



Manaaki Tāngata
Victim Support

2021-2022

| **Annual
Report**

The heart of our mahi



Our vision



is that victims receive support at every step of their journey, 24/7, with heart.

Our kaupapa



is to support and empower victims to be safe, heal, and participate at every step of their journey.



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Our framework

Te Whiringa is our Te Tiriti o Waitangi framework, guiding us in our mahi.

Te Whiringa is Victim Support's framework for breathing the spirit of Te Tiriti o Waitangi into all areas of our work and organisation so that we can uplift Māori and all the people we support in Aotearoa. We are privileged to have been gifted Te Whiringa by our late kaumātua Rawiri Wharemate.



Our pillars



Whanaungatanga

Fostering collaborative relationships

Rangatiratanga

Enabling self determination

Hoki ki te Ūkaipō

Embedding Māori values and culture

Ōritetanga

Facilitating equitable outcomes

Our welcome

On the retirement of Kevin Tso in February after 12 tireless and dedicated years with Victim Support, nine of those as Chief Executive, I was given the privilege of acting as interim Chief Executive until the end of June. I thoroughly appreciated this opportunity to work alongside the team at National Office and around the motu and have developed a new appreciation of the incredible dedication of our people to their mahi. I'm even more proud of them now than I have always been as a Board member for what they deliver every day to the communities of Aotearoa New Zealand.

I was also privileged to have been involved in the search for and introduction of the new Chief Executive, James McCulloch (pictured below). In him, we have found an inspiring leader who puts the wellbeing of Victim Support's people and their clients first and who will be instrumental in implementing Vision 2030 and our Roadmap to achieving its outcomes.

Rob Marshall
ACTING CHIEF EXECUTIVE
Victim Support New Zealand



Supporting victims needs is at the heart of Victim Support.

It's the basis for all our decisions, especially at Board level. It means that strategically we must be willing, flexible and able to change and adapt to our environment.

There are many reflections on 2021. However, what's utmost on my mind is I want to acknowledge the year 2021 to 2022 has been variable for many of our people.

A year that has been filled with solid mahi, responding to victims' needs with heart and energy, belief in Victim Support, building relationships, challenges, uncertainty, sadness and distress.

The Board is working towards achieving Vision 2030, a strategic plan with a focus on strengthening the organisation and wellbeing for victims and communities.

Throughout the year we have acknowledged, thanked and farewelled our Chief Executive, Kevin Tso and welcomed our new Chief Executive, James McCulloch.

We are so very grateful to our volunteers, staff, Local and Regional Group Committees and stakeholders for your mahi, continued support, connection, sharing our values and service to communities and to victims across Aotearoa. Your incredible devotion and service to victims is truly inspiring.

I remain totally confident in Victim Support to live out our deeply held values of manaakitanga, whanaungatanga, kotahitanga, rangatiratanga and kaitiakitanga, for those who need it every day.

My heartfelt thanks for all you do to make a positive difference in people's lives.

Lorraine Scanlon
BOARD CHAIR
Victim Support New Zealand




Manaaki Tāngata
Victim Support

Our support

46,762
Victims supported
between July 2021
and June 2022



82,000+
Contact Service calls
received in 2021/22



In 2021/22 we supported*

18,599	Family violence and harm
6,246	Harassment and intimidation
5,408	Sudden death
5,404	Serious assault
5,055	Burglary and theft
3,732	Road injuries and deaths
3,567	After a suicide
2,775	Following a homicide
1,816	Sexual violence
895	Aggravated robbery
173	Christchurch terror attacks
86	Natural disaster

**From Cape Reinga
to Stewart Island,
we're here when
you need us most.**

24/7
365
days of the year



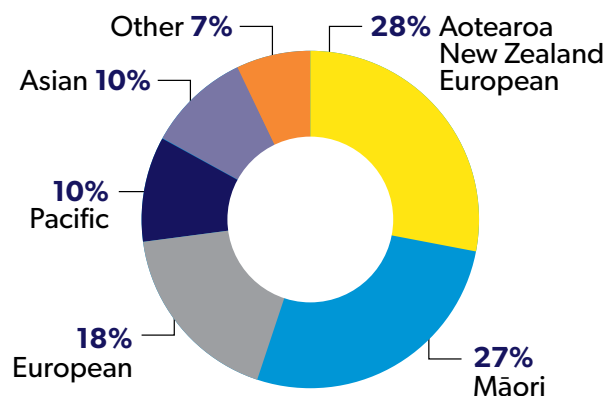

Manaaki Tāngata
Victim Support

**Figures for individual categories add up to more than the total number of victims supported due to some incidents being in more than one category.*

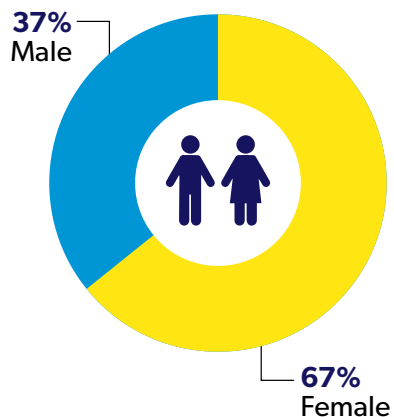
Our clients

Our support workers are a diverse range of dedicated people from all walks of life, united by a common goal: to be there for anyone who has experienced crime, trauma or suicide.

Victims supported by ethnicity**



Gender breakdown***



Figures to June 2022. Other includes Middle East, Africa, America, Latin America & Australia. Excludes unknown. *Non-binary/other <1%

Our stories



Proud to support the Chinese community

For volunteer support worker Yau, being able to help the Chinese community is a huge motivator.

Yau made the move from Hong Kong to New Zealand in 1999, and in 2012, made the decision to volunteer for Victim Support after seeing an ad in the paper.

Ten years on, and Yau is still just as passionate about supporting people in times of crisis and trauma.

Yau speaks both Cantonese and Mandarin, as well as English, so he's able to communicate with a wide range of victims.

"I enjoy helping people in need and supporting them, being there in those critical moments," he says. "I especially enjoy working with Chinese victims, as some can't speak or understand English."

Yau explains that in these moments, he is able to work as a bridge between the victim and any relevant organisations. "After the incident or trauma they have suffered, there's a feeling of helplessness – the language barrier can make that even more severe."




Manaaki Tāngata
Victim Support

Our
stories



Victim-focused volunteering

Following his retirement from the British Police force and a move to New Zealand, Martyn was keen to become a volunteer.



Victim Support stood out to him immediately due to his Police background. “When I was with the Police in the UK, you just went to a job and victims were sort of side-lined,” he says. “You’d update them if someone was arrested or charged but you never really took their needs into consideration – with Victim Support, we’re entirely victim-focused.”

Focusing on the victims’ needs rather than the offenders’ was a refreshing change for Martyn, but one that didn’t come without a bit of unlearning.

“In the initial training I was shown up a bit, because as a police officer, you’re the one telling people what’s going to happen, and I was still in that mindset.” The training taught Martyn the importance of following the victim’s lead and asking instead of telling.

A couple of years into the role, Martyn has to actively work on not falling back into a Police mindset – something that can be challenging in times of crisis.

“I attended an incident a few weeks ago and there were Police everywhere – I had to remind myself that isn’t my job anymore. My focus is solely on supporting the victim.”

“Sometimes it’s easy to feel like you aren’t doing much in the grand scheme of things, and how could people possibly be getting anything out of your support,” he says.

“Then you’ll give someone a ring to check in and they’ll say how nice it is to have someone to talk to that isn’t family or friends, someone removed from the situation.”

It’s these moments that keep him motivated.

“It’s work that’s very rewarding and very worthwhile.”

Local and Regional Group Committees

Our Local Group Committees (LGCs) and Regional Group Committees (RGCs) make an important contribution to their communities, specifically:

Region One

Mid North Victim Support Group Kaikohe Incorporated

Auckland Central Victim Support Group Incorporated

Region Two

Napier Victim Support Group

Central Hawkes Bay Victim Support Group Incorporated

Hastings and District Victims Support Group Incorporated

Region Three

Victim Support Central Region Regional Group Committee Incorporated

Greater Wellington Victim Support Group Incorporated

Region Five

Motueka/Golden Bay Victim Support Group Incorporated

Grey District Victim Support Group Incorporated

Christchurch Victim Support Group Incorporated

Region Six

The South Canterbury Victim Support Council Incorporated

Wakatipu Victim Support Group Incorporated

Central Otago Victim Support Incorporated

The Gore and Districts Victim Support Group Incorporated

Invercargill and Districts Victim Support Group Incorporated

15 LGCs operate throughout the motu, acting as our voice in their communities, fundraising to support victims and our frontline workers, promoting the interests of victims at a local level, and helping to our share our mission and our mahi. They ensure we maintain an active profile in local communities, making sure victims know that our vital support is available when they need it.

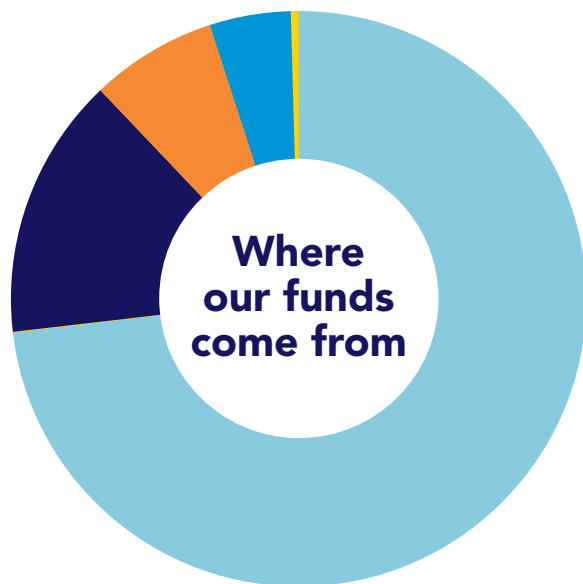
The LGCs are made up of passionate and dedicated members that truly champion our work and uphold our values. They're Victim Support's kaitiaki – guardians – and our work would not be possible without their support and commitment. "I would like to extend my heartfelt thanks to our LGCs and RGCs." says Board Chair Lorraine Scanlon. "Their support has been invaluable to me during my time as Chair, and I am consistently inspired by their dedication to living our values and devoting their time to ensuring that our mahi can continue."



**15 LGCs
nationwide**


Manaaki Tāngata
Victim Support

Our funding





Central Government
funding – support
services


Central Government
funding – victim
payments


Grants and
fundraising
income


Other funding
for support
services


Other
income

INCOME AND EXPENDITURE (\$)

Total Income 16,401,565

Total Expenses 17,968,351

Total Deficit (1,566,787)

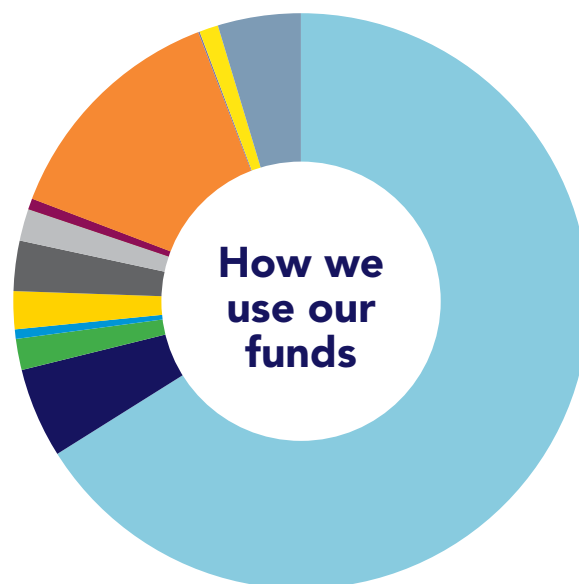
FINANCIAL POSITION (\$)

Total Assets \$6,396,561

Total Liabilities \$2,838,120

Total Equity \$3,558,441

Total Equity and Liabilities \$6,396,561




Salaries and
wages


Contractor
costs


National
Board


Volunteer
related costs


Telecoms,
IT and IT
subscriptions


Operational
travel



Communication
and fundraisers


Learning and
development


Victim Assistance
Scheme services


Christchurch
Terror Attack
distributions
on behalf of
victims


Depreciation and
amortisation


Other costs

Our financial summary

Statement of Comprehensive Revenue and Expenses

FOR THE YEAR ENDED 30 JUNE 2022

		\$	\$
	Note	2022	2021
<i>Revenue</i>			
Central Government Funding – Support Services	12,003,304	13,255,428	
Central Government Funding – Victim Payments	2,418,352	2,687,985	
Grants and Fundraising Income	1,161,467	956,254	
Other Funding for Support Services	754,922	469,539	
Other Income	63,519	89,971	
Total Revenue		16,401,565	17,459,178
<i>Expenditure</i>			
Salaries and Wages	11,874,001	10,201,579	
Contractor Costs	909,607	1,069,104	
National Board	314,494	127,128	
Volunteer Related Costs	95,665	158,517	
Telecoms, IT and IT Subscriptions	382,227	385,790	
Operational Travel	507,171	637,673	
Communication and Fundraising	323,420	346,755	
Learning & Development	109,587	498,846	
Victim Assistance Scheme Services	2,409,107	2,687,985	
Christchurch Terror Attack Distributions on behalf of Victims	9,245	176,661	
Depreciation and Amortisation	196,654	181,136	
Other Costs	837,173	878,717	
Total Expenditure		17,968,351	17,349,891
Total comprehensive revenue and expense		(1,566,787)	109,286

Summary Statement of Changes in Equity

FOR THE YEAR ENDED 30 JUNE 2022

		\$	\$
	Note	2022	2021
<i>Equity at start of period</i>		5,262,763	5,153,477
Net Surplus/(Deficit) for the Period	(1,566,787)	109,286	
Transfer from Information Management Systems Reserve	(137,536)	–	
Transfer to /(from) Accumulated Funds	9,245	162,146	
Transfer to/(from) Receipts for Victims of Christchurch Terrorist Attacks yet to be distributed	(9,245)	(162,146)	
Transfer to D Smith Memorial Research Fund	–	–	
Transfer to/(from) Regional Reserve	–	–	
Equity at end of period		3,558,440	5,262,763

Our financial summary

Summary Statement of Cash Flows

FOR THE YEAR ENDED 30 JUNE 2022

	\$	\$
	2022	2021
Net cash flows from operating activities	(1,447,597)	930,737
Net cash flows from investing activities	3,716,183	(2,916,030)
Net cash flows from financing activities	–	–
Net increase/(decrease) in cash and cash equivalents	2,268,585	(1,985,294)
Cash and cash equivalents at 1 July	2,272,492	4,257,786
Cash and cash equivalents at 30 June	4,541,077	2,272,492

Summary Statement of Financial Position

AS AT 30 JUNE 2022

	Note	\$	\$
		2022	2021
<i>Current Assets</i>		6,247,515	8,010,208
<i>Non-Current Assets</i>			
Fixed Assets		105,902	124,266
Intangible assets		43,144	160,038
Total Assets		6,396,561	8,294,511
<i>Current Liabilities</i>		2,838,120	3,031,748
<i>Equity</i>			
Accumulated Funds		3,213,487	4,771,029
Receipts for Victims of Christchurch Terrorist Attacks yet to be distributed		3,054	12,299
D Smith Memorial Research Fund		103,871	103,871
Regional Reserves		91,762	91,762
Information Management Systems Reserve		146,267	283,803
		3,558,441	5,262,763
Total Equity & Liabilities		6,396,561	8,294,511



Our financial summary

Note 1 Reporting Entity

These are the summarised financial statements of New Zealand Council Of Victim Support Groups Incorporated. New Zealand Council Of Victim Support Groups Incorporated is an Incorporated Society established under the Incorporated Societies Act 1908.

The Audited Financial Statements have been authorised to be issued by the Board on 27 October 2022.

Note 2 Summary Financial Statements

The Summary Financial Statements for the year ended 30 June 2022 have been extracted from the Full Financial Statements of New Zealand Council of Victim Support Groups Incorporated. The Summary Financial Statements comply with generally accepted accounting practice in New Zealand (NZ GAAP) as it relates to summary financial statements (FRS 43:Summary Financial Statements). The Summary Financial Statements cannot be expected to provide as complete of an understanding of the financial performance and financial position as the Full Financial Statements.

A set of the Full Financial Statements can be obtained from the Chief Executive, New Zealand Council of Victim Support Groups Incorporated, PO Box 3017, Wellington 6140 or on the Charities Register. The full Financial Statements have been audited by Grant Thornton who issued an unmodified opinion dated 27 October 2022.

The Full Financial Statements have been prepared in accordance with Generally Accepted Accounting Practice in New Zealand ("NZ GAAP"). They comply with Public Benefit Entity International Public Sector Accounting Standards ("PBE IPSAS") and other applicable financial reporting standards issued by the New Zealand Accounting Standards Board for Not for Profit entities. New Zealand Council of Victim Support Groups Incorporated is a public benefit not-for-profit entity and is eligible to apply Tier 2 Not-For-Profit PBE IPSAS on the basis that it does not have public accountability and it is not defined as large.



Note 3 Presentation Currency

The Summary Financial Statements are presented in New Zealand dollars, which is the functional and presentation currency. Figures are rounded to the nearest dollar.

Note 4 Contingent Liabilities and Contingent Assets

There were no contingent liabilities or contingent assets at 30 June 2022 (2021: \$Nil).

Note 5 Subsequent Events

There have been no significant events since balance date which may significantly affect the operations of New Zealand Council of Victim Support Groups Incorporated.

Our Audit report



Report of the Independent Auditor on the summary financial statements

To the Board Members of New Zealand
Council of Victim Support Groups
Incorporated

Opinion

The summary consolidated financial statements, which comprise the summary statement of financial position as at 30 June 2022, the summary statement of comprehensive revenue and expense, summary statement of changes in accumulated funds and summary cash flow statement for the year ended, and related notes, are derived from the audited financial statements of New Zealand Council of Victim Support Groups Incorporated (the "Council") for the year ended 30 June 2022. In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial statements.

Summary financial statements

The summary financial statements do not contain all the disclosures required by PBE IPSAS. Reading the summary financial statements

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and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated 27 October 2022.

Other Information than the Summary Financial Statements and Auditor's Report Thereon

The Board Members are responsible for the other information. The other information comprises the annual report (but does not include the summary financial statements and our auditor's report thereon), which is expected to be made available to us after the date of this auditor's report.

Our opinion on the summary financial statements does not cover the other information and we do not and will not express any form of audit opinion or assurance conclusion thereon.

Our Audit report

In connection with our audit of the summary financial statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the summary financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

When we read the annual report, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance and will request that such matters are addressed.

Board Member's Responsibility for the Summary Financial Statements

The Board Members are responsible for the preparation of a summary of the audited financial statements of the Council in accordance with PBE FRS-43: *Summary Financial Statements*.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), *Engagements to*

Report on Summary Financial Statements. Our firm carries out other assignments for the Council in the area of assurance and advisory services. The firm has no other interest in the Council.

Restricted Use

This report is made solely to the Board Members, as a body. Our audit work has been undertaken so that we might state to the Board Members, as a body, those matters which we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Council and the Board Members, as a body, for our audit work, for this report or for the opinion we have formed.



Grant Thornton New Zealand Audit Limited
Wellington
27 October 2022

Our
thanks



We want to extend our sincere thanks to all of our funders, including individual donors, organisations, and our Local Group Committees. It's your ongoing support that makes our mahi possible and we truly appreciate it.

Our Partners



Community Events

Z Energy – Good in the Hood

Westfield – Local Heroes

**Farmlands (Motueka)
– Tag a Charity**

Don Bruce – Calendar sales

Major Donors

One Tomorrow

**Order of St Lazarus of
Jerusalem**

Prowood Limited

Hugo Charitable Trust

**St Vincent de Paul
Stores (Invercargill)**

Bequests

Estate of Josephine Steele



Our grants

Thank you to all the people that made these grants possible. They will help us to continue our mahi around New Zealand, 24/7, 365 days of the year.

**thank
you**

A D Hally Trust
Acorn Foundation
Advance Ashburton
– FJ Woods Fund
Aotearoa Gaming Trust
Ashburton District Council
Auckland Council –
Albert–Eden Local Board
Auckland Council –
Devonport–Takapuna
Local Board
Auckland Council
– Franklin Local Board
Auckland Council –
Mangere–Otahuhu
Local Board
Auckland Council –
Manurewa Local Board
Auckland Council –
Maungakiekie–Tamaki
Local Board
Auckland Council –
Orakei Local Board
Auckland Council –
Papakura Local Board
Auckland Council –
Puketepapa Local Board

Auckland Council – Upper
Harbour Local Board
Auckland Council –
Whau Local Board
Auckland Council – Waitakere
Ranges Local Board
Auckland Council – Waitemata
Local Board
Auckland Council – Howick
Local Board
Auckland Council – Kaipatiki
Local Board
Auckland Council –
Otara–Papatoetoe Local Board
Bay Trust
Blue Sky Community Trust Ltd
Buller District Council
Catalytic Foundation
Central Hawke’s Bay District
Council
Christchurch City Council
Community Trust South
Community Waikato
David Ellison Charitable Trust
Donald & Nellye Malcolm
Charitable Trust

Dragon Community Trust
Dunedin City Council
Eastern & Central
Community Trust
Eastern Bay of Plenty
Community Foundation
First Light Community
Foundation Limited
Four Winds Foundation
Frimley Foundation
General Charitable Fund
South Canterbury
Geyser Community Foundation
Hastings District Council
Hawke’s Bay Foundation
Horowhenua District Council
Hutt Mana Charitable Trust
ILT Foundation
Invercargill City Council
J B S Dudding Trust (Public Trust)
Kiwi Gaming Foundation
Lion Foundation
MacKenzie Charitable
Foundation
Manawatu District Council

Marlborough District Council
Masterton District Council
Maurice Carter Charitable Trust
Milestone Foundation
N H Taylor Charitable Trust
Napier City Council
Nelson City Council
Network Tasman Limited
New Plymouth District Council
Otago Community Trust
Oxford Sports Trust
Palmerston North Community
Services Council
Pelorus Trust
Redwood Trust
Rotorua Energy Charitable Trust
Rotorua Lakes Council
Selwyn District Council
Stewart Family Charitable Trust
T G Macarthy Trust
Tasman District Council
Taupo District Council

The Community Trust of Mid
& South Canterbury
The National Lottery Grants
Committee
The Sunrise Foundation
The Trusts Community
Foundation
Thomas Hobson Trust
Trust House Limited
Trust Waikato
Waipa District Council –
Cambridge Community Board
Waipa District Council –
Te Awamutu Community Board
Waipa District Council –
Porangia Ward
Waitaki District Council
Wellington City Council
Wellington Community Fund
West Coast Community Trust
Whakatane District Council
Whanganui District Council
Whangarei District Council

Our advocacy

Advocacy is a vital part of our work. It allows us to champion the voice of victims and convey to Government and society why victims matter and why our work makes a real difference.

Our submissions and consultations this year included:

- Public Service Commission's *Model Standards for Working with Survivors of Large-scale Catastrophic Events*
- Waka Kotahi's *Road to Zero*
- Ministry of Health's Covid campaign for people unable to wear face masks due to trauma
- MBIE's *A Legislative Response to Modern Slavery and Worker Exploitation*
- Search and Surveillance Act
- Covid-19 (Courts Safety) Legislation Bill
- Firearms Prohibitions Orders Legislation Bill
- Mental Health Act.

We strive to keep victims at the heart of everything we do, and our advocacy work is no different. We work to ensure it is victim-centric, informed by academic research, and most importantly, guided by the voices of victims.

Our Homicide Advisory Group

We are fortunate to be able to draw on the lived experience of victims, including through our Homicide Advisory Group (HAG). The HAG has been running since 2014 and consists of 6-10 people from all over Aotearoa who we have supported after a loved one's homicide. The HAG informs both external and internal policy, and this year has contributed to significant improvements in the Parole Board process for victims.


Manaaki Tāngata
Victim Support



Each year we support a growing number of victims in Aotearoa – something that can seem like a daunting task. Seeing the results of our mahi keeps us motivated and drives us to work harder for those who need us.



of clients experienced one or more of six positive outcomes from their contact with Victim Support

(2% points up on the previous 12 months)

- 87%** Felt listened to
- 86%** Felt supported
- 80%** Felt more informed about help available
- 71%** Felt better able to make decisions
- 69%** Better able to cope with what happened
- 68%** Felt less stressed

Walking the journey of grief together

Early one morning, while on his way to work, Tina's husband John was fatally struck by a vehicle.

Initially, Tina was hesitant to talk to anyone about her grief.

"We all backed off from everything at first because we just didn't know what to do," she says. Victim Support Worker Donna had been in touch with Tina and her family, but due to the shock and trauma of the situation, they needed some time by themselves before talking to anyone else.

Eventually, Tina reached a point where she realised she needed help. "I remember calling Donna back and telling her that I didn't know what to do, I wasn't coping, and I needed help."

From that point on, Donna has been a reliable constant in Tina's life, walking alongside her and her whānau as they navigate grief.

One of the most impactful ways that Donna was able to help Tina was by organising counselling appointments for her – something Tina didn't even realise she needed. "If I didn't have Donna, things would have been a real mess," Tina says.

As Tina talks about Donna, her sincere appreciation is obvious: "I can't even put her into words, she's just been so awesome with everything she has helped me and my whole family with – to me she's a part of our family now."



Our aspirations

Victim Support is a trusted organisation with a rich whakapapa and strong future focus. We continue to learn and innovate as we meet the growing need for exceptional support for people affected by crime, trauma and suicide across Aotearoa.



Manaaki Tāngata

**uplifting the mana of the
people through support,
care and respect**

Here are some of the aspirations that we continue to build on:



Better outcomes for Māori

- **Our goal** is to provide a service that promotes equity and better outcomes for Māori by being culturally responsive and effective.
- We continue to implement our Te Tiriti o Waitangi framework, *Te Whiringa*, so that all areas of our organisation live and breathe Te Tiriti principles.
- Our commitment to equity and better outcomes begins with us – among our first initiatives is building the cultural competency of our workforce.



Victims at the heart

- **Our goal** is for all victims in Aotearoa to feel safe to report crime and seek support.
- We are focused on finding innovative ways to ensure that victims' voices are heard. It is vital to us that both Government and society understand victims' needs and the importance of supporting victims.
- We continue to develop our service so that it is genuinely **victim-centric**. We do this by drawing on research and the experience of our clients and our partner organisations.



Wellbeing first

- **Our goal** is for our entire workforce to be safe, well and supported to do their challenging but rewarding mahi.
- We have introduced a mechanism for monitoring the workforce wellbeing, have created a new managerial role to support our valued volunteers, and are implementing tools to better support our managers to support their teams.
- We have supplied all Support Workers with mobile phones and a dedicated app that tracks where they are on client visits and helps them get home safely.



Life skills that make a difference

- **Our goal** is to develop world-class training for our workforce that can also be utilised by others in our sector.
- We are redeveloping our introductory and ongoing Support Worker training to strengthen the victim-centric, trauma-informed and cultural competency skills our people need for our mahi.
- Our training will teach both specialist sector skills in victimology, justice, grief, trauma, and suicide, and also life skills that promote personal growth and development.


Manaaki Tāngata
Victim Support



victimsupport.org.nz