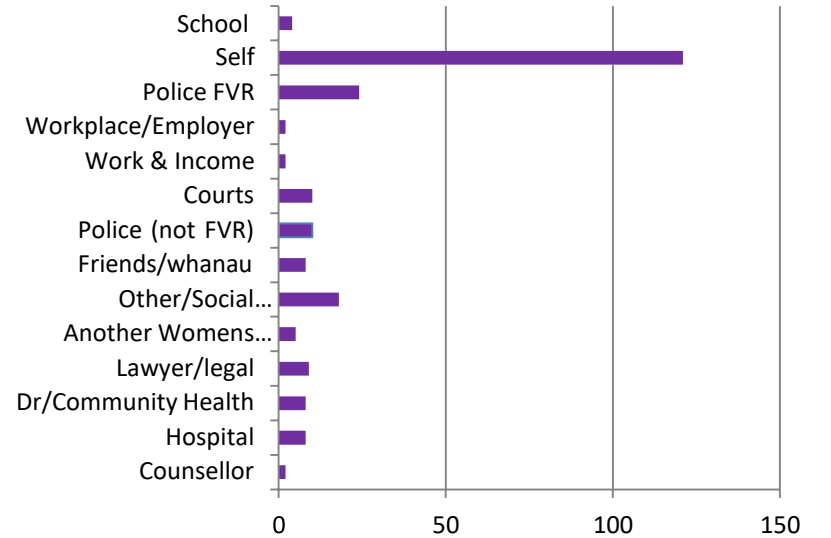
Within the period we had clients ranging from age 18 to 71.

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 31-40 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, family or friends other Refuges etc.

Tamariki Programme



The Tamariki Programme is a 10-session programme for school age children, coordinated by Jo Cattermole along with Te Whare Rokiroki Social Worker Eve Hinton. The programme increases understanding on what abuse looks and feels like, keeping safe, and involving parents in children 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. **11 children completed the Tamariki programme** in the 2019/20 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 2019/20:

"I think the programme has helped my child understand it's not her fault, she is more able to explain how she feels."

"His behaviour has changed so much after this programme."

"Every Thursday they come back home and tell me all the positive things they learnt"

"They are a lot less confused about what has happened, their anger seems to have subsided. They are happier'.

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 22 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 the work done in this space enhances safety, supports women to better understand the impact their experiences have had on them and empowers them to move forward in their lives with confidence and purpose.

Feedback from Women's Programme attendees 2019/20:

"It was the best thing that happened to me in years. It is really helpful-to realise why it had happened and how to move forward."

"It has been a vital part of my journey of healing and self-discovery. I highly recommend it to all women who have been in an abusive relationship. It has unexpectedly changed my life for the better."

"Understanding what happened and why, felt the lid got lifted off and I didn't have to hide what had happened. Being around other women with similar experiences less shame and not as alone."

"I have control of my life and my future now."

"I feel like there is hope for me and my children and our future. I will carry these tools throughout my life."



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 meeting with staff from Haemophilia Foundation NZ for a training session on responding to domestic violence.

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 **685 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.

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 pages show Wellington Women's Refuge recorded a total income of \$756,667 for the financial year starting 1st of April 2019 to 31st of March 2020. The total expenditure was \$550,663. The resulting balance is a surplus of \$206,004. This surplus is part due to the fact that we didn't spend the allocated budget in last financial year for safe-house expenditure and vehicle replacement due to the arising Covid-19 crisis. This is included in this year's budget. Also we finished the year with a vacant position that we filled recently. 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.

Special thanks to the annual bequest payment from the Margaret Ann Tibbles Trust (\$4,160) and the bequest we received from the estate of David Hocking (\$49,105.13).

Our Women's Programme and Strengthening Safety Services continued to provide steady funding streams through 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.



Treasurer, Olga Pleijte with son Byron

Wellington Women's Refuge Group Incorporated (Group)
Statement of Financial
Performance
For the year ended 31 March 2020

	Note	Group 2020	Group 2019
Revenue			
Donations, fundraising and other similar revenue	1	218,980	183,743
Revenue from providing goods or services	1	490,276	488,398
Interest, dividends and other investment revenue	1	18,781	22,699
Other Revenue	1	28,630	-
Total Revenue		756,667	694,840
Expenses			
Expenses related to fundraising	2	7,105	3,735
Volunteer and employee related costs	2	343,639	396,694
Costs related to providing goods or services	2	70,656	62,010
Other expenses	2	129,263	107,187
Total Expenses		550,663	569,626
Surplus / (Deficit) for the year		206,004	125,214

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 2020

	Note	Group 2020	Group 2019
Assets			
Current Assets			
Bank accounts and cash	3	240,623	393,456
BNZ Term Deposit	3	409,083	100,718
Debtors and prepayments	3	41,497	3,435
GST Receivable		2,872	-
Total Current Assets		694,075	497,609
Non-Current Assets			
Property, plant and equipment	5	10,200	12,643
Investments	3	229,289	237,130
Total Non-Current Assets		239,489	249,773
Total Assets		933,564	747,382
Liabilities			
Current Liabilities			
Creditors and accrued expenses	4	49,818	32,466
Employee costs payable	4	34,736	33,925
GST Payable		-	3,802
Funds belonging to another Organisation		13,750	13,750
Grants received in advance		36,063	70,246
Total Current Liabilities		134,367	154,189
Total Liabilities		134,367	154,189
Total Assets less Total Liabilities (Net Assets)		799,197	593,193
Accumulated Funds			
Accumulated Funds Surplus Reserve	6	799,197	593,193
Total Accumulated Funds		593,193	593,193

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	592,604	589	593,193
Surplus/(Deficit)	206,004	-	206,004
Transfer (to)/from Reserves	-	-	-
Closing Balance	798,608	589	799,197

Last 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

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 \$52,324**. This was a great 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.



Governing Group member, Kirsten collects for our annual appeal.



Fundraisers organised by individuals and workplace's raise vital funds for services. Like the 4.5k raised by Datacom Wellington via a Craft beer fundraiser. Amanda & Phil from Datacom deliver the cheque.

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
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.	\$37,629
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.	\$7,000
Children's Foundation	Nutritional Food for Families Working with Wellington Women's Refuge	\$1,000
Margaret and Winton Bear Trust	Funding for child advocate salary	\$10,816
Graeme Eskeridge Charitable Trust	Operating costs	\$ 700
John Illot Charitable Trust	Funding for Staff Training	\$3,000
TG Macarthy Trust	Nutritional Food for Families working with Wellington Women's Refuge	\$5,000
Wellington Community Trust	Funding towards Volunteer and Funding coordinators Salary	\$10,000

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.
- ♀ 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 continues to generously donate 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.