

Wellington Women's Refuge



"Without community
there is no liberation"
- Audre Lorde -

Annual Report
1st April 2020- 31st March 2021

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Organisational Overview

This is our 43rd 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 Mori 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

The last year has been one of unprecedented and unforeseen disruption as a result of the Covid 19 world-wide pandemic.

As everyone has had to do, we adapted to the challenges and made the changes needed to get through these difficult times.

The April 2020-March 2021 year we are reporting on, started in a two month period of level 4 lockdown. This was a new and uncertain time, as an essential service we had to put measures in place to safeguard staff and clients while ensuring our crisis and support services could be accessed by those who needed them throughout the Covid restrictions.

I am proud to say we rose to the challenge, measures were put in place to ensure services could cater to existing and new clients throughout the period. Thankfully a predicted increase in services did not eventuate and while we did face some fluctuations, the outcome of the year, as a whole, is that use of our services remained at similar levels as previous years.

After this first lockdown period we were well prepared to cope with further outbreaks and changes in alert levels.

During the lockdown period it was heart-warming to receive an outpouring of support from our local community. We received offers of food, financial donations, and even offers of accommodation. Many individuals made enquiries about what we needed and delivered to our office door items such as masks and food. This community support meant so much to us, ensured we had the resources we needed, and helped us support our clients through a difficult time. Many of the families we were supporting received much needed grocery packages thanks to the support of our community.

I would like to take this opportunity to thank our dedicated team of staff and volunteers who took up the challenge of being an essential service during a pandemic and remained committed to ensuring women and children experiencing domestic violence had available the support they needed. Your efforts were outstanding over what has been a truly challenging year.

I would also like to thank our Governance Group for their support over the past year at a time when everyone had their own challenges they were responsive, available and supportive when we needed it.

An ongoing challenge we have been facing is difficulty recruiting staff. With a shortage of social workers within the wider social services sector, we continue to look at all options available to us to recruit the skilled team members we need to be fully staffed.

As we look towards the year ahead we are committed to meeting challenges head-on while providing our innovative specialist services to support women and children to live lives free from fear and violence. Moving forward we are well placed to navigate a path through whatever challenges we encounter.

Nāu te rourou, nāku te rourou, ka ora ai te iwi



Philippa McAtee

Chair's Report

It is my pleasure to present the annual report for Wellington Women's Refuge (WWR) 2020-2021. We have had another busy year with 167 women and 156 children receiving support as community or safe-house clients. We are proud to say we were able to maintain our services throughout the Covid-19 lockdown and so continued to support women and children experiencing domestic violence throughout the unprecedented circumstances of the pandemic.

Our manager, Philippa McAtee, has been particularly central in ensuring that our clients have continued to be able to access our support over this past year. The Alert Level Four restrictions came when we were scheduled to move into new premises and Philippa was able to lead WWR seamlessly through the necessary changes in work habits and delivery of our services. We are very grateful to Philippa and WWR's staff and volunteers for their ongoing commitment. As essential workers, WWR staff worked through the lockdown restrictions. We acknowledge that the pressures that the Covid-19 restrictions created; particularly for those juggling other responsibilities such as the care of children.

Following our office relocation, our new premises on Wigan Street are working out well and it is great having a bright and functional space to be able to work and welcome clients into, and to hold training and programmes in.

At the end of this financial year we bid farewell to two long term Governing Group members Kirsten Dale and Shelly Reet. I would like to take the opportunity to thank them both for their support and commitment to the organisation throughout their time with us and wish them all the very best

for their future endeavours.

This year WWR has focused on maintaining provision of support to those experiencing family violence. However, it has also continued to further the objectives of our strategic plan and ensured that best practice is followed in the delivery of services our clients. Thanks to the ongoing generosity of and support from our community, as well as government funding and the award of various grants, we can be confident of our ongoing ability to provide our current level of services to the community.



Cara Thorburn



Support & Advocacy: Community Services



Food deliveries during Covid lockdown: Community Social Worker Tyler Bognuda, Team Leader Rita Harris and Manager Philippa McAtee

Our community office based at 44 Wigan 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:

'Without the support of Wellington women's Refuge I would not have been able to come out of 8 years of abusive marriage. They helped from the moment I decided to leave my ex-partner for my safety. Each and every Refuge worker I came across was extremely helpful, supportive and caring people who genuinely helped. Thank you for all your help support and guidance that helped me to stand on my feet again'

'I just want to thank the amazing people who made me feel safe and supported, you helped me feel less shame. I am forever grateful for your empathy, compassion, time and hard work.'

'I felt seen, heard and supported during a really difficult time in my life. I appreciate everything you guys do.'

Over the past year, Wellington Women's Refuge has supported **140 women and 133 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 non-judgmental 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 court processes.

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 2020/2021 we supported **27 women and 23 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 **23 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



'I would like to say how grateful I am for your services. I truly appreciate it from the bottom of my heart on behalf of myself and the other woman you serve.'

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

- Feedback from safe-house residents 2020/21

Counselling



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 period **30 clients have completed counselling with Rachel.** Counselling is usually for around 10 sessions, however this can be flexible to meet need.

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

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.

'I feel a lot more balanced and empowered after the amazing counselling.'

'Since seeing Rachel I've noticed massive improvements in my thoughts and how I view what happened.'

'The counselling sessions with Rachel were so valuable. Rachel is excellent and I am very grateful.'

-Feedback from counselling clients 2020/21.

Crisis-line volunteers

Wellington Women's Refuge operates a 24/7 crisis line which received 752 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 valued 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 2020/21:

'The person who answered the phone was empathetic and helpful.'

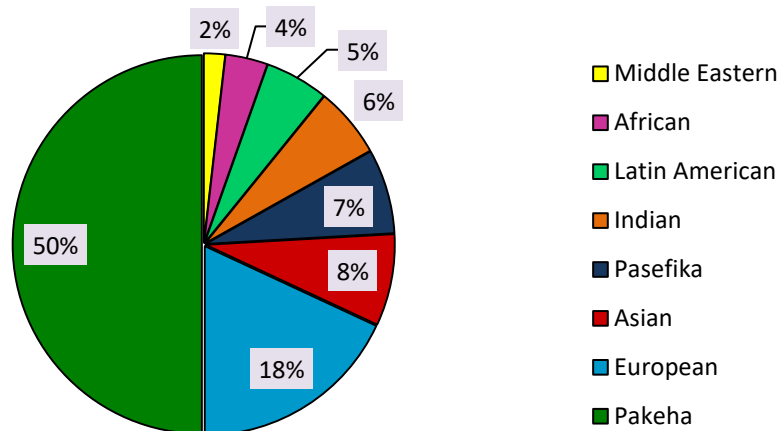
The woman I spoke to after-hours made me feel like I was valid and that I could always call without any judgement"



**Ready to take calls on our shared crisis line!
In October 2020 a talented and enthusiastic group of 9 volunteers came on as crisis-line volunteers. All new staff and volunteers complete the 50-hour, 8-week "Women's Refuge Advocacy" training.**

Statistics

Ethnicity: Community

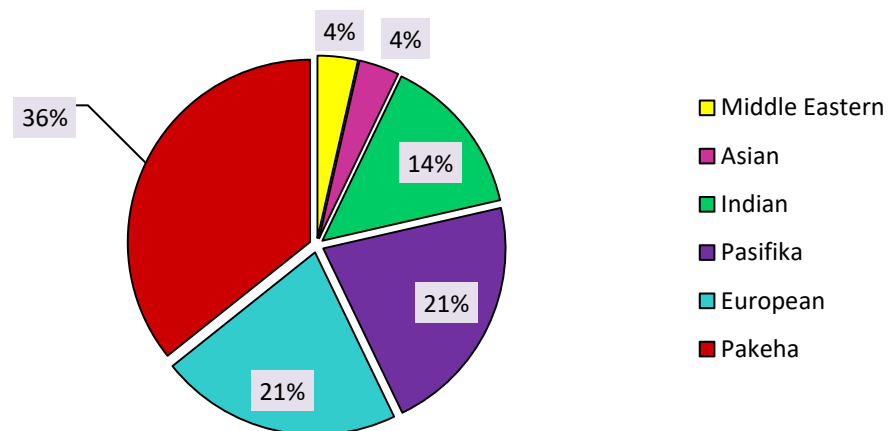


The above graph reflects ethnicity of women coming into our community services within the period.

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

European and Asian incorporate a wide range of ethnicities meaning those clients not from New Zealand are in fact relatively evenly spread out among a wide range of countries.

Ethnicity: Safehouse



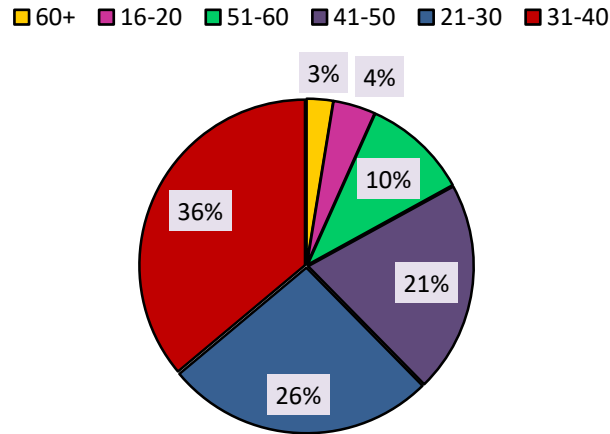
The above graph indicates the ethnicity of women coming into our safehouse within the period.

While most ethnic groups have stayed at similar percentages to previous years those from Europe have increased from 14% to 21%.

Of interest in comparison with the community client graph, is the change in percentage of Pakeha, while still the largest group this is down from 50% to 36% indicating less need for our safe-house service for Pakeha.

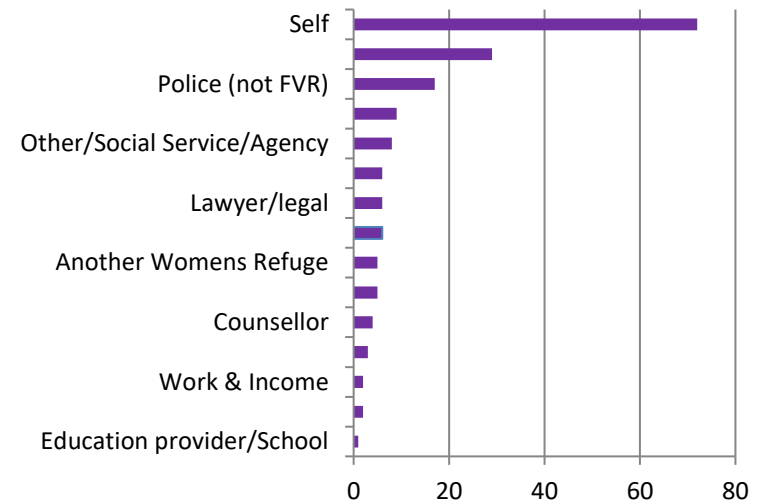
Statistics

Age of clients



The above graph shows the age groups of women receiving our safe-house and community services. Within the period we had clients ranging from age 19 to 68. The largest group was in the 31-40 bracket, followed by 21-30, then 41-50. In comparison to the previous year's figures we once again have a slight increase in the 31-40 age group.

Client referral Source



The graph above illustrates that by far the largest number of women come into our service via self-referrals, although categorised as self-referrals we are aware some of these women may be encouraged to access our services by other people in their lives.

Our next highest number of referrals come from police. In smaller amounts, clients come to us via, hospital, other social services, family or friends, lawyers or court, other Women's Refuges etc.

Tamariki Programme



The Tamariki Programme is a 10-session programme for school age children, coordinated by Jo Cattermole along with our safe-house coordinator Maani Williams. The programme increases understanding on what abuse looks and feels like, keeping safe, and involving parents in developing positive communication skills for understanding and sharing feelings.

It is incredibly rewarding to see children flourish in the programme and the success of the programme is evident in the positive changes reported by parents. **15 children completed the Tamariki programme** in the 2020/21 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. Her input brings a depth of analysis and support to our Tamariki work.

Quotes from Parent's for Children's Programme 2020/21:

'I think the programme has made him more confident and more open as well, he appears to know the right time to speak up for himself and is much better at listening.'

'It has been good for his confidence and attentiveness, he is happier and calmer.'

'She has been more open and talks to me more about her feelings.'

'He is confident calmer and educated about how to recognise abuse.'

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 13 week programs over the course of the year **with 20 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 2020/21:

'All I wanted to do was to leave the relationship. Once I did I realised that my challenges only started, overwhelming mentally and physically, but isolated. This course saved me so much.'

'Women's Refuge literally saved our lives. They know, they listen, we talk, we share. I hope all the survivors join the programme. It's life changing.'

'Thank you for all the lessons, support & encouragement. You have inspired me to become a social worker for women and children and helped me to have more confidence in myself and my decision making.'

'My self esteem is the biggest change; I am feeling more confident and ready to grow and move forward.'

'My point of view has shifted, I no longer feel responsible for being abused. I feel confident I can identify warning signs in the future.'

'I have redeveloped my sense of identity and focus on my own wellbeing. I felt immense increase in my safety with support from the facilitators.'



Community Education

Community education remains a focus for Wellington Women's Refuge as our commitment to preventative as well as crisis work in the field of domestic violence.

This year Covid 19 restrictions limited our ability to deliver training to groups, however we were able to deliver training to **7 organisations**, this is around half the numbers of other years.

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, Māori Women's Refuge reflecting our parallel development model.



Refuge workers listening to a presentation on upcoming tenancy reforms at a Regional Hui hosted by Wellington Women's Refuge.

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 in need 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 **720 family violence reports (polFVR)** from police, this is an increase 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 \$1332,583 for the financial year beginning 1st of April 2020 through to 31st of March 2021. The total expenditure was \$654,230. The resulting balance is a surplus of \$678,353.

This surplus is a result of several factors; an increase in government funding, a decrease in allocated budgeted spends due to Covid restrictions, difficulty recruiting for vacant positions due to a shortage in social workers and the largest contributing factor an unprecedented amount of very generous bequests. Once again we closed this financial year with a healthy balance.

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.

We are extremely grateful for the following bequests:

Chrissie Anne Fisher Estate \$62,591

Ivan Kwok \$25,000

Jacquelin Mary Jones Estate \$140,606

Malcolm Arthur Curtis \$50,000

Margaret Doucas Trust \$120,000,

Ivan and Nancy Davis Trust \$756 (annual distribution)

Margaret Ann Tibbles Charitable Trust \$3360 (annual distribution).

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.



Olga Pleijte with son Byron

Wellington Women's Refuge Group Incorporated (Group)
Statement of Financial
Performance
For the year ended 31 March 2021

	Note	Group 2021	Group 2020
Revenue			
Donations, fundraising and other similar revenue	1	625,700	218,980
Revenue from providing goods or services	1	609,013	490,276
Interest, dividends and other investment revenue	1	50,429	18,781
Other Revenue	1	47,441	28,630
Total Revenue		1,332,583	756,667
Expenses			
Expenses related to fundraising	2	3,389	7,105
Volunteer and employee related costs	2	396,252	343,639
Costs related to providing goods or services	2	44,736	70,656
Other expenses	2	209,853	129,263
Total Expenses		654,230	550,663
Surplus / (Deficit) for the year		678,353	206,004

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 2021

	Note	Group 2021	Group 2020
Assets			
Current Assets			
Bank accounts and cash	3	905,310	240,623
BNZ Term Deposit	3	417,615	409,083
Debtors and prepayments	3	31,348	41,497
GST Receivable		-	2,872
Total Current Assets		1,354,273	694,075
Non-Current Assets			
Property, plant and equipment	5	112,193	10,200
Investments	3	258,425	229,289
Total Non-Current Assets		370,618	239,489
Total Assets		1,724,891	933,564
Liabilities			
Current Liabilities			
Creditors and accrued expenses	4	98,714	49,818
Employee costs payable	4	39,666	34,736
GST Payable		5,931	-
Funds belonging to another Organisation		-	13,750
Grants received in advance		103,030	36,063
Total Current Liabilities		247,341	134,367
Total Liabilities		247,341	134,367
Total Assets less Total Liabilities (Net Assets)		1,477,550	799,197
Accumulated Funds			
Accumulated Funds Surplus Reserve	6	1,477,550	799,197
Total Accumulated Funds		1,477,550	799,197

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	798,608	589	799,197
Surplus/(Deficit)	678,353	-	678,535
Transfer (to)/from Reserves	-	-	-
Closing Balance	798,608	589	799,197

Last 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

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. While half our operating costs are now funded by government we face the challenge to meet the remainder of our 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 and ensure quality services for both women and children.

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 \$69,388**. 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 funding coordinator Jo Cattermole who co-ordinated the joint appeal she once again put in a huge amount of effort and enthusiasm to help make the event a success.



Pasifika Wellington branch collecting for our annual appeal.



Fundraisers organised by individuals, workplace's, businesses and organisations raise vital funds for our services. Like the 4.5k raised by Shining Peak Brewing fundraising for Wellington Women's Refuge at Beervana.

Acknowledgements

Funders and Supporters: We are hugely appreciative of our funders who help 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 funders for their support for which we are hugely grateful.

Funder	Purpose	Amount
MSD via NCIWR	Direct services to family and whanau.	\$360,496
Lotteries Community Funding	Towards the salary of our manager and an advocate	\$100,000
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.	\$38,562
Lion Foundation	Counselling for women	\$10,400
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	New furnishings and carpet for our Tamariki Programme space	\$3,099
Graeme Eskeridge Charitable Trust	Operating costs	\$ 870
Jack Jeff's Trust	Operating costs	\$15,000
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	\$20,000

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.
- ♀ The Goods Bakery for regular deliveries of bread and baked goods.
- ♀ Good Bitches Baking, for the delectable baking delivered on a weekly basis for our clients.
- ♀ Khandallah New World for hosting a food collection bin for our safe-house.
- ♀ 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.
- ♀ Doctor Helen Rodenburg for the generosity and understanding shown to our clients.
- ♀ Jethro Carr our unsung IT hero who has continued to generously donate his time to give us free I.T. support.
- ♀ Wellington Quilters Guild- for their ongoing annual donation of beautiful handmade quilts.
- ♀ Our sister Refuge Te Whare Rokiroki who provide a service for Māori women in the Wellington community and moral and collaborative support for Wellington Women's Refuge.
- ♀ The Wellington businesses, agencies, schools, 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.