



Purongo a-tau
ANNUAL REPORT
2019/20





"He āwhina, he aroha ngā miro tuitui i ngā haehaetanga a te mate"

"It is love and caring that knits together the lacerations of anguish"



Matua Rāwiri Wharemate

Tuatahi, e hiahia ana ahau ki te whakanui i ngā manaakitanga maha kua homai e te Atua ki a tātou.

Tuarua, e hiahia ana ahau ki te mihi ki ngā whānau katoa kua ngaro o rātau whānau i roto i ngā aituā, i a rātau rānei e pā ana ki ngā aituā o te wā. Ki a rātau kua pahure, haere, haere, ā ka tau.

Huri noa ki ngā hunga i mahue, mai me te tini o ngā waka, nō reira mihi atu ki a koutou katoa.

He wāhi motuhake tēnei, ki te pānui mai ngā tuhinga o tēnei pūrongo. Tēnā koutou, tēnā koutou tēnā tātou katoa. First, I want to acknowledge the many blessings that God has given us all.

Second, I want to acknowledge all the families who have either lost family through tragedy or those who have or are going through current trauma. To those who have passed, farewell, farewell, farewell.

Returning now to those left behind, from many waka, greetings, to you all.

It is a privilege to invite you now, to read the contents of this report. Greetings once, twice, thrice. ■



Rārangi take

Contents

- 2 Chief Executive's report
- 3 Chairperson's report
- 4 Our Board
- 5 Making an impact
- 6 An unprecedented year
- **9** Youth Justice Programme
- 10 Local Group Committees

Centre liftout – On the frontline

- II Supporters' spotlight
- **12** A foundation of trust
- 14 Family violence and harm
- **16** Strengthening support for homicide survivors
- **18** Vision 2030
- 20 Financial Summary
- **21** Audit Report

WITH THANKS TO OUR MAJOR PARTNERS









Körero Whakataki nā te Tāhūhū Rangapū

Chief Executive's report

It's my pleasure to welcome you to Victim Support's 2019/20 Annual Report, which follows a truly significant year for Victim Support.

2019/20 has been marked by the major events which shaped it, and this year's theme

"here for you" reflects our commitment to be there for New Zealanders in their times of need. That need has certainly been substantial, with the number of victims relying on our service growing this year to more than 40,000.

Throughout the year, we have continued to uphold our commitment to stand alongside the victims of the Christchurch Terror Attacks. While we completed the distribution of our crisis appeal in June 2019, our core role in Christchurch has always been to support the victims as they rebuild their lives and participate in the justice process. Each hearing has stirred up many painful memories for the victims who have carried on with immense courage. It's a privilege to be invited to share this journey with them and to support them along it.

2019/20 has also seen the organisation respond to the eruption on Whakaari/White Island in December, and the COVID-19 pandemic. Whakaari saw us once again make a national mobilisation of Support Workers to assist the many people affected.

The impacts of COVID-19 have been felt by every household and organisation, but particularly by those we support. Our family violence and harm teams rose to the challenge of continuing high demand during the first lockdown. Disruptions to normal processes for funeral or tangihanga have also presented many challenges for those who lost loved ones during the lockdown, making quality support and guidance from Victim Support absolutely critical.

2019/20 has been marked by the major events which shaped it, and this year's theme "here for you" reflects our commitment to be there for New Zealanders in their times of need.

These events have drawn on the efforts of our whole workforce in many different ways and I'm immensely grateful for the dedication and professionalism with which the Victim Support whānau have all pulled together to respond.

Alongside our response to these exceptional events, we've taken significant steps forward in the development of our services during 2019/20. We've completed a national expansion of our homicide service, continued to expand and enhance our specialist capability in family violence and harm, successfully piloted new initiatives to support victims through the youth justice process, and supported a significant increase in referrals during the year.

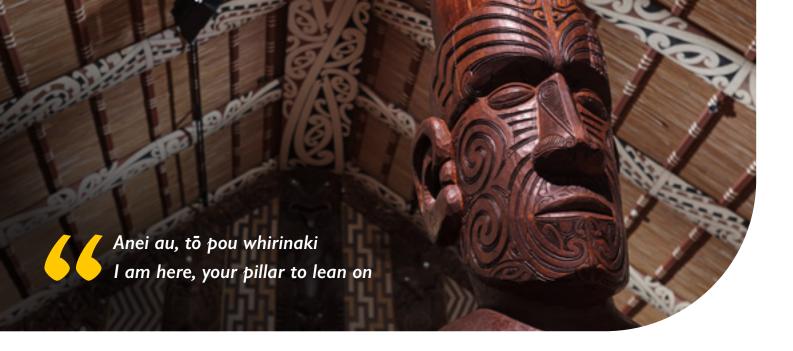
As we look to the future, there is much more to be done, and 2019/20 also saw the completion of our new 10-year plan, *Vision 2030: Victims at the heart. Vision 2030* draws on significant internal and external consultation. Hundreds of our workforce, along with Local Group Committees, took part in 31 workshops and online surveys. We met with our core service delivery partners to hear their views as well.

The plan builds on the feedback received and reflects our commitment to ensure victims have access to the best possible support to find safety, healing, and justice at every step of their journey.

Thank you to everyone in our Victim Support whānau who has made our work possible during 2019/20 — our Support Workers and other frontline team members, our National Office team who support them, my senior management colleagues, our Board and Local Group Committees. Thank you also to our partners in government who support our work with your referrals, co-operation, and funding.

I'm incredibly grateful for your support throughout the year, and optimistic about our plans for the future as we work to support and empower victims.

Kevin Tso
Chief Executive



Kōrero Whakataki nā te Heamana

Chairperson's report

The last year has challenged our nation in so many ways, from the aftermath of the Christchurch Terror Attacks, the eruption on Whakaari/ White Island, to family violence and harm and grief after COVID-19. When New

Zealanders needed somewhere to turn in times of trauma, they turned to Victim Support.

It's a real honour to serve Victim Support as your Chairperson and to work alongside our Support Workers – so many of whom are volunteers – who have supported more than 40,000 victims in their times of need over the last year.

I would like to thank and acknowledge our frontline staff and volunteers, and all those in our National Office who support them, for your hard work and commitment during 2019/20. Your dedication makes possible such an incredible social impact.

I acknowledge and thank all those affected by crime, trauma, and suicide who have trusted Victim Support to walk alongside you in your journeys to safety, healing, and justice. It is truly our privilege to be invited into your lives and your homes, to know your strength and your courage.

2019/20 has been an important year for Victim Support, a turning point on our path. On top of a busy year on the frontline, in November 2019 we completed our new 10-year strategy for Victim Support, Vision 2030: Victims at the heart.

Over the last five years Victim Support has completed the implementation of our previous strategic plan, and I'm incredibly proud of the strides forward that have been made in that time.

The plan will see Victim Support offer a more modern, culturally responsive service, with the growing capacity and capability needed to support the ever-larger numbers who rely on our support.

At the centre of our plan is our mission to support and empower victims to be safe, heal, and participate at every step of their journey. It's a mission which reflects our dual commitment to place victims at the heart of our work and the sectors in which they operate, and to support them at every step of their journey.

I would like to acknowledge my colleagues on the Board for your contributions and support this year too. Thank you to Rob Marshall, Richard Smith, Judy Karaitiana, Aroha Gibb, Michael Dowling, Gwen Neave, Nicky Rawlings, and Don Battah for your ongoing dedication and service to Victim Support. 2019/20 has been an exceptionally busy year for us all.

The Board is supported by and elected from the members of our 19 Local Group Committees (LGCs). LGCs are a vital part of the unique fabric that makes up Victim Support, raising funds and ensuring our volunteer workforce are supported, acknowledged, and celebrated. Thanks also to all the LGC members for your fantastic work in the last year.

I know I speak on behalf of the Board when I share my optimism for the future. Victim Support strives every day — with professionalism, with dedication, and with heart — to ensure that people affected by crime, trauma, and suicide can rely on an ever-stronger pillar to lean on in their times of greatest need.

Ngā mihi nui,

Lorraine Scalon Board Chair



Ā Tātou Poari

Our Board

The Victim Support Board comprises representation from six general and two Māori regions, and an appointed Treasurer position.

Representatives are elected by Local Group Committee members from all around New Zealand.

"I'm incredibly grateful for the time and dedication each of our members brings to the Board," says Chairperson Lorraine Scanlon.

"Our diverse Board members bring a wealth of experience from community, policing, business, lwi, and, of course, supporting victims.

"We're all incredibly proud of the important work Victim Support does in the community. It's a real privilege to be able to support it in this way."

The Board meets bi-monthly to govern the organisation's strategic direction and programme of work. 2019/20 has been a busy year for the Victim Support Board, finalising a new 10-year plan alongside a year of unprecedented major events.

From left: Rob Marshall (Deputy Chair), Nicky Rawlings, Michael Dowling (Treasurer), Aroha Gibb, Don Battah, Richard Smith (Deputy Chair), Judy Karaitiana, Gwen Neave Lorraine Scanlon, Chair (seated at front)

66

Our diverse Board members bring a wealth of experience from community, policing, business, lwi, and of course, supporting victims.



40,827 victims supported nationwide in 2019/20...

14,910

family violence and harm

2,254

sexual violence

2,258

following a homicide

5,083

after a sudden death

3,312

after a suicide

1,023

aggravated robbery

4,031

burglary and theft

3,081

road injuries and deaths

5,272

serious assault

657

Christchurch Terror Attacks

217

natural disaster (Whakaari/White Island)

2,185

harassment and intimidation

He tau rerekē

An unprecedented year

These have been truly extraordinary times. Little more than a year ago, much of what we have experienced in recent times would have been unthinkable – weathering two devastating terror attacks, a deadly volcanic eruption, and a frightening global pandemic.

Throughout all this, when New Zealanders were hurting, they turned to Victim Support to help them get through and rebuild their lives.





AUGUST

Victims' Voices: The Justice Needs and Experiences of New Zealand Serious Crime Victims is published by Victim Support. This research builds on growing evidence that victims need to be at the heart of justice reforms. It forms the basis for our advocacy for victims and helps give victims a voice in upcoming justice reforms.

SEPTEMBER

Victim Support completes organisation-wide consultation on its new 10-year plan Vision 2030: Victims at the heart. Hundreds participate in group workshops and online consultation to share their views on Victim Support's future.



JULY

Victim Support continues to provide ongoing support for victims of the Christchurch Terror Attacks, working with some 657 people affected to rebuild their lives and participate in the court process.





Rahimi Ahmad and Nor Azila Abd Wahid

First home, fresh start

Rahimi Ahmad and his family have made a fresh start, happily living in their first home, made possible by the donated funds paid to them by Victim Support.

The family received lump-sum payments from both Victim Support and the Christchurch Foundation and were also recipients of funds from the Medical Support Fund, a joint Victim Support-Christchurch Foundation initiative to help the most severely injured victims

Originally from Malaysia, Rahimi, his wife Nor Azila Abd Wahid, and their two children had chosen Christchurch as their new home, but the events of 15 March changed everything.

"My wife graduated with her PhD in Biomedical Engineering on the day before the attack. We were renting, and had started to look for a house to buy," he says.

Rahimi and his 12-year-old son, Ahmad, were at the Mosque on the day of the attack. His son was not physically injured, but Rahimi suffered a severe spinal injury and nerve damage, leaving him unable to walk unaided.

"I was in hospital for two months after the attack. Our Victim Support Worker helped my wife a lot at that time," says Rahimi.

The couple purchased a house in December and the family are delighted with their new home, especially Ahmad and sister Nur Faiqah.

"They can put pictures on the wall and my wife is very happy with the kitchen. Happy wife, happy husband!"

While Rahimi still suffers from debilitating pain from his injuries and mobility is difficult, he is very thankful for the help he has received from Victim Support, MSD and ACC.

"I feel very grateful. The help has eased that burden a lot for me."

NOVEMBER

Victim Support presents an oral submission to Parliament supporting the Arms Legislation Bill to improve public safety and keep firearms out of the hands of those who could harm themselves or others. Last year we supported more than 2,000 victims affected by firearms incidents.

Victim Support in Counties
Manukau is recognised by the
Ministry of Social Development for
their expertise in family violence
intervention. We are selected to
be part of the Ngā Toka Tūmoana
Collaboration to rethink family
violence services through the
Whānau Resilience programme.



2020



JANUARY

Victim Support launches Vision 2030: Victims at the heart, our new 10-year strategic plan that sets out the pou, the pillars, to guide the development and growth of our services to support victims to 2030. The plan seeks to place victims at the heart of everything we do and the sectors in which we operate, and to support victims at every step they need us.



MARCH

Victim Support joins Aotearoa's team of 5 million to unite against COVID-19 as the country moves to Alert Level 4. Access to our full range of services continues to be available 24/7, nationwide with a seamless transition to remote support. Even our Contact Service transitions to working remotely, with no downtime.

Victim Support Workers support victims of the Christchurch Terror Attacks, unable to attend Court due to the lockdown, to hear the offender lodge his plea. Only two representatives are allowed to attend Court on behalf of all victims as he changes his plea to guilty on all 92 charges.

DECEMBER

A dedicated team of Support Workers respond immediately to the Whakaari/White Island eruption, with a group deployed to Whakatane to support victims and their families. Victim Support assists family members to enter New Zealand, a national response to support victims who were sent to various hospitals throughout New Zealand, and provides trauma support to those on the visiting cruise ship.

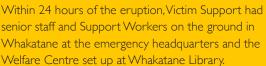


DECEMBER

Within 24 hours of the equation Victim Support had

Wictim Support's vital role in natural disaster recovery came into play immediately following the tragic Whakaari/White Island eruption on 9 December 2019.

Within 24 hours of the equation Victim Support had respond nationally and



Support Workers were deployed to the cruise ship, Tauranga Hospital, and a local tour company along with making visits to affected families as more details came to hand.

Lydia Allan, Victim Support's Bay of Plenty/Eastern Area Manager says, "with many Support Workers already balancing large caseloads, I was truly humbled by the response from all those who put their hands up to help from within the Bay of Plenty region and across New Zealand."

"It's highlighted how, as an organisation, we can respond nationally and how we can pull from the entire country," says Lydia.

Victim Support has helped 217 victims of the Whaakari/White Island eruption and continues to provide support to the Whakatane community, victims and their families around New Zealand.

"The impact will be felt for some time, especially in the local Whakatane area because it's not only had a personal impact on some of the families there emotionally, but it's affecting livelihoods as well," says Lydia.



Lydia Allan

He tau rerekē

An unprecedented year



MAY

In response to the COVID-19 lockdown, Victim Support launched its first online Introductory Training Programme, enabling new recruits to continue their training and prepare for frontline work.

Victim Support in Auckland marks one year of the new Youth Justice pilot programme. A joint initiative driven by Victim Support, Oranga Tamariki, and NZ Police, the highly successful pilot sees victim participation in Family Group Conferences triple.



JUNE

Victim Support celebrates
National Volunteer Week –
Te Hua o te Mahi Tahi, the benefit
of working together. To mark
the week, Volunteer Support
Workers share their stories
and Victim Support welcomes
almost 100 new volunteer
applications.

Victim Support makes additional lump sum payment to victims of the Christchurch Terror Attacks with all funds including contingency funds and late donations now allocated to victims.

Victim Support rolls out its specialist Homicide Support Worker Programme nationwide. The programme provides more access to support for victims of homicide as they heal and participate in the justice process.

Support is provided to Christchurch Terror Attacks victims and their families to attend the sentencing of the offender.



APRIL

Due to the tight restrictions around gatherings of people at burials and tangihanga, grieving families are unable to farewell loved ones who passed away during lockdown. Victim Support Workers support grieving families to navigate the additional challenges of loss and grief during lockdown.





Deborah Du Toit

Someone to lean on

Deborah Du Toit has been there for victims during some of the toughest times experienced in recent memory.

She immediately put her hand up to support victims of the Christchurch Terror Attacks and continues to work closely with many of them today.

When Whakaari/White Island erupted, she provided support to families in Auckland who found themselves called to the bedside of loved ones who were critically injured.

COVID-19 brought yet another call for Deborah to help. Tight restrictions around burials and tangihanga during lockdown meant that managing the grief and loss of those left behind became much more difficult.

"In so many new and unfamiliar ways, Kiwis had to adapt their grieving and it was really, really hard."

Deborah knows this first-hand, losing a very dear family friend herself during lockdown and having to attend a virtual funeral.

"It gave me a personal context for my work — surrounding those who are aching in their own grief and loss with a deeper empathy and understanding of what they are going through."

Her courage and resilience in the face of all these events is a taonga, a treasure, for those who she has supported in an unprecedented year.

In reflecting on what she has learned this year, Deborah says, "I am more resilient and stronger than I thought. When I went into the Deans Avenue Mosque, I closed my eyes to imagine what it was like for the people there when it happened. It was quite overwhelming."

Deborah's visit to the Mosque reminded her of what is

Deborah's visit to the Mosque reminded her of what is at the heart of Victim Support.

"I went to the Mosque with another Support Worker and as we left, I held on to him for support. I realised – it's OK to lean on someone."



Aiming to improve victim's experience of the youth justice process and lift victims' participation rates, NZ Police, Oranga Tamariki, and Victim Support have joined forces to pilot an innovative new programme that's delivering remarkable results.

In late 2018, NZ Police and Oranga Tamariki approached Victim Support to ask for assistance to increase victim participation in Youth Justice Family Group Conferences. These conferences provide a key opportunity for victims to participate and express how the offending has affected them. Powerfully, it can also leave a long-lasting impact on youth offenders while holding them responsible for their offending.

Together, the three agencies established a collaborative Youth Justice Programme that drew on each organisation's unique strengths. By putting victims' needs at the centre of the process, and making sure they are supported throughout it, the programme has seen a staggering increase in participation of victims.

It has a big impact for victims who are well informed and supported through an often challenging and stressful process.

The programme is also critical to achieving the multi-agency Tāmaki Makaurau Youth Crime Action Plan 2018 which aims to reduce offending and make our communities safer as a result. Effective restorative justice practices play a critical role in enabling the plan. Still, a lack of victim participation has inhibited the effectiveness of these interventions in the past, particularly for Family Group Conferences.

Mark Clayton, NZ Police District Youth and Communities Manager says, "It's really important that our victims have the opportunity to express their views when it comes to the outcomes of Family Group Conferences. The pilot was put in place to streamline these opportunities and ensure that victims can play a part in youth justice outcomes."

For Victim Support, the pilot was an opportunity to trial a new process of assigning a dedicated Support Worker to victims of youth offending and to make sure victims received more intensive support to attend the conferences. This is a process that takes courage to go through.

Wilson Irons, Victim Support Auckland Area Manager says, "Previously victims would go into Family Group Conferences without any support. From a criminal justice point of view, the focus was on young offenders and not on victims."

contacts made with victims

79% increase in victims' participation rates

To begin to tackle this problem, a project team with representatives from Victim Support, NZ Police and Oranga Tamariki was set up. The team developed an initial service delivery model, Memorandum of Understanding, implementation plan, and training programme. The service went live in April 2019, with a 3-month pilot in the Auckland Police District.

Sophie Maclaren, Service Coordinator, Auckland West has been an integral part of the project team responsible for the planning and coordination of the pilot service. She has seen first-hand the positive benefits of the programme.

"The results of the pilot have shown a significant impact. In the three months before the launch of the pilot, only 31.7% of victims participated in Family Group Conferences, but in three months following the launch of the pilot, victim participation tripled," says Sophie.

Oranga Tamariki has also observed the positive effects of the pilot. Tessa Lese Oaariki, Auckland City Oranga Tamariki Youth Justice Manager, says "It's always good when you have victims involved in the Family Group Conference space. We couldn't ask for anything better than having the victims there. The victims valued having someone external in their corner."

An evaluation by students at Auckland University of Technology (AUT) confirmed the positive impact of the pilot. Subsequently, police prepared a business case to extend the programme into Waitemata and Counties Manukau with all three agencies.

The results of this pilot programme show how well Victim Support can work in collaboration with other agencies to get a positive result for victims. The project's strength is in the strength of participation.

09



Local Group Committees (LGCs) support Victim Support teams and make an important contribution in their communities. LGCs are our voice in the community, getting our message out, fundraising – to support victims and our frontline Victim Support Workers, and promoting the interests of victims locally.

Pam Smale joined Victim Support in 1991 as a Volunteer Support Worker and has been the chair of the Motueka/Golden Bay LGC since 1998.

"I have been involved in a wide range of activities to profile Victim Support in the community and to provide support and recognition to volunteers, including fundraising activities and generating publicity for Victim Support in local newspapers," says Pam.

She has led the organisation of street appeals since 201 I, establishing a partnership between Victim Support and Motueka and Golden Bay High Schools to raise funds which have been used to purchase grief resources from Skylight and The Grief Centre for Support Workers to provide to victims.

Pam works closely with the students to ensure they have a good knowledge about Victim Support before they go out on the street, so they can respond to any enquiries if asked.

"It's a really busy day in both towns, but worth it!", says Pam.

"When Victim Support has an active profile in the local community, victims are more aware of the support that is available and are receptive to support being offered if they have been the victim of crime or trauma."

Further south, the Wakatipu LGC is also very active in the community with fundraising activities throughout the year.

"We run a candy floss stall at the Arrowtown Autumn Festival in April and spend two days bundling 2,500 blooms of peonies into bunches of 10 for sale," says Fae Robertson, chair of Wakatipu LGC.

"This is a mammoth task for our small committee of nine LGC members and six volunteers. Our most recent venture has seen funds raised used to purchase 100 fire alarms for inclusion in baby boxes that are given out by our Support Workers to all new parents who come to town."



When Victim Support has an active profile in the local community, victims are more aware of the support that is available and are receptive to support being offered if they have been the victim of crime or trauma.

Pam Smale

Bede Houlahan, chair of the Hastings LGC since 1999, has run an annual golf tournament for the past seven years. With sponsorship from Havelock North New World alongside individual 'hole' sponsors, the event raises valuable funds used to support local volunteers helping victims in their community.

"Events like this generate a positive vibe for many people in the community," says Bede.

"The funds from this event help us support and acknowledge our wonderful volunteers who are worth their weight in gold."

Alan Goddard joined Victim Support as a Support Worker in Feilding in 1993 and became LGC chair in 1994. He continued as chair for Manawatu when Feilding amalgamated with Palmerston North in 2007.

"We are proud to help fund and support the invaluable work our Support Workers provide to victims and to help promote the organisation in the wider community," says Alan.

With 19 LGCs operating around the country, LGC members are the voice of Victim Support in the community. They are Victim Support's kaitiaki – guardians – hard working members of our communities who champion Victim Support's work, uphold our values, and support our people.

Te Haumatāoho

On the frontline

The heart of Victim Supports' service





Every day our frontline team of Support Workers nationwide strive to give manaakitanga meaning, helping those affected by crime, trauma and suicide to find safety, healing and justice.

Wrapping support and care around others binds us together, and when we do this for others in times of need, we empower victims and strengthen communities.

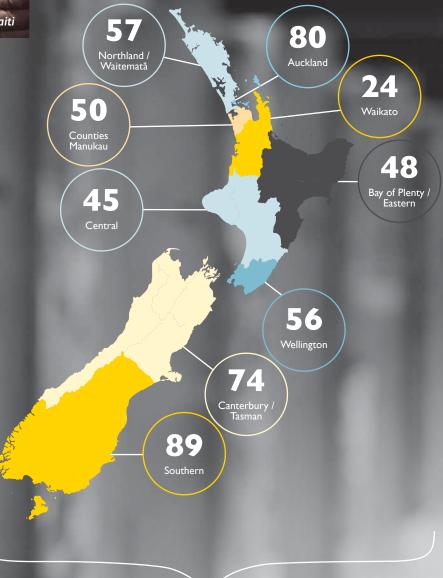
Our highly trained team of Support Workers is at the heart of our service. Comprising a mix of staff and volunteers, these are ordinary people who make an extraordinary difference.

Victim Support was founded in 1986 as a volunteer organisation and volunteers continue to play a vital role in our service delivery. Without our volunteers, Victim Support simply could not be there for victims when they need us. They give not only their time and passion but enable Victim Support to respond to more than 40,000 people in need every year all around the country, 24/7.

I acknowledge and give grateful thanks to the dedication of all our Support Workers, walking alongside victims in their journey with such generosity and kindness.

I am very proud of the dedicated and diverse teams that make up our Victim Support whānau.

Kevin Tso, Chief Executive



523 Support Workers nationwide



Making his daughter proud

When Gurpreet Singh arrived in New Zealand in 2016, he had all the challenges facing a recent migrant in trying to settle his family, but still found time to become a volunteer Victim Support Worker.

A doctor in his native India, Gurpreet wanted to use any free time he had to help others in his new home country. He sees this is as a part of his professional and spiritual journey.

"We have our spiritual learning about working selflessly for people in need – it's called *Seva*. It's a foundation in our spirituality," says Gurpreet.

Gurpreet completed his training as a Support Worker in Counties Manukau. The training enabled Gurpreet to work on all types of cases and support the diverse communities that make up the area.

"It was really valuable having Gurpreet as a fluent Punjabi speaker to support the specific needs of that community," says Counties Manukau Area Manager, Grace Chan-Nuualiitia.

He moved to Napier in 2017 where he was soon on the Victim Support Hawke's Bay roster.

Gurpreet has since helped many Hawke's Bay people on their road to recovery from lives impacted by crime and trauma. He acknowledges his role is a unique combination of emotional support and practical advice, quite different from his work as a medical professional.

"I could use my knowledge or training as a doctor to help victims, but I'm working for Victim Support and the objectives are different," he says.

"My background helps me to understand how anxiety and depression go along with something like post-traumatic stress.

There are similarities as well but the most important thing really, is just to listen and try to understand what people are feeling."

Gurpreet feels his own perspective as a doctor connects very well with Victim Support's 'Te Whare Tapa Whā' service delivery model.

"It's an holistic approach where you're treating the person as a whole - not just defining them by one thing. With 'Te Whare Tapa Whā' you explore the family, the spiritual part, the psychological and physical parts. I really love this process," he says.

"The training Victim Support gave me was amazing. It really prepares you for the role and I think this is something anyone in the community can think about doing."

In Napier, both Gurpreet and his wife work for Hohepa, a community organisation which offers residential care along with vocational programmes for children, young people, and adults with intellectual disabilities.

"I loved how my work enabled me to help people in India and what I am doing now with Hohepa and Victim Support is the same. It's about understanding people, giving advice and observing what challenges they may have."

He is very much motivated by his Support Worker role, with the opportunity it provides to give back to the community, support his spiritual beliefs and to be a positive role model for his family.

His family, especially his eight year old daughter, lbadat Kaur, have been incredibly supportive all through the late-night callouts and time spent away training.

"She understands how important it can be for someone to know they are not alone and there is someone who will be there for them," says Gurpreet.

"My daughter is so proud. It's a big inspiration for her. I have never felt this satisfied before. It also gives you a six figure pay, S-M-I-L-E-S."

Could be there for others?

Crime and trauma can strike without warning, to anyone, anywhere, anytime and Victim Support is here for them when it does. Our service is free and lasts for as long as victims need it.

Victim Support volunteers come from all walks of life, just like those that need our help.

On the toughest days, a helping hand is everything. Our extraordinary Support Workers make an incredible difference for people affected by crime, trauma, and suicide, providing much needed information and support through times of crisis and beyond.

Support Workers often visit victims in their home, at the Police Station, at the scene of an incident or provide support over the phone. They provide emotional and practical support to victims in

their times of need across a wide range of events, from burglary and assault to sudden bereavements. They are a patient ear to listen and friendly face to talk to, while also providing practical information to help victims find safety, healing, and justice.

With comprehensive initial and ongoing training opportunities, we're committed to giving volunteers the training and support they need to develop their potential, whatever level of experience they bring to the organisation.

Helping people in their hour of need is incredibly rewarding. Victim Support volunteers not only help people at their most vulnerable times, but get immense rewards that only come from giving back.

To learn more, go to www.victimsupport.org.nz/volunteer or call **0800 VOLUNTEER (0800 865 868)**





Suzy Kiely, Support Worker -West Coast

A chance to give back

While involved with a friend's court case, Suzi Kiely had the opportunity to see Victim Support volunteers in action and was so impressed with the way the volunteers helped get everyone through these ordeals that she contacted Victim Support to apply as a volunteer.

"I understand trauma, so this felt like a calling to me", says Suzi.

She believes her experience of losing her son in a car accident allows her to understand how victims in crisis are feeling.

"I recently went with the police to support a mother whose son had passed away in a motorcycle accident. That felt like a situation where my experience and training helped, especially in those first 24 hours."

One year into the job, Suzi is impressed with the support she and fellow volunteers receive from Victim Support.

But it's the personal rewards that mean the most to Suzi.

"It's cool wanting to do something for no monetary value. If I can be there for people in trauma or crisis, to empathise without any judgement and make a difference, then it's all worth it."



Rikihana Clark, Support Worker -North Shore

Immeasurable support for victims of crime and trauma

Rikihana Clark (Riki) found Victim Support when he went looking for something to offset his high-pressure position as a Programme Manager.

"I saw an opportunity for me to make a difference and not be measured in KPIs, to even out my corporate life," says Riki.

Riki does a weekend shift each week on Auckland's North Shore. To develop his skills, he completed the initial training programme as well as specialist training in responding to victims of family violence and harm, sexual violence, homicide, and suicide.

He recalls a callout early on that highlighted the importance of the service for victims of crime and trauma.

"I was asked to attend a visit to notify the family of a sudden death. I remember waiting with the police for our client to come home. When they pulled into the driveway and saw us, their mouth dropped – knowing that something had happened.

"That incident gave me much more of a sense of the impact that these events have on people. It made me realise the role we're there to play. You're not there to be the knight in shining armour - that's the value in it. It's just being there and being a rock for the person who needs that support."



helping victims find safety, healing and justice



Minha Kim, Support Worker -Auckland West

Making time to help out

Minha came across Victim Support through a friend who was already volunteering for the organisation. She has been a volunteer for over three years and during that time has supported a wide range of people in trying circumstances.

"I have been supporting a victim for over a year now. He is Korean, and so am I. He had difficulty expressing himself in English, and he was going through very difficult times.

"In the beginning, it felt like an impossible situation. Looking back now he has improved and slowly things have got better for him. It shows that anyone can recover from a bad situation. We have more strength than we give ourselves credit for," she says.

Volunteering for Victim Support has helped Minha decide which studies to pursue and sparked new areas of interest for her.

"I studied criminology as well as psychology. I wanted to try and help offenders, actually. I felt like everyone deserves to be understood. My work with Victim Support has helped me to get an understanding of how the system works."

A personal journey

Jill Henderson's journey to volunteering was a long one. After years of consideration, the catalyst finally came in 2018 when she received the call up for jury duty.

"I came out of there, and I thought, right that's it – I'm going to do it. When my kids were young, I wanted to do something in the community, but at the time I couldn't rely on my partner to support me," says Jill.

As a victim of a home invasion, Jill has first-hand experience of trauma, and she feels that this has given her the tools to help others.

"To gain a better connection with a client, I sometimes let my client know that I am a volunteer – I can feel that it changes the whole dynamics. Possibly they've had connections with authority and feel they've been let down. But when you let them know you're not paid to be there they can change and open up."

For Jill, the rewards of working with Victim Support were worth the wait.

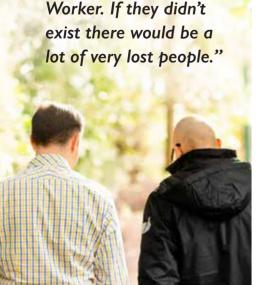
"I am getting back just as much as I am giving out. We are in the frontline of some heavy situations, but I don't take on board what they have just experienced. This is my journey, to be there to help walk them forward to what will be their new normal."

"He aroha whakatō, He aroha puta mai

> If kindness is sown, then kindness you shall receive"



Jill Henderson, Support Worker -Rodney



"I know that I would've

been totally lost

without my Support

Ā mātou mihi, whakamoemiti hoki

Thanks to our supporters

We acknowledge and give heartfelt thanks to all our generous supporters, including individual donors, organisations and our Local Group Committees for their commitment and passion for the work we do in providing support to victims every step. We can only keep our 24/7 service free with the ongoing help of our community. Without your contribution, we simply would not have been there for 40,827 victims in 2019/20.

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Kia Whakamānu i te Awhe Pārurenga

Keeping Victim Support Running

Supporters' spotlight

A symbiotic partnership. That's how we could describe Victim Support's collaboration with Find Recruitment's Wellington-based team for the annual Wellington Round the Bays event.

While Victim Support has several contracts with core organisations, the support received from a family of sponsors and funders is vital to enabling Victim Support to continue to be there for victims. For Find Recruitment, partnering to support community organisations forms an integral part of the company's core values.

Director, Julian Greaves, was first made aware of Victim Support's work after personal experience of a burglary at his home.

"We are always looking for partners we can relate to. A few people in the team have had experiences in their life where Victim Support has helped them. We wanted to do something to support the work they are doing," says Julian.

Over the last three years, Find Recruitment has worked closely alongside Victim Support to raise funds and awareness at Wellington's annual Round the Bays event. Many of the company's staff participate, raising donations for their efforts alongside Victim Support staff, volunteers, and supporters. With Find Recruitment covering the costs of the event, including advertising, apparel, and refreshments at the finish line, 100 per cent of proceeds have been able to go back to Victim Support.

"We are so grateful for the support from the Find Wellington team. It's a fantastic event, and the efforts of staff and clients to participate and raise funds is greatly appreciated. It's partnerships like these that help to keep Victim Support running — literally and figuratively," says Jenni Anderson, Fundraising Manager for Victim Support.



Julian Greaves (left) with team from Find Recruitment

Julian says the Find Recruitment team also reaps many benefits from the collaboration.

"For us to be involved with the community is important to the people who work for us. Also, running is very good for the mind and body. Our team gets together on the weekends to train for the event so, in terms of wellness, it's a great fit for us. We have had some team members who have never run before and then work their way up to the half marathon."

"It's a close collaboration and a lot of fun to work with Victim Support. We're glad that the small amount we raise can make a real difference."



We are always looking for partners we can relate to and do something to support the work they are doing.



He tūāpapa pono

A foundation of trust

Close working relationships between Service Coordinators and Support Workers are pivotal to helping victims find safety and healing after crime and trauma.

Behind the scenes, tight-knit teams provide the foundation for the delivery of Victim Support's service. Support Workers provide frontline support to victims every day. In contrast, Service Coordinators provide support for case management, quality, coaching and debriefing for their local team.

In the case of Service Coordinator, Nikky Eruera, and full-time Support Worker, Lorena Galiki, their collaborative approach is based on a strong foundation of trust built over many years. Nikky joined Victim Support in 2010, and in 2014 she took on Lorena Galiki as a student placement, supporting her for three years as a Volunteer Support Worker, before encouraging her to apply for the permanent role she now holds.

Both recognise that the ability to maintain an open dialogue and to seek and receive feedback continuously helps them to improve the service they provide to victims. We spoke to Nikky and Lorena about how important that relationship is to building professional capability on the frontline.



Because of this high level of trust, the feedback from Nikky helps me provide better support to victims.





Lorena, how would you describe the support that you receive from Nikky?

"There's a lot of support. Firstly, mental support — if I'm having a bad time, I can come to Nikky and talk about it. Then I feel good and can go out and do what I need to do. Also, if I am having trouble with articulating something, I will bring it up with Nikky, and she can put it into context for me and help me to express myself so I can build that level of trust with my victim."

How does Nikky help you to cope with the emotional effects of working with victims?

"If I need to debrief, I will contact Nikky. And if I do contact her, she knows it's because it's something that has affected me. The thing is, you go in, and you know what you're doing with your job, but it's how it affects you afterwards. I can ask her, 'Why am I feeling this way about this?', and we talk about it."



For me, trust comes from treating each other with mana, respect,

integrity, and dignity. I think that our organisation prides ourselves on our service delivery and I like to make sure we can deliver what we say we can.

Nikky Eruera

Nikky, in your role as Service Coordinator, what has equipped you to support your team with their caseload?

"Some of it is having frontline experience, but also one of the things I really love about Victim Support is the opportunities for training. The Area Managers that I have worked with have always been very proactive with our professional development. The great thing is, we can go and do a course and we'll learn the theory, and then every day we go to work, and we get an opportunity to put that into practice. That helps us to provide the level of service delivery that our organisation strives for."

How do you think the working relationship you have with each other benefits victims?

Lorena: "For me, it's really important to have that close working relationship because, when I'm reflecting on a case and if I feel I'm missing something, I can take feedback from Nikky. And because we have this high level of trust, I don't take it personally. I learn from it, which of course helps me provide better support to victims."

Nikky: "I tautoko what Lorena has said. As Service Coordinators, we need to be impartial, so we can look at each situation with an outside set of eyes, to see the bigger picture.

An essential part of my role is to support Lorena, and all our frontline workforce. It's my job to make sure they are working within the expectations of the organisation. They are not in the office, and I need to make sure they're supported and not mulling things over at home, so I make myself available to them.

For me, trust comes from treating each other with mana, respect, integrity, and dignity. I think that our organisation takes pride in our service delivery and I like to make sure we can deliver what we say we can."

The care and support that Nikky and Lorena have for each other is clear. It's based on a foundation of trust that flows through to their work to support victims – with dedication and professionalism at every step of their journey, 24/7, with heart. ■

Messages of thanks from victims

"Thanks for all the support, for checking on us regularly and doing your best to walk us through such a difficult time. We couldn't have done it without your support and care. Arohanui. You are amazing."

"Thank you, Victim Support for the amazing way our family were supported. It made a stressful time so much easier."

"Thank you for all the support and hard work you have done for our family. We really appreciate every single thing you have done and will never forget the kindness and respect you have given us during this hard time. You have been patient, helping us with everything we need."

"Thank you for all the love and support I have received since the attack. You were all amazing especially last week around the trial."

"We really appreciate your love and support. Thanks so much from the core of our hearts."



Family violence and harm in New Zealand take many forms, including homicide, serious assault, sexual assault, and child abuse.

During 2020, the impacts of the COVID-19 lockdowns and subsequent economic pressures have been felt on the frontline.

Following the Christchurch earthquakes, family violence and harm investigations doubled with close to 65 per cent of neighbourhoods experiencing an increase in family violence and harm rates. Extra stress on families can boil over in many unhealthy ways.

Police predict that the impact of COVID-19 could lead to the emergence of a new group of offenders. *Strategic Outlook: New Zealand's Policing Environment Post COVID-19* highlights family violence and harm as one of main areas of concern, with police investigations expected to rise by 20 to 100 per cent over the next two years.

Victim Support has strong and long-standing relationships with police, Women's Refuges, the courts and many more local providers. In many locations around the country. Victim Support's specialist family violence and harm teams are supporting thousands of victims to find safety and rebuild their lives. In 2019/20, 14,910 victims of family violence and harm relied on Victim Support for help, an increase of more than 5,000 over the last five years.

In Counties Manukau, one of our specialist family violence teams is working closely with the Police-led Whāngaia Ngā Pā Harakeke (WNPH) programme to help victims of family violence and harm stay safe and rebuild their lives. In 2019, this dedicated team alone supported 3,229 family violence and harm cases, more than 60 cases every week.

With emergence of this secondary epidemic of family violence and harm, it's clear a continued focus in this area is needed now more than ever. Collaboration between the many organisations working with family or whānau affected will be critical to tackle the trying circumstances of the pandemic and its after-effects.

Responding to an epidemic of family harm



Janeta Vasega

As the financial stress and social costs of the COVID-19 pandemic become apparent, there has been a corresponding rise in the incidence of violence within Kiwi families – leading to a 'secondary epidemic' of family violence.

For many, it has been a time of job loss, financial stress, and challenging family dynamics – as many have been forced into close quarters together.

Like many support agencies working on the frontline community response, Victim Support is concerned that all these stress factors could potentially lead to further increases in family violence.

Weaving a network of support

A partnership between Victim Support and Woven Earth is making it possible for victims of family violence and harm to find safety and make a fresh start.

Woven Earth is an Auckland-based charity providing furnishings and essential items so families can move into a new home and away from danger. It's a strong compliment to Victim Support's services and we have been grateful for the chance to work closely with Woven Earth in Auckland to provide valuable support in a growing area of need.

One of the biggest challenges for victims in this situation is they have little control over the family's finances. It's common for those suffering abusive relationships to have young children, and/or not be in paid work, and these factors all combine to make it tough to break the cycle and make a new start without support. Giving victims a chance to create a new home where they can feel safe and begin to heal is critical for many.

Alongside Woven Earth, Victim Support works with other organisations like *I've Got Your Backpack* who provide care packs for children affected by family violence and harm, and with *Kia Kaha Box* who provide care packs for women, to make sure victims are supported to make a new start.

Handmade bears originally donated to NZ Police and Victim Support and now donated to Woven Earth to include in the care packs further demonstrates the will of agencies to work together in this area of need. These care packs are incredibly valuable when families need relocating into emergency accommodation at short notice.

Victim Support in Auckland is also working closely with the Ministry of Social Development (MSD) to make sure victims have access to a dedicated housing broker to help them find a new permanent home. This includes being able to choose from Kāinga Ora – Homes and Communities (formerly Housing New Zealand), community housing, or private rental options.

Supporting victims of family violence to safety is a process that might start with a police referral, then include contact with other family harm agencies like Victim Support, government departments such as MSD along with community partners like Woven Earth.

By working collaboratively, Victim Support, Police, and Woven Earth can strengthen each other's work to put victims of family violence first and help them to make a new start.



From left: Anja Ulmann, Wilson Irons, Deborah Du Toit

For Janeta Vasega, Family Harm Coordinator for Victim Support in Counties Manukau, the safety and well-being of victims is paramount. During the first lockdown in March, Janeta foresaw the need that would arise as families had to spend lockdown cooped up together.

"Economic stresses are definitely a contributing factor to family violence, and if people are using alcohol and other means to relieve those pressures that will impact even more. Physical violence and psychological and emotional abuse could be more severe and lesser incidents, like arguments and shouting, more frequent."

With restrictions in place aimed at containing COVID-19, ensuring victim safety suddenly became a lot more complicated. While setting up 'bubbles' helped to safeguard people from COVID-19, these bubbles also had the potential to be an environment that exacerbated violence in the home.

As Janeta predicted, the pressures of lockdown did place further stress on already strained relationships.

"Being isolated from people is a high risk for women as they do not have a reason to be away from the house. We are heading for even more troubled times, and victims need to have the courage to call for help."

As the country continues to take measures towards breaking the chain of transmission for COVID-19, the underlying epidemic of family

violence looks likely to increase with job losses meaning more people at home as the economic impact potentially worsens.

A recent report from NZ Police, which looks at the likely impact of an economic recession on policing in New Zealand in the next six to 12 months, shows officials have been preparing for significant changes to the country's criminal landscape as people lose their jobs and businesses fail.

The report projects that there could be a 20 to 100 per cent increase in family violence investigations over the next two years, mainly modelled on the doubling of family violence incidences in the wake of the Christchurch earthquakes. These predictions include incidents involving people who have never come to police attention, or that would otherwise not happen were it not for the added pressures of a pandemic-fuelled recession.

Janeta is still getting self-referrals stemming from the Level 4 lockdown earlier in the year.

"We had a lot of women who have now had enough courage to speak out and get help for incidents that happened in March and April," she says.

As the country battles the ongoing threat of COVID-19, families will continue to be put under increased levels of stress, meaning Victim Support's presence in the community to support victims and identify those at risk becomes even more important.



Kia tautoko ake i ngā ika ā-Whiro

Strengthening support for homicide survivors

The expansion of Victim Support's homicide service in 2020 has bolstered the safety net of support for survivors of homicide.

Following additional funding in Budget 2019, Victim Support is building on the success of pilot sites operating in Auckland and Canterbury since 2014 to introduce a network of dedicated homicide support staff nationwide. The expanded service means victims of homicide in New Zealand will have improved access to support at every step of their healing and the justice process.

The staged service expansion has seen seven additional paid full-time Support Workers and a National Homicide Manager join our homicide team, on top of the three paid Support Workers already supporting survivors as part of the pilot programme. Victim Support's highly trained volunteers will continue to play a critical role in the homicide support delivery model, especially in rural locations, providing after-hours crisis response and continuing to support the wider network of people affected by homicide.

"This expansion enables us to bring additional capacity and ability into these long and complex cases. It adds to the support already being provided by our wider network of Support Workers," says Victim Support's General Manager – Service Delivery, Karen McLeay.

"Often, a homicide involves multiple court cases and parole hearings over several years, and these extra resources will help us to improve the continuity of our service.

"The team brings together a huge wealth of expertise and experience. We've got people from varied backgrounds with a sound understanding of working with families and trauma as well

as the wider factors that can affect outcomes - cultural differences, gangs, drugs and alcohol, ACC, housing.

"There's a strong body of knowledge amongst our workforce and we are seeing them do some amazing work."

With the new team members now on board, the programme is gaining momentum. Karen says the team is focused on an 'eyes wide open' approach to supporting victims, hoping to improve outcomes across the board.

Support Workers receive training to identify contributing factors and risks, working to address these issues with victims along the way.

"It's exciting, and it's challenging because we are dealing with people when they're at their most vulnerable. Doing work that involves helping and enabling people is incredibly rewarding," says Karen.



We've got people from varied backgrounds with a sound understanding of working with families and trauma as well as the wider factors that can affect outcomes - cultural differences, gangs, drugs and alcohol, ACC, housing.

Karen McLeay



Kia hora te marino, kia whakapapa pounamu te moana, kia tere te kārohirohi i mua i tōu huarahi.

May the calm be widespread, may the ocean glisten as greenstone, may the shimmer of light forever dance across your pathway.

I have known Shelley for nearly three years, as my Victim Support Worker, supporting our whānau following the homicide of my brother.

Shelley is compassionate, kind, and one of the most dedicated and hardworking people I've had the pleasure of knowing. Her knowledge of the justice system and processes helped us immensely and eased the fear of what was to come.

When I was in a complete state of despair, Shelley was by my side, supporting me and my entire whānau through an extremely traumatic time, and she continues to do so today.

Shelley is someone you can count on to keep a cool head in a stressful situation, and her positive attitude is contagious.

I thank Shelley for her ongoing support, which had a huge impact on how we coped with everything from the homicide of my brother, through the trial, sentencing and now the appeal process. She kept us updated throughout the whole process. She was there to support us and ensured our needs were met, whatever they were.

Ngā mihi Tina

A guiding light

"May the calm be widespread, may the ocean glisten as greenstone, may the shimmer of light forever dance across your pathway".

This was how Tina began her letter to Victim Support – with this whakatauki, a Māori proverb.

"It's a really old proverb," says Tina, when asked about its meaning in her letter.

"When you go to a marae and we have our Kaikōrero, our men speaking, a lot of the time they are saying proverbs which are repeated within our culture and used to describe life, events, and how someone feels at a certain point in their life.

"These proverbs guide you and that was one I thought about often when Shelley was helping us. It really summed up the impact she had on our whānau."

Shelley is Tina's Victim Support Worker. She was there from the beginning when Tina lost her brother to homicide. Tina wrote the letter to Victim Support to express how she felt about the support she and her whānau received from Shelley.

"I wanted to let everyone know that a time when you are lost in a sea of tragedy, to have that beacon of light guiding you back is of vital importance and largely goes without thanks or appreciation," says Tina.

"To establish that relationship with Shelley early on was vital to our family's ability to start healing as soon as possible.

"You break a little bit as a family when a tragedy happens.

"The family unit becomes very shaky. Shelley was right on it from day one. She was on top of everything we needed. She knew where we were in terms of our emotional state of mind. To have that continuity of support was pivotal in our family's ability to start healing."

Shelley got to know Tina's family at a time when they were at their most vulnerable. The lengthy timeframe of most serious crime cases means a high degree of trust and strong connection is built.

"She really feels it," say Tina, about Shelley.

"Giving her love, support, understanding and guidance to people at a time when your judgement is clouded, and your thoughts are clouded. It's scary - everything is new, and you are thinking, what do I do? This is not a job, this is her."

The journey of a victim of a serious crime like homicide is not one with a finite ending. There may be times further practical help is needed with re-trials or parole hearings and more emotional support if grief or trauma reappear.

As Shelley continues to be a guiding light for Tina and her whānau, Tina knows that she might also be guided by her ancestors and the wisdom of whakataukī. Another proverb may come to mind, similar to the one that so beautifully captured how she felt about Shelley in her letter.

"These words move so freely into today," she says of whakatauki, "to a whole new generation and a whole other lifetime, and you keep the culture alive by remembering and sharing these thoughts of our tūpuna."

Whakakitenga 2030 - ko te pārurenga te matū

Vision 2030: Victims at the heart

In late 2019, Victim Support set out a new strategic plan for the next ten years, Vision 2030: Victims at the heart.

Vision 2030 sets out the pou, the pillars, that drive our service – placing victims at the heart of everything we do, and the sectors in which we operate.

It's a plan that reflects our commitment to support and empower victims to be safe, heal, and participate at every step of their journey.

A shared passion

For Victim Support to be our best, we know our vision must draw from the views and experience of all members of our Victim Support family and whānau.

Between July and September 2019, we listened to staff, volunteers, and the many stakeholder organisations we work with about their aspirations for our programme of services and support. Their views were invaluable in shaping the final plan and, as a result, *Vision 2030* truly is a vision for the future that belongs to us all.

Every area participated in the consultation

19

Group workshops with our workforce

12

Local Group Committees submitted feedback

125

Individual survey responses

The principles that drive us

Our Vision

Victims receive support at every step of their journey, 24/7, with heart.

Our Purpose

To strengthen the mana, belonging and well-being of people affected by crime, trauma, and suicide in Aotearoa New Zealand.

Our Mission

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

Our Values

We will be guided by our values of Manaakitanga, Kotahitanga, Whanaungatanga, Rangatiratanga and Kaitiakitanga in all that we do.



What we've achieved

In 2020, Victim Support reached the conclusion of our previous five-year plan. With the support of our dedicated staff, volunteers, partners, and supporters, Victim Support has gone from strength to strength since 2015.





More victims have the confidence to use our services, with over 40,000 people supported in 2019/20, up from 29,000 in 2015/16.



Our workforce draws on a mixed model of staff and highly trained volunteers to deliver professional support for more victims.



We've expanded our homicide and family violence and harm specialist capability to better tailor support to those with complex needs.



Our Contact Service now receives almost 100,000 calls a year, achieving our vision to offer victims a gateway, waharoa, to the services victims need.



We've received extra funding to support more victims and improve our services.



We've given victims a voice, advocating for justice reform and highlighting victims' issues in our research.



Vision 2030 sets out a plan for continually getting better at what we do, delivering better outcomes for those who need our support. We've set ambitious goals across all areas of our work for victims, and the people and systems which make it possible.



We will pursue opportunities to continually deliver a more professional service delivered by a mixed model of staff and highly trained volunteers. We will celebrate the important role of volunteers and ensure they have the training and support to be at their best for victims. Our frontline services will be well-supported by infrastructure and technology.



Cultural responsiveness

We will uphold our commitment to Te Tiriti o Waitangi and ensure our service is accessible and effective for diverse communities. Our values will drive our work.



Specialist, victim driven services

Victim Support is the waharoa, point of entry, for victims to find healing, safety, and justice. We will enhance our services with specialist capability in high need areas such as family violence and harm, homicide, suicide, and support through the justice system, while ensuring our core service continues to improve to meet victims' needs. Our work will be underpinned by evidence and the voice of victims.



Awareness, trust and confidence

Our comprehensive support will be accessible, trusted, and understood by victims and stakeholders. We will continue to advocate for victims' rights and interests.



Leadership and collaboration

We will be the trusted authority on support for victims. We will collaborate with others to improve support for victims in Aotearoa New Zealand.



Sustainable and diverse funding

We will pursue opportunities through existing and new partnerships and fundraising to build and diversify the revenue needed to bring our vision to life. Strong systems will ensure we maximise value with limited resources.

Taunga pūtea

Financial Summary

During the year to 30 June 2020, Victim Support's income and expenditure grew in response to increased revenue for services from government. A key factor was the expansion of the National Homicide Service.

Victim Support's contract income remained stable throughout the COVID-19 lockdown and the organisation continued to provide services to victims throughout.

During 2019/20, Victim Support made a further distribution of lump sum payments to victims of the Christchurch Terror Attacks. A balance of \$174,445 as at 30 June 2020 was tagged for existing commitments to victims.

Summary statement of comprehensive revenue and expenses				
For the year ended 30 June 2020 Revenue	2020	2019		
100000				
Central Government Funding – Support Services	12,316,234	10,097,000		
Central Government Funding – Victim Payments	2,775,436	2,907,777		
Other Fundraising and Grants	1,368,011	1,485,153		
Other Funding for Support Services	363,032	281,361		
Other Income	102,520	134,112		
Total Revenue	16,925,233	14,905,403		
Expenditure				
Employee related expenses	9,809,209	8,197,762		
National Board	93,659	112,782		
Support Workers (Volunteers)	277,773	313,474		
Information and Communications Technology (ICT)	460,039	423,661		
Administration expenses	309,564	235,807		
Employee related travel	617,453	661,698		
Communications and Fundraising	376,612	347,270		
Learning and Development	369,806	477,908		
Victim Assistance Schemes	2,775,436	2,907,777		
Organisational development	4,478	8,365		
Total Expenditure	15,094,029	13,686,504		
Operating surplus for the year excluding donated funds received and distributed for the support of victims of the Christchurch Terror Attacks.	1,831,204	1,218,899		
Christchurch Terror Attacks donated funds				
Revenue	280,657	13,435,924		
Distributions to/on behalf of victims	1,535,366	12,006,770		
Receipts yet to be distributed	(1,254,709)	1,429,154		
Total surplus	576,495	2,648,053		

Note I 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 24 September 2020.

Note 2 Summary Financial Statements

The Summary Financial Statements for the year ended 30 June 2020 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 can not be expected to provide as complete 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. The Full Financial Statements, which were approved by the Board on 24 September 2020, have been audited by Grant Thornton who issued an unmodified opinion dated 15 October 2020.

Summary statement of changes in net assets For the year ended 30 June 2020		
	2020	2019
Equity at start of period	4,576,982	1,928,929
Net surplus/(deficit) for the period	576,495	2,648,053
Transfer from Information Management Systems Reserve	-	-
Transfer to/(from) Accumulated Funds	1,252,181	(1,432,398)
Transfer to/(from) receipts for victims of Christchurch Terror Attacks yet to be distributed	(1,254,709)	1,429,154
Transfer to D Smith Memorial Research Fund	2,528	3,244
Transfer to/(from) Regional Reserve	-	-
Equity at end of period	5,153,477	4,576,982

Summary statement of cash flows For the year ended 30 June 2020		
	2020	2019
Net cash flows from operating activities	2,164,124	1,370,096
Net cash flows from investing activities	(1,165,391)	469,188
Net cash flows from financing activities	-	-
Net increase/(decrease) in cash and cash equivalents	998,733	1,839,284
Cash and cash equivalents at 1 July	4,090,062	2,250,778
Cash and cash equivalents at 30 June	5,088,795	4,090,062

Summary statement of financial position		
As at 30 June 2020		
	2020	2019
Current assets	6,941,116	5,804,334
Non-current assets		
Fixed assets	378,264	324,802
Total Assets	7,319,380	6,129,136
Current Liabilities	2,165,903	1,552,154
Equity		
Accumulated Funds	4,499,596	2,670,920
Receipts for victims of Christchurch Terror Attacks yet to be distributed	174,445	1,429,154
D Smith Memorial Research Fund	103,871	101,343
Regional Reserves	283,803	283,803
Information Management Systems Reserve	91,762	91,762
Total Equity	5,153,477	4,576,982
Total Equity and Liabilities	7,319,380	6,129,136

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 2020 (June 2019: 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.



Report of the Independent Auditor on the Summary Financial Statements

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

Grant Thornton New Zealand Audit Limited

L15, Grant Thornton House 215 Lambton Quay P O Box 10712 Wellington 6143 T +64 4 474 8500 F +64 4 474 8509 www.grantthornton.co.nz

Opinion

The summary financial statements, which comprise the summary statement of financial position as at 30 June 2020, the summary statement of comprehensive revenue and expenses, summary statement of changes in net assets and summary statement of cash flows for the year then ended, and related notes, are derived from the audited financial statements of New Zealand Council of Victim Support Groups Incorporated (the "Society") for the year ended 30 June 2020. 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 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 15th October 2020.

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

The Council 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.

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.

Council Members Responsibility for the Summary Financial Statements

The Council Members are responsible for the preparation of a summary of the audited financial statements of the Society 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 Society in the area of assurance and taxation services. The firm has no other interest in the Society.

Restricted Use

This report is made solely to the Council Members, as a body. Our audit work has been undertaken so that we might state to the Council 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 Society and the Council Members, as a body, for our audit work, for this report or for the opinion we have formed.

Grant Thornton New Zealand Audit Limited

B Kennerley Partner

Wellington

15 October 2020



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