

Wellington Women's Refuge



Annual Report
1st April 2021– 31st March 2022

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Organisational Overview

This is our 44th 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 Māori 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

During this reporting period, covid-19 continued to make its presence felt and I am proud to say we have successfully navigated the complexities of another lockdown, restrictions and the ongoing pandemic.

As an essential service we continued to adapt to the challenges that arose to ensure our services were fully accessible to survivors of domestic violence.

I would like to take this opportunity to thank our dedicated team of staff and volunteers who all contributed to our vital services of 24-hour crisis support, counselling and social work support and advocacy.

I am privileged to manage a team with such dedication and passion for providing an empathetic and respectful environment for all who walk through our doors seeking support.

I would like to acknowledge and thank our team for your commitment to ensuring women and children seeking safety from domestic violence have available the support they need. Your efforts have been outstanding over what has been another challenging year.

I would also like to thank our Governance Group for their support over the past year guiding us through uncertain times and as always being available, responsive, and supportive.

A very heartfelt thank you to our Wellington community for your ongoing generosity in the form of donations, fundraisers and the like. From business & workplaces through to families & individuals. Your kindness not only supports our work but reminds us we have a community behind us.

A change we have seen coming through in the last few years has been greater awareness and support available for victims of domestic violence.

At a government level this has been apparent through increased funding for specialist domestic violence services such as Women's Refuge and new legislation, such as a change to tenancy laws meaning family violence survivors are able to quickly leave a fixed-term or periodic tenancy. Another legislative change has been the right to domestic violence leave provided by employers to those affected by domestic violence. Having been introduced a couple of years ago, we are now seeing this leave being taken up by those who need it and a general attitude of greater support from employers towards employees who are victims of domestic violence.

I am pleased to say that on the ground we are seeing the increased awareness within the community evident in the level of support those experiencing domestic violence are getting from people in their lives such as friends, family, colleagues etc. While domestic violence is in itself isolating this increasing community awareness and willingness to step up is what is needed to let victims of domestic violence know they are not alone.

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 future 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) 2021-2022. WWR has had a steady year, with 118 women and 73 children receiving support as community or safe-house clients. We are proud to say we have been able to maintain our services throughout the ongoing pandemic and so our full support continues to be available to women and children experiencing domestic violence.

The Governing Group is very grateful to our manager Philippa and to our staff and volunteers for their ongoing mahi. WWR staff continued working through the various Covid-19 restrictions.

At the end of this financial year, we bade farewell to a dedicated long-term crisis-line volunteer and Governing Group member Angela Knight. I would like to take the opportunity to acknowledge her support of and commitment to WWR throughout her time as a member, and to wish her all the very best as she leaves Wellington for new ventures. We also welcomed a new member to the governing group: Martina Cziharz, a social worker with a background of many years in social services. Martina also represents our region on the NCIWR national governing body.

A proud achievement has been the completion of a strategic pay review of our staff wages, resulting in increases to ensure that our rates are competitive in the current job market, reflect the increased cost of living and, most importantly, are equitable despite sitting within what has traditionally been an undervalued sector.

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 to 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 provision of our programmes.

Community Client feedback 2021/22:

'The social workers were absolutely amazing. I felt heard, supported and have new ways of supporting myself and more information on where to go for services I might need.'

' I no longer felt so frightened. I felt for the first time a sense of safety for myself and my children. I felt so supported. I remember the kindness they showed me. They believed my story and really understood what I had been going through. Then helping me take steps to empower myself and my children.'

' I reached out via the website and was contacted back quickly and had an appointment within days. The Refuge workers were amazingly caring and genuine belief in my experience, something I haven't had before even from family.'

Over the past year, Wellington Women's Refuge has supported **95 women and 59 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. While not needing to reside in our safehouse 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 crucial emotional 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 2021/2022 we supported **23 women and 14 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 **38 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



'Maani has been an absolute legend. I don't think I could have gone through this process without her having my back. Full of wisdom, kindness underlying empathy. Made what was a horrible time much easier to manage.'

'The service was well above and beyond what I could have imagined. The details like having frozen meals ready to eat, incidentals like toiletries and clean clothes at the safehouse made a difficult situation so much easier, allowing me to focus on healing.'

- Feedback from safe-house residents 2021/22

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 **23 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.

Crisis-line volunteers

Wellington Women's Refuge operates a 24/7 crisis line which received 651 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 we appreciate their enthusiasm and the range skills they bring, crisis-line volunteers also contribute to the organisation in other areas.

Feedback from clients 2021/22:

'I felt very well looked after and fortunate to have someone to support me at the hospital and transport me to the safe-house particularly at such early hours of the morning and during the holidays.'

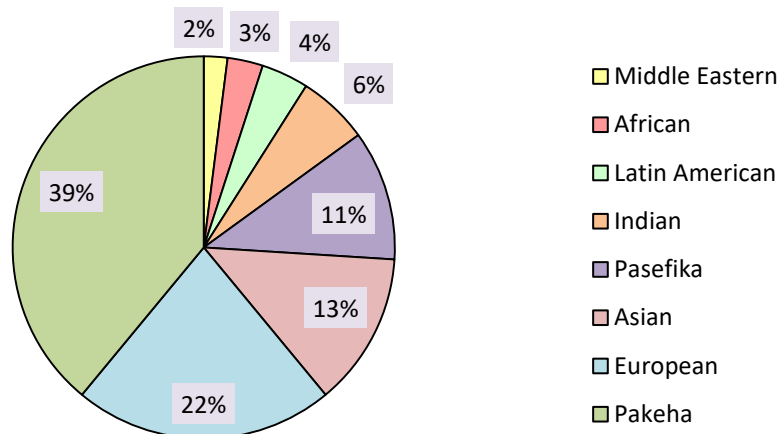
'I felt supported from my first contact with Refuge, I contacted the crisis-line who referred me to the social worker who supported me to go to the police station.'



**Ready to take calls on our shared crisis line!
In September 2021 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

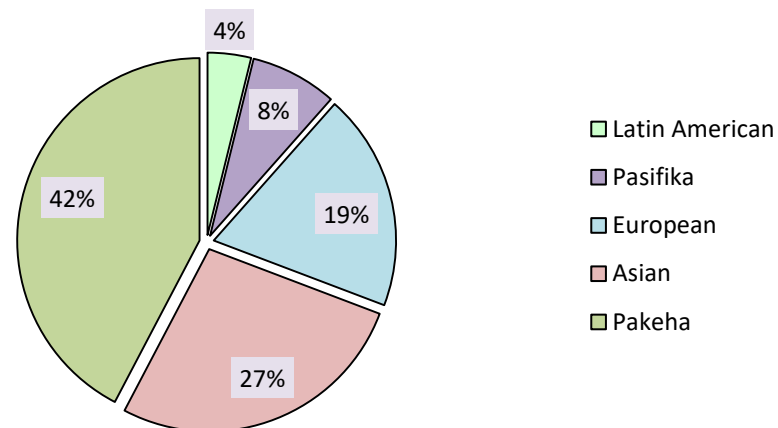


The above graph reflects ethnicity of women coming into our community services within the period.

The largest portion being Pakeha New Zealanders, followed by European, Asian and Pasifika. This is a change from last year with a lower percent of Pakeha and higher percent of European & Asian

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

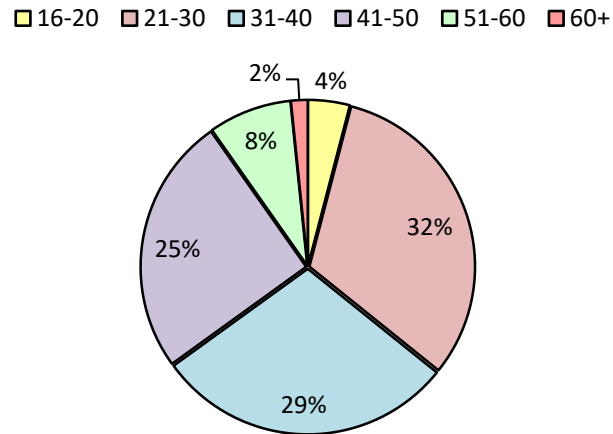


The above graph indicates the ethnicity of women coming into our safehouse within the period.

While most ethnic groups have stayed at similar percentages to previous years those of Asian ethnicity have increased from 4% to 27% from the previous year.

Statistics

Age of clients

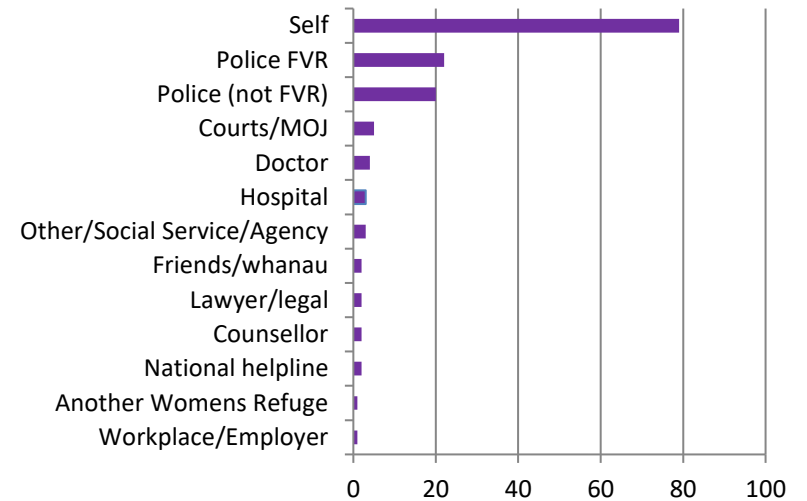


The above graph shows the age groups of women receiving our safe-house and community services. Within the period we had clients ranging from age 19 to 71.

The largest group was in the 21-30 age bracket.

In comparison to the previous year's figures we have an increase in the 21-30 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 are encouraged to access our services by supportive people in their lives.

Our next highest number of referrals come from police. In smaller amounts, clients come to us via MOJ, Doctor, hospital, other social services, family or friends 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. **11 children completed the Tamariki programme** in the 2021/22 year. We were able to fit in around covid restrictions only missing 1 programme due to covid.

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 2021/22:

'She has been excited to attend each week and has been talking to me about concepts she has learnt at the programme such as abuse, responsibility and making good choices.'

'I really appreciated how the programme delivered key ideas/skills for unpacking their experience in a child friendly manner.'

'We have been able to have more open conversations about what has happened and honesty around emotions.'

'I love how they involve the children and give them a voice, I have seen they have increased confidence and self-awareness.'

Women's Programme: Hope, revive, flourish

Our women's programme Hope, Revive, Flourish continues to go from strength to strength. This year we ran one 13-week programme over the course of the year **with 10 women accessing the group**. The first group of 2022 was delayed pushing it into the following financial year.

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 2021/22:

'The programme helped me find myself again.'

'The most significant thing is having a group of friends I can chat to with zero judgement.'

The friendships made here will be lifelong.'

'I feel that I have gained confidence, a stronger sense of my own identity as someone who is more than just a victim as well as amazing friendships and a new support structure.'

'I don't feel lost and angry and am looking forward to the future. I have hope!'

'My sense of self and self-esteem has increased, along with clarity and ability to process abuse.....this programme along with legal processes had changed my life & ability to leave, recover and start new. It's been transformative.'

'I can let go of my pain and put myself first. The programme is a cornerstone for life skills.'

'I have very clear boundaries; my self-esteem is growing again. I can see a positive future with healthy relationships.'



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.



Our manager Philippa McAtee speaking at a Domestic Violence Seminar attended by ASEAN (women from Asian Embassies) and hosted by the Philipino Embassy.

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 111 call-outs to family violence incidents to offer victims of these incidents 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 **600 family violence reports (polFVR)** from police, this is a decrease from the previous year. We attend weekly case management meetings with Police, Courts, Probation, Oranga Tamariki, social housing providers 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 take part in are Te Rito Wellington Family Violence Network and Strengthening Families.

We value the benefits of being affiliated members of National Collective of Independent Women's Refuge's (NCIWR) and having closeworking relationships with our sister Refuges.

Treasurers Report

As the figures on the following pages show Wellington Women's Refuge recorded a total income of \$1,076,485 for the financial year beginning 1st of April 2021 through to 31st of March 2022. The total expenditure was \$694,197. The resulting balance is a surplus of \$382,288.

This surplus is a result of several factors; our increased 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 bequests received. 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:
\$4,000 - Estate of Walter Howard
\$8,000 - Margaret Ann Tibbles Trust (Annual Distribution)
\$49,122 - Estate of EK Lodge

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 2022

	Note	Group 2022	Group 2021
Revenue			
Donations, fundraising and other similar revenue	1	215,089	625,700
Revenue from providing goods or services	1	784,379	609,013
Interest, dividends and other investment revenue	1	18,350	50,429
Other Revenue	1	58,667	47,441
Total Revenue		1,076,485	1,332,583
Expenses			
Expenses related to fundraising	2	1,887	3,389
Volunteer and employee related costs	2	396,241	396,252
Costs related to providing goods or services	2	52,072	44,736
Other expenses	2	243,997	209,853
Total Expenses		694,197	654,230
Surplus / (Deficit) for the year		382,288	678,353

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 2022

	Note	Group 2022	Group 2021
Assets			
Current Assets			
Bank accounts and cash	3	561,278	905,310
BNZ Term Deposit	3	1,020,342	417,615
Debtors and prepayments	3	10,280	31,348
GST Receivable		8,137	-
Total Current Assets		1,600,037	1,354,273
Non-Current Assets			
Property, plant and equipment	5	124,305	112,193
Investments	3	257,987	258,425
Total Non-Current Assets		382,292	370,618
Total Assets		1,982,329	1,724,891
Liabilities			
Current Liabilities			
Creditors and accrued expenses	4	59,830	98,714
Employee costs payable	4	48,377	39,666
GST Payable		-	5,931
Funds belonging to another Organisation		-	-
Grants received in advance		14,284	103,030
Total Current Liabilities		122,491	247,341
Total Liabilities		122,491	247,341
Total Assets less Total Liabilities (Net Assets)		1,859,838	1,477,550
Accumulated Funds			
Accumulated Funds Surplus Reserve	6	1,859,838	1,477,550
Total Accumulated Funds		1,859,838	1,477,550

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	1,476,961	589	1,477,550
Surplus/(Deficit)	382,288	-	382,288
Transfer (to)/from Reserves	589	(589)	-
Closing Balance	1,859,838	-	1,859,838

Last Year

Description	Accumulated Surpluses or (Deficits)	Reserve	Total
Opening Balance	798,608	589	799,197
Surplus/(Deficit)	768,353	-	678,353
Transfer (to)/from Reserves	-	-	-
Closing Balance	1,476,961	589	1,477,550

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, Māori Women's Refuge, with the total being shared between the two Refuges. This year our annual appeal achieved a **total of \$70,739**. 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.



The Good registry facilitates sustainable giving with gift cards to charities, we have received \$18, 600 since the inception of this social enterprise.

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.	\$480,000
Lotteries Community Funding	Towards the salary of our manager and an advocate	\$130,000
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.	\$39,411
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	\$1,230
Graeme Eskeridge Charitable Trust	Operating costs	\$1,600
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	\$15,000

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.
- ♀ Karen who donates weekly, lovely homemade frozen meals for our safehouse.
- ♀ Avalon, long-term Refuge supporter, who brings in groceries on a weekly basis.
- ♀ Jethro Carr our unsung IT hero who always makes himself available when needed 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 individuals, businesses, agencies, schools, individuals and government departments who supported us with fundraisers, Christmas collections and other donations.

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.