

# 2018 /19

ANNUAL REPORT

  
**Victim Support**  
Manaaki Tāngata

WE ARE DIFFERENT



BUT  
WE ARE TOGETHER

**With you,  
every step**

# Manaaki Tāngata

## Our Purpose

We provide support in ways that restore mana, belonging and well-being.

## Our Vision

Victims of crime and trauma are in control of restoring their lives.

## Our Mission

To be recognised in New Zealand as the leading organisation by:

- providing 24 hour, seven day a week access to an integrated, personalised, professional support service to all victims of crime and trauma.
- advocating for the rights and interests of these victims.

## Our Values

- Manaakitanga (*caring*)
- Kotahitanga (*unity*)
- Whanaungatanga (*diversity and inclusivity*)
- Rangatiratanga (*integrity and organisational self-determination*)
- Kaitiakitanga (*responsibility*)

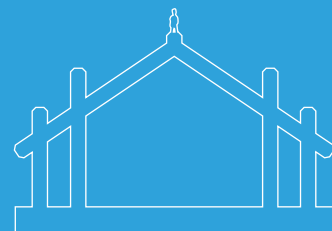
## Our Strategic Objectives

- Victim Support is the gateway for all victims.
- Victims grow and heal through our services.
- Victims are heard.
- Victims are able to participate and contribute to society.
- Victim Support is the trusted agency in New Zealand.

## Our Approach

We use Te Whare Tapa Whā as a key element to our service model – it ensures that all four dimensions of a victim's needs are met – Te Taha Tinana (physical wellbeing), Te Taha Wairua (spiritual wellbeing), Te Taha Whānau (family wellbeing), and Te Taha Hinengaro (psychological wellbeing).

This model allows our Support Worker to holistically assess an individual's need to tailor their support plan and deliver it with sensitivity and respect. The model can be relevant across many cultures and has proved successful in ensuring victims' cultural needs have been well met.



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With thanks to our major partners





# From the Chief Executive

## *Kōrero Whakataki nā te Tāhūhū Rangapū*



**Every day our dedicated people strive to give manaakitanga meaning, helping those who are impacted by crime, trauma, and suicide. Wrapping support, hospitality, and care around others binds us together and provides value for every community around New Zealand.**

I am immensely proud to present this report and to share how our work has helped communities and whānau across Aotearoa. In the last year we wrapped our support services around 36,844 victims.

With continued and increased demands on our services, building greater skilled capacity has naturally been a core focus this year. We've made strides in taking our homicide family support service national, seen incredible progress in our family violence services, further developed our support for people affected by suicide, and piloted new approaches in youth justice.

Our services work best when the capacity and specialist skills of paid staff are combined with the passion and local connection of trained volunteers. The past year has seen the portion of our frontline service delivered by highly skilled staff grow. This trend will continue in the year ahead, as we roll out our national homicide service, alongside greater investment in volunteer training and development.

Our Contact Service has maintained its crucial role as a "waharoa" (place of entry) for victims, whilst contributing to related sector innovations. Our advocacy and research work supports growing calls for our justice system to change and deliver better support to victims.

**“Many lessons will be learnt from the Christchurch response, but the value of Victim Support services to victims is undeniable.”**

When the events of 15 March shook our nation, our services naturally came under the spotlight. The response to these unprecedented events in Christchurch needed pure kotahitanga. I am incredibly grateful for the commitment, professionalism, and heart our people demonstrated over the following days, weeks and months.

Victim Support, along with the New Zealand Police, were there in the early hours of the aftermath. Months later we are still working with and supporting hundreds of victims. Collaborating with key government agencies and NGOs, we will continue to support their mid to long term needs.

The astounding generosity of New Zealanders and the international community showing their support for the victims provided gifts eventually totalling \$13.4 million. At the outset, we promised all of these funds would go to victims, a commitment I am proud to say we have upheld at every step.

The Muslim community showed us enormous courage and faith. By working together with respect and inclusivity, we could provide, and continue to provide, the support that victims need. This was Aotearoa at its best.

The Ministry of Justice, as our key funding partner, supported our efforts and perseverance to keep victims at the centre of it all. Their additional funding has meant we can help and support these victims and thousands of other victims on the ground, every day now and into the future.

Many lessons will be learnt from the Christchurch response, but the value of Victim Support services to victims is undeniable.

As we move in to 2020, the need for better integration and collaboration will become a focus. With key commissions of inquiry and many system and strategy reviews in place across our sector, the real opportunity is to find how we can better support the 'human being' behind the incident.

I'm confident our new 10-year strategy will enable Victim Support to build our capacity and capability further to respond to victims' needs, keeping the connection we have with our communities at the heart of it all. Manaakitanga will always be our purpose.

**Kevin Tso**  
Chief Executive

# Our Coverage

## Nationwide we supported...

**12,069**

family violence victims

**2,174**

victims following a homicide

**4,647**

after a sudden death

**3,434**

people after a suicide

**1,970**

victims following an  
aggravated robbery

**2,067**

burglary victims

**2,626**

sexual violence  
victims

**1,156**

after a vehicle  
collision

**2,504**

after a fatal  
vehicle collision

**132,877**

number of calls  
to Victim Support

**4,189,708**

minutes spent on victim  
work by Support Workers

**297,228**

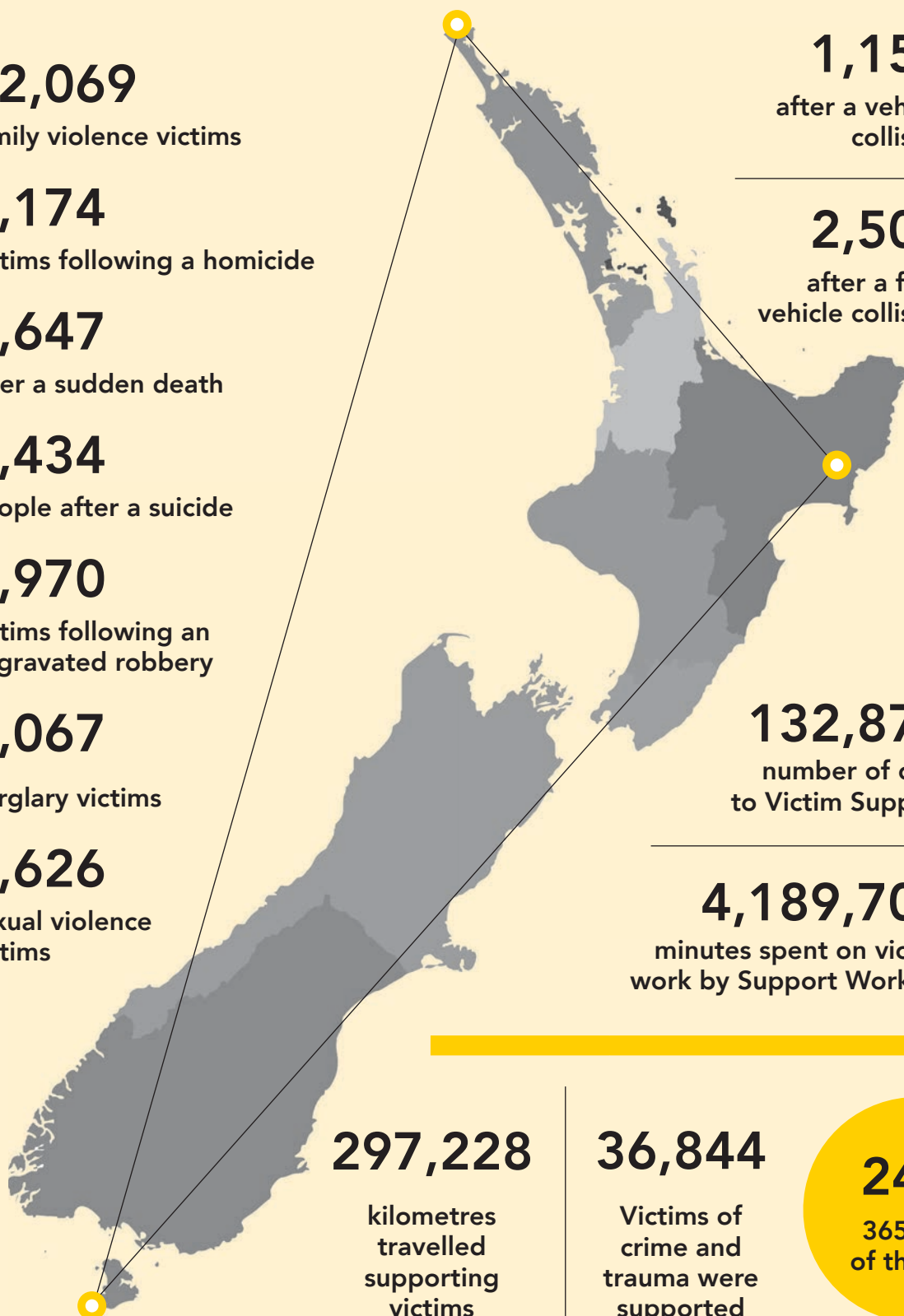
kilometres  
travelled  
supporting  
victims

**36,844**

Victims of  
crime and  
trauma were  
supported

**24/7**

365 days  
of the year



# Chairperson's Report

*Kōrero Whakataki nā te Heamana*



In a year where the tragic reality of the impacts of crime and trauma could not be more visible, I stand humbled by the support provided to so many victims by Victim Support's

dedicated staff and volunteers.

Meeting the complex needs of victims, across the areas of homicide, suicide bereavement, family violence and other crimes and trauma, is only possible if we remain highly responsive and offer ever-increasing levels of capability.

Our five-year plan set out to better serve victims through a service that was the "gateway" – the entry point – through which victims begin their journey to safety, recovery, and justice.

Significant strides have been made to fulfil this vision. Changes have been implemented to the workforce model nationwide. Specialist capability in family violence and homicide have been established. Collaborative practices with NGOs have been initiated and funding increases and new contractual relationships have bolstered Victim Support's sustainability.

But the true test of the progress Victim Support has made was demonstrated in its response to the needs of victims of the Christchurch terror attacks. A horrific moment in time. One that shook us all.

We acknowledge and give grateful thanks for the outpouring of sympathy and understanding towards the community that was attacked. So many donations arrived along with heartfelt



Without a doubt the ability of our people to live out our deeply held value of *manaakitanga*, care and support, for those who need it every day, has shone through this year – like no other.

messages of unity, encouragement and assurance that we are one. While these attacks might have been this country's darkest hour, this incredible response reminded us of the value of humanity and empathy.

It also highlighted our unique duty of care to victims across New Zealand, as well as the true taonga (treasure) that we have in Victim Support.

As the kaitiaki (guardians) of Victim Support, the board has kept focused on the organisation's core purpose – to be responsive and available to victims 24/7 in places all around the country. I thank my Board colleagues for their time, commitment, and support during the past 12 months.

Our volunteers gave so much of their time – but also of their extraordinary care and passion. Without you – our volunteers – Victim Support simply could not have been there for victims when they needed us.

Our Local Group Committees (LGCs) support our frontline workforce, raising vital funds, ensuring frontline volunteers are recognised and acknowledged and providing representatives for the National Board. We are grateful for the ongoing commitment and support from our LGCs.

I thank our Chief Executive, Kevin Tso, and his senior management team, for their steadfast leadership and commitment to the organisation's daily operations.

Without a doubt the ability of our people to live out our deeply held value of *manaakitanga*, care and support, for those who need it every day, has shone through this year – like no other.

*Lorraine Scanlon*

Lorraine Scanlon  
Board Chair

**"Assalamu alaykum.  
I thank you all for your help and support after the tragedy of the 15th of March. You have given us support in our mental and physical health as well as our financial support. I believe you have done a wonderful job to help the Muslim community and the people that were affected by this. I thank my case manager Lorayne. She has done a great job of helping us. Once again I thank you."**

- Christchurch terror attacks survivor





The Victim Support Board: **Lorraine Scanlon**, Chair; **Don Battah**; **Judith Karaitiana** QSM, JP (Ngati Maru, Ngati Kahungunu), North Island Māori representative; **Aroha Gibb** (Kati Mamoe, Waitaha, Kai Tahu, Ngati Porou), South Island Māori representative; **Nicky Rawlings**; **Rob Marshall**, Vice Chair; **Richard Smith**, Vice Chair; **Gwen Neave** ONZM, JP. Absent: **Michael Dowling**, Treasurer (pictured inset).

## Our Work *Ā Tātou Mahi*

**Without the right support, serious crime, trauma and suicide can bring victims' lives to a halt.**

Our mission is to make sure victims have access to the right support, to find safety and healing, participate fully and fairly in the justice system, and access the help they need.

Our service is highly personalised to the needs of each victim and whānau. Our workforce are highly-trained, dedicated and skilled – and provide support with heart.

### Our capability:

- A network of more than **500 volunteers** and **130 staff** provide support across New Zealand, 24/7.
- **Specialist teams** provide tailored support for victims of homicide, suicide, and family violence.
- **24/7 Contact Service** keeps victims connected with support and the wider justice system.

**We're with you every step of the way**

### We support:

Victims affected by crime, trauma, and suicide, anywhere in New Zealand.

### We provide:

- 24/7 crisis response for victims of crime or trauma
- Connecting victims to emergency and specialist support
- Specialist support for victims affected by homicide, suicide, and family violence
- Support to participate in the justice system
- Financial support for victims of serious crime as part of the Victim Assistance Scheme

**Tatou mahi**





# Standing Together:

## Our Christchurch Response

"I was driving to town for an appointment. Suddenly the radio broadcast was interrupted by breaking news – shots fired at the Al Noor Mosque. They reported something about an armed gunman, but nothing made real sense. My first thoughts were – it can't be.... not here, in Christchurch, New Zealand. It felt very surreal. Next a phone call from our covering Service Co-ordinator to check if I was okay, then was I available to help? Of course, was my answer. Instantly my thoughts were with the whānau that this horrific incident had impacted and changed their lives forever."

– Support Worker, Kala.

**Kala, a Volunteer Support Worker for Victim Support, was one of many first responders in the first hours of the Christchurch mosque attacks on 15 March. She, like many others, a witness to the consequences of this unprecedented tragedy.**

The tragedy unfolded in front of New Zealanders and the world on a quiet and seemingly ordinary Friday. In less than an hour, 51 people were killed, many were physically injured and hundreds more traumatised – physically unscathed, but emotionally scarred.

As the news broke, Victim Support staff mobilised immediately. The priority – get as much support on the ground and into the community as possible, right away.

Within hours of the news, Victim Support had 27 people on the ground in Christchurch working with emergency services, supporting families who lost loved ones. Support Workers nationwide supported bereaved and those affected – from around New Zealand and the world.

The next step was to set up a crisis response team, working as part of the cross-agency response. Victim Support quickly established a local base of operations and brought in Homicide Support Specialists, Support Workers, managers, and support staff from Canterbury and around the country.



## Utilising National Capacity

Within days, it became clear that the needs of the victims would be multi-layered, complex, and enduring. This would not be business as usual.

Overnight, Victim Support's Contact Service became an essential information and referral line for victims. Operating around the clock, dedicated Contact Service staff stretched to field an average of 3,400 calls per week at its peak.

Each operator had a clear purpose – to provide simple and clear information while assessing calls for triage priorities. Snapshots of victim's circumstances were quickly passed to the team on the ground enabling them to focus on the people and families impacted directly by the attacks.

The organisation drew heavily on the capacity and capability of the more than 500 trained and experienced Support Workers from across New Zealand. The response equated to thousands of support hours, flights, and phone calls by staff and volunteers.



## Beyond Immediate

As the immediate crisis evolved, a multi-agency response team was established and Victim Support began to provide information, practical advice and much needed emotional support to over a thousand people impacted.

More than just support visits, this work helped victims to establish plans for coping and moving beyond the trauma. Many people needed assistance with practical activities like opening bank accounts and enrolling in driving lessons. Our goal is always to empower the victims we work with to become independent. Support Workers had to identify the needs of victims and ensure they had the information, support, and assistance to meet them.

At Victim Support's National Office, staff worked tirelessly to process millions of dollars in donations and thousands of grant payments to help victims financially.

“We'll continue to stand with the victims and assist them to participate at each stage of the trial.

As weeks became months after the attacks, support workers continued helping with ongoing trauma support, as well as practical guidance, referring victims to agencies for additional support and accessing much needed counselling.

Still to come is the slow and difficult process of justice. Victim Support plays a critical role in supporting victims to participate in the court process. We'll continue to stand with the victims and assist them to participate at each stage of the trial.



## A Tragedy Like No Other

The number of people who lost their lives in that single afternoon tragically equates to the total number of homicides in New Zealand in an average year.

At its peak, support volumes surged an incredible 56% above Victim Support's normal weekly levels.

At the same time our dedicated staff and volunteers in the rest of the country continued their work enabling Victim Support to provide 24/7 support to victims affected by homicide, sexual violence, road crashes, family violence, suicide, sudden death, assault and burglary elsewhere around the country. A true team effort.

Christchurch terror attack victims as at 30/6/2019.

Victim Support...

Supported  
a total

1,056  
people

Made

1,487  
visits

Referred

101  
people to  
counselling

*"Our thanks and appreciation to your team and work your teams are doing here in Central Otago and teams working in Christchurch supporting and helping our Muslim community.*

*The team and local committee of Central Otago Victim Support has done a wonderful job. They called us and asked for any help and support we needed and delivered food items for all families. This is just amazing we didn't know this was available, but the teams reached us themselves and offered their help."*

*- All Muslim Families  
in Central Otago*

# Gifts of Love

**Within hours of the Christchurch Mosque Attacks calls and queries began to flood the Victim Support contact centre. People eagerly wanted to know how could they help the victims.**

A Givealittle fund was established to provide a simple place to go and allow Victim Support to provide direct financial assistance to victims. But as the overwhelming devastation of the Christchurch Muslim community became apparent, the gifts, encouragement, unity and support kept flowing unabated for over 12 weeks.

The donated funds became a means not just to support victims directly, but to channel the nation's grief and send a strong message of solidarity and compassion in the face of hate.

The fund also sought to avoid overseas experiences where many small appeals split public funds widely, resulting in complicated, delayed distribution.

In the first few days and weeks, victims had significant and varied needs. Some needed travel for loved ones; others needed funds for funerals and headstones for burial. Some needed childcare or accommodation; others needed driving lessons. Some just needed groceries for the week.

First payments for emergency needs were made within just three days of the attack. By April almost \$1.7 million in financial support to victims had been allocated to a range of emergency needs with the costs covered by the Givealittle fund.

Donations flooded in and it became clear this appeal would hold significant funds. Stakeholder groups met in Christchurch within a week of the attacks. With a strong spirit of cooperation clear from the start, different fund-holders agreed to different, complementary roles and to assist each other.

Victim Support took on an emergency response role, being best positioned to get financial support where it needed to go straight away. The Christchurch Foundation focussed on mid-to-long-term needs, and the Islamic Community Groups largely agreed to a combined cash distribution of their funds.

Victim Support was also able to transfer funds raised by the Islamic community to victims directly. This avoided delays and complications.

Holding significant funds for the benefit of victims became a race to ensure swift distribution while balancing fairness, accuracy, victims' voices, and the most pressing needs of those affected. The circumstances were unprecedented, but it had to be done well.



Victim Support committed to distributing 100% of Victim Support-raised funds to victims as fairly, quickly, and transparently as possible, a commitment we are proud to have upheld at every step.

In doing so, Victim Support staff charted new and difficult territory. A ground-breaking distribution model was agreed. Financially recognising the impacts of mental trauma had been written off as too difficult by charities internationally, but Victim Support was determined to recognise the victims' feedback that all victims must be recognised. Within just over 3 short months, donations were allocated and made to the 296 people in the four Police list categories, including for mental trauma, based on increasing ratios.

By 30 June, \$12.0 million of the \$13.4 million donated was in the hands of victims, when and where it was needed.

**“Victim Support committed to distributing 100% of the funds donated fairly, quickly, and transparently.”**



# Heartfelt Thanks

We wish to recognise everyone, both here in New Zealand and from across the globe, who have given of their time, money, energy and talents in response to the tragedy in Christchurch.

- To those who gave money so quickly and in such generous amounts, to be put immediately to work helping victims with practical needs, we thank you.
- To those who have organised events, sold everything from T-Shirts and pins to baked goods, rallied their co-workers or pushed themselves to run on behalf of victims, we thank you.
- To those who approached their employers and asked to set up workplace giving and generous corporate donations, we thank you.
- Our heart-felt thanks also goes to these organisations who gave their services including the **Bank of New Zealand** for waiving fees on all transactions, **Bell Gully** for pro-bono legal consultation, **CBG Health Research** for pro-bono research and analysis of victims' feedback and **Acumen Republic** for pro-bono communications support to respond to media and other enquiries.

Thank you too for trusting Victim Support with this responsibility.

## Incredible fundraising efforts



**Stephen McCarthy – Kotahitanga Pins**

*"I think for us, as a design agency, you sometimes feel 'But what can we do to help?' and making something tangible is important in this digital age. With this project we had to move fast and get the design site and product ready in a few days, just as Victim Support was also moving fast in a productive manner to help victims directly. We were overwhelmed with the response and were able to give around \$85,000 to the victims fund."*



**Jarred Christmas – Laugh in the Face of Hate, London**

Kiwi comic Jarred Christmas (originally hailing from the Garden City now based in the UK) organised a spectacular night of stand-up comedy, inclusion and unity featuring a stellar line-up of some of comedy's biggest names.

Tez Ilyas, Sarah Millican, Jack Whitehall, Russell Howard, Al Murray, Omid Djalili, Mo Gilligan, Guz Khan, Shazia Mirza, Al Pitcher, Fatiha El-Ghorri, Nabil Abdulrashid, Javier Jarquin and more.

With a massive turn-out and some big-name comedians clamouring to get involved, Jared's efforts made over \$30,000 NZD towards the victims' fund.

## The Warehouse – Donations at the till

Across the country, over \$252,000 was raised by generous Kiwi shoppers!

## Global Giving

The generosity shown to the victims of the Christchurch Mosque Attacks extended around the globe.

Victim Support received funds from many international channels including CotizUp (France) Everyday Hero (Australia) and GoFundMe (USA).

So many individuals from our global village got involved and encouraged their networks to show support for Christchurch.

One stand-out campaign was that of Guy Oseary at Maverick, manager of such world-class acts as U2 and Madonna. Guy set up a fundraising page via GoFundMe and sent a heart-felt plea to his fans and followers to support this. Being the manager of global acts, with an address book of Hollywood's who's who it didn't take long for an amazing appeal total to be reached.

More than \$230,000 NZD was raised by Guy's appeal alone and together with other campaign totals, more than \$600,000 NZD was raised globally. These funds were given directly to the bereaved and the injured victims of these attacks.

## Words of solidarity

Thousands of people from New Zealand, and around the world, left heart-felt messages for victims of the Christchurch attack as they gave to the Givealittle page, hosted by the Spark Foundation. The page became a symbol of public unity, the words representing solidarity and hope for the future.

Not only did Givealittle waive its fees on over \$10 million dollars' worth of giving to victims, this generosity was also matched by Westpac, Paywave and AWS who help host this giving platform – ALL proceeds were delivered directly to victims of the mosque attacks.

## Asma's Story



**"I was waiting for Suhail, he was supposed to be coming for lunch. He left the office and called me at 1 o'clock to see how I was. But he was running late. I checked my phone."**

"Suddenly I saw the messages from the Pakistani community group in my mobile...some shooting is happening in the mosque..."

"I knew Suhail was going there, so I tried to call him."

"I started crying because I called and I called, and he did not answer."

"Other people were hearing from their husbands and I didn't hear from Suhail."

With the agonising waiting for news, and then more waiting to be able to travel, she was finally able to go to the hospital with Suhail's friend. But he wasn't in the hospital nor was he on the injured list. He was missing.

Later she returned to the hospital, and then terrible news.

"Suhail's older brother was there...his eyes were red, and he said Suhail is no more."

"I went and saw him at the funeral parlour, where they allowed me to see him – I spent some time with him, and he was smiling."

Asma lost her husband in the Christchurch mosque attacks. The chemical engineer was one of 51 people who died as a result of the Christchurch mosque attacks on March 15, leaving Asma alone with two young daughters, aged 5 and 3.

They had lived in the city just six months, moving there from Pakistan and initially settling in Auckland.

Now Asma, 30, has been forced to rebuild her life, with help and encouragement from her family, the Pakistani community, and Victim Support.

Asma's Support Worker, Kala, met her a week after the shootings, saying "She's a very courageous lady Asma, very strong. I provide encouragement for her."

Asma tells us: "Kala always says, 'Don't worry, I'm here and I can help you.'"

Victim Support arranged financial help for Asma in the immediate aftermath of the shootings. This enabled Asma to pay for the basics of life, such as rent, groceries, phone and internet costs. This was just the beginning of a long journey for her.



**A big thank you for the support you provided me in all the ways over three and half months. Kala you did a really great job. It's a big thing and meant a lot to me.**

"I want to do something, so I asked Kala to help organise some professional English lessons." Kala arranged those lessons and helped deal with day-to-day issues. She's learnt to drive and has found a part-time job translating at Christchurch Hospital. Besides English, Asma speaks Hindi, Urdu, and Punjabi. This is all part of her enormous effort to rebuild a life after this devastation.

"Suhail was very humble, down-to-earth, a good father, caring and loving."

"He loved nature and photography. Every weekend we used to do something like a picnic or go to a restaurant. I miss that."

"When I take my daughters to the park, they ask to be lifted on to the monkey bars. He used to do that with them. I can't do it like he did."

"They say, where is Daddy, when is he coming back? I find that hard."

Moments like those bring back memories of March 15.

Inspired by the memory of Suhail, Asma keeps positive as she rebuilds her life.

Suhail is buried at the Linwood cemetery in Christchurch along with many others who died in the attacks, and so Asma decided to stay in Christchurch.

"At first I wanted him buried in Pakistan but then I changed my mind," she says.

"Now I will always stay here because Suhail is here," she says.

"I always want to be near him."

## Kala's Story



**Asma had buried her husband the day before I met her.**

I was welcomed respectfully into her home. But instantly I felt Asma and her whānau's sense of loss. I could see and feel the severe and overwhelming shock and grief.

Asma was extremely quiet and tearful. She said: "I don't know what I will do, how will I live. I can't believe this has happened; my children need their father". She intimately shared her husband's dream for her – "he wanted me to be independent.... but not this way."

Asma had never had to deal with any of the social support organisations (apart from NZ Immigration), as Suhail dealt with their day to day finances. Trying to understand New Zealand systems and processes, understanding how to navigate between the different government agencies such as MSD, ACC and NZ Immigration, while still being in shock and very traumatised was simply overwhelming.

With the support of her family we were able to discuss what needed to be prioritised.

In their home I take the time to check in on each family member to also see if they have any needs, even with the language barrier, mostly as a sign of respect to acknowledge their loss.

Then we moved to completing her ACC paperwork and checking the documents she required for her application to be processed. Asma, her father, Zahid and brother-in-law, Naveed, and I went to the emergency response hub and I guided them to meet with ACC and MSD.

Later we set about working out some strategies to cope and then we worked toward her getting a bank account, computer lessons, a driving licence. We looked at parenting strategies and support, and then how she could find a job. In just a few months since her husband was taken, she has had to do so much.

Asma's courage is something exceptional. As I continue the support visits, I am humbled by the family's appreciation and the respect they showed me. They really appreciated and valued the support and guidance from Victim Support.

Today Asma's girls both greet me at the door and are comfortable with me. They jump on me and are very affectionate and often show me their colouring in or schoolwork.



**As a Volunteer Support Worker – it's a humbling role. People place their trust in you, and you feel really privileged by that.**

*– Kala, Volunteer Support Worker*

For Asma and her girls there have been and will be many firsts of everything in the first year without their loved one. Facing special occasions, seeing families return home to their lives, hearing a news update and facing the court process. All of these can trigger emotions and provoke feeling. It can feel like they are on a continual wheel.

But she knows we are here for her to provide practical guidance and supporting her to move forward and rebuild her life. For herself, her girls, her family and in memory of Suhail.

**"I don't know exactly how should I thank you (Victim Support) and my Support Worker, and all others for your kind and great help. I am very grateful to all of you.**

**May Allah (God) bless you all for your patience and kindness."**

*- Christchurch terror attacks victim*



# Contact Service

*Pā ratonga*

**In 2010 Victim Support established its Contact Service to build the “gateway” to support tens of thousands of victims every year. Today it has significant capability, expertise, and technology platforms to run a national service 24-hours, seven days a week service for six national phone lines.**

The Contact Service fields well over one hundred thousand calls each year. This year calls to the call centre increased sharply, largely as a result the Christchurch terror attacks.

The Contact Service averages around 2,500 calls per week. At the time of the Christchurch terror attacks calls increased to almost double at their peak, and then averaged to 3,400 per week.

## Setting the tone

Dealing with calls coming in from police officers, health professionals, victims or victims’ family members after a traumatic event takes a certain finesse. Contact Service operators are the front door to the organisation, and they set the tone to the victim’s experience.

Contact Service staff are responsible for assessing each referral and ensuring clients can access the most suitable options for

them. That could be support from a Support Worker, or connection directly to hundreds of other government and non-government agencies nationwide.

Calls can be complex and varied. They range from assisting with the management of victim referrals, communicating with frontline Police and communications dispatch, identifying and directing our Support Workers to any location and assisting with self-referrals. They also manage all Support Workers’ safety and security protocols for visits to victims.

## First steps of support

The Contact Service, in responding to victims or referral calls, performs the first analysis of the person’s circumstances. Passing this to the Support Worker as a “snapshot”, they provide what is needed to start working with a victim. Done correctly, Support Workers have more information and more accurate information to work with and begin to build trust with the victim, possibly their family too.

Through this process, undertaken with a calm and methodical approach, Contact Service Operators ensure that the victim has a positive and seamless experience through to the frontline Support Worker.

## Better for victims

Having this capacity and expertise in the Contact Service allows Victim Support to look at new and innovative ways of providing better services to victims. In August 2018, Victim Support began a pilot service, working with Women’s Refuge to develop a joint after-hours call service.

From five o’clock, Victim Support staff take calls from participating community refuges via a dedicated inbound line. Throughout the night, staff immediately assess callers’ needs, provide advice, make emergency safe house referrals to a Women’s Refuge or arrange other emergency after-hours support from Victim Support.

This pilot project currently supports a number of community refuges with more coming on stream. Together, Women’s Refuge and Victim Support are providing better options for women in need.

**“What’s even more important than the volume of calls or the number of call lines we handle, is the type of content we deal with. We don’t run a call centre here, we work with people’s real lives.**

– Sam Isa’ako, Contact Service Manager

# Support after Homicide

*Ko te Tautoko ā-muri i te Mate Tāngata*

No-one ever expects the Police at their door telling them their loved one has been a victim of homicide, but this is the brutal reality for around 50 or more families in New Zealand each year.

One homicide can create many victims. In 2018/19, Victim Support supported 2,174 victims at various stages of their journeys to justice and recovery after homicide.

Our role is to help victims to manage their trauma and participate fully and fairly in the justice process. Without this support, the justice process can often feel brutal and indifferent, compounding their traumatic experience and leaving victims feeling they have no voice, or even worse, that justice has not been served.

Providing this service requires a unique workforce – one that can support a victim for an extended period. Often the justice process takes months, sometimes years. We're fortunate to have 106 highly trained homicide Support Workers across the country. Their resilience is remarkable. Their value is immeasurable to victims.

## Professional Support

With funding from the Ministry of Justice in 2014, Victim Support introduced three paid frontline Homicide Family Support Workers, operating in pilot sites in Auckland and Canterbury.

These Homicide Family Support Workers began to provide support for the multitude of logistical, emotional, judicial and practical support needs that the family of the deceased need. Sometimes, the support includes helping victims with the media in a high-profile case.

An independent evaluation of the pilot by the Ministry of Justice showed overwhelmingly positive results. Families found their Support Workers were caring, professional, and culturally responsive. Most importantly, the research showed the service gives homicide victims a sense of being treated with respect and dignity within the criminal justice system.

Victim Support helped

# 2,174

victims following a homicide in 2018/19

*"Our Support Worker never failed to keep commitments or find assistance for me when I was unable to function. He went beyond what was required to ensure I had the support required. My confidence returned, including the daunting prospect of Court. He was there to guide and support me. I never felt alone with what I was experiencing."*

- Victim of a family of homicide

## Expanding family support

In Budget 2019, the Government allocated funding to enable Victim Support to roll out the homicide pilot into a permanent national service. The new funding will enable Victim Support to employ a network of dedicated, professional Family Support Workers to support victims of homicide throughout New Zealand. As we move to roll out this service, it's clear that our homicide service is the "gold standard" we need to maintain.

## Lived experience

An established Homicide Advisory Group guides the development and improvement of our homicide services further.

The group is made up of people who have lost a loved one to homicide and have experience of the justice process. They generously give their time to ensure our service is as effective as possible, and that victims' experiences are the key driver of service improvement.



Victim Support Homicide Advisory group, pictured from left to right: Lynda West, Rawinia Henderson, Wendy Marshall, Alan Marshall, Dave Beavan, Rachel Beavan. Absent: Jo Todd



## Knock on the Door

**The moment everyone fears. The knock on your door or phone call to say your loved one is not coming home.**

Tania knows only too well the horror of that moment.

Her son Darryl was out fishing with his mate Shane and they'd had a good day's haul. Darryl had even phoned her round lunchtime from the boat to say that dinner was on him that night ... and it was going to be freshly caught fish!

As the day faded into night, Tania began to wonder where her boy was ... but eventually, she heard a car in the driveway and thought 'Ah, there he is!'

But then came the knock on the door, two solemn police officers standing on her deck ... and the dawning realisation that Darryl was never coming home again.

Darryl hadn't headed straight home after the fishing trip but had gone round to another friend's house for some drinks with Shane. When someone suggested that they hop in the car to do another run to the shops, Shane was more than twice the legal limit when he got behind the wheel. He lost control of the vehicle on a bend and had wrapped his car around a power pole.

Darryl, who was sitting in the passenger seat, had been killed instantly.

Victim Support Worker, Alanna, was on duty that day working out of the police station when she heard about the horror crash from officers at the station. She immediately offered to help.

When the police arrived at the family's door to break this terrible news, Alanna was right there with them.

**I know that I would've been totally lost without my Support Worker.**

Tania recalls the almost immediate relief that Alanna's presence brought. "Straightaway, she organised for my husband to go and identify Darryl's body, offering to accompany him into the room if needed. She answered our questions, rung people for me ... She worked with us right through ... from the very day we heard the terrible news until our day in court."

It took many long months for the family to begin to heal. The first year of family birthdays and Christmas celebrations was certainly the hardest.

Tania admits that before her son died, she'd honestly had no idea what Victim Support was all about. "I guess I had heard of them, but I really didn't know just how in-depth their services were. I was honestly surprised by the level of help we got."

As a result of the support she has received on her own journey towards healing, she now feels able to offer help to others.

Even now, years later Tania finds it hard to describe what this support has meant to their family. She says "I can't put it into words. I think if they didn't exist there would be a lot of very lost people. I know that I would've been totally lost without my Support Worker."



# Family Violence

## *Tūkinō i te Whānau*

The tragic reality of family violence in New Zealand is reflected in the statistics. Every year, over 120,000 family violence incidents are reported to the Police. This is just a fraction of the estimated 500,000 incidents that take place, with an estimated 76% of incidents going unreported. About half of all homicides in New Zealand are committed by an offender who is identified as a family member.

Victim Support works collaboratively with Police, Women's Refuges, and many other organisations to ensure that victims can be safer and access the support services that best meet their needs.

Our specialist teams play a vital role in helping victims to re-establish their personal safety through careful safety planning, begin their journey to recovery, and participate in the justice process.

Combatting family violence and its impacts, however, requires innovation and collaboration. Victim Support's specialist family violence capability has grown significantly since 2016, with family violence specialist teams now working closely with Police and Women's Refuges in Canterbury, Waikato, Counties-Manukau, and Auckland.

Our teams are heavily integrated with the government's formal collaborative programmes, including the Integrated Safety Response (ISR) in Canterbury and the Waikato, and Whāngaia Ngā Pā Harakeke and related programmes in many police districts.

### Changing responses – Whāngaia Ngā Pā Harakeke

Led by New Zealand Police, Whāngaia Ngā Pā Harakeke is rethinking New Zealand's response to family violence. The programme is operational in multiple sites across the country, including Counties-Manukau where Victim Support plays a key frontline role in the programme.

In Counties-Manukau, police have gone from attending 16,990 family violence episodes a year in 2016 to over 21,000 in 2018-19. In this short space of time, Victim Support Counties-Manukau has seen the demand for support escalate from approximately 2500 victims of family violence to more than 4,000 victims a year.

With a changing environment and growing referrals, Victim Support has risen to the challenge and developed specialist expertise for the victims we support. A dedicated family violence team now operates in the district providing specialist support.

It's demanding but rewarding work. Some of the most rewarding work has been enhancing the support available to victims

assigned to a 'low risk' category. By working closely with Police, Victim Support has been able to make sure adequate support is in place for more people, and appropriate early interventions are in place to prevent an escalation in harm.

Building on this success, Victim Support has recently been invited by the Police to undertake a nine-month pilot to triage and review the risk level of all victims assigned to the 'low risk' category in the district. If successful, the pilot will see Victim Support Counties-Manukau handling all low risk reports, from triage, risk assessment and safety planning, to providing support to victims.

### Reducing victimisation – Integrated Safety Response

Like Whāngaia Ngā Pā Harakeke, the Integrated Safety Response (ISR) draws different agencies together in collaboration to better support people affected by family violence. Crisis intervention is at the core of ISR, which launched in Christchurch and the Waikato in 2016 and in which Victim Support also plays a crucial frontline service delivery role. Reducing re-victimisation and re-offending is a key aim.

ISR is making a real difference reducing family violence, reducing trauma to victims and children, and alleviating inter-generational abuse. Victim Support's Whānau Support Workers are specialist family violence staff who primarily deal with low and medium risk clients through ISR.

Victim Support employs teams of Whānau Support Workers for the Canterbury and Waikato ISR projects. Their keen focus is to give whānau the tools they need to be safer, and empower those affected by family violence to make the best choices for themselves.

### Working together to prevent harm

Victim Support works actively with other providers to ensure services are integrated and victims can always access the service best suited to their needs.

Victim Support is a founding member of the Canterbury Whānau Safety Services Collaboration, often held up as a best practice model for response to family violence. Since working with other Canterbury providers to establish the collaboration in 2016, similar collaborations have now expanded to improve services in Otago and Counties-Manukau.

Victim Support helped

# 12,069

victims of family violence in 2018/19

# Journey to Justice

## **Donna sat in a tiny windowless room, away and out of sight, yet she was petrified.**

She was in a District Court and in front of her were two screens, one showing the judge, the other lawyers and police.

Another camera in the room was directed on Donna showing a live feed of her to those in the court. She couldn't see her former partner and abuser, but she was only too aware he was there.

"I thought he might break out. I was even told he was in shackles. I was told that he couldn't move, but I was still terrified," Donna said.

At Donna's side was Victim Support Worker, Deidre, a constant and calming presence.

"Nobody could have stopped me walking out of there if it wasn't for knowing I had that support," says Donna. "I was that terrified. And if I hadn't testified, he might have got off on a technicality."

"Donna was under so much pressure," remembers Deidre.

"Being in there, knowing that the offender is on the other side, knowing there's a lawyer, knowing she's going to have to answer questions. She was really, really terrified," she said.

Deidre was there for Donna from that first hearing where they established the charges and whether her ex would stand trial, right through to sentencing.

It was a harrowing process that took more than 18 months and several trips back to that room in the courthouse with Donna going through the pain of re-telling her story and constantly reliving the hurt.

Detective Wayne Poore was the officer overseeing the investigation into Donna's abuser. He said that the role of Victim Support was critical in keeping Donna calm on the witness stand.

"Deidre's support was instrumental in enabling Donna to give good evidence."

As her Victim Support Worker, Deidre has seen Donna at different stages in her journey from their initial meeting in a police car outside the Women's Refuge, to the person she is now.

Donna says as a result of her support she's become more confident, articulate and determined to help others in the same position she was.

"The first day I met Donna was in the back of that police car. She was a lady that was broken, downbeat, who would not



**“Deidre’s support was instrumental in enabling Donna to give good evidence.”**

**We were there when needed**

make eye contact with me. I just let Donna be who she wanted to be at that stage. Over that week of the first court appearance, we started to get to know each other a bit more and Donna was a bit more open to talking with me," Deidre said.

"From that time, to the Donna at the end of it, I've seen a very different Donna emerge. Today when someone asks me about all the people I've supported and who's had the most benefit from that support, Donna's at the top of the list."

Donna has since started an online gift box business.

Carefully and delicately packaged and curated, the box contains seven gifts you open over seven days, each with an esteem boosting affirmation.

She's been giving them free to women at the Refuge at the beginning of the same incredibly difficult journey that she went on. Donna knows and understands that this is where healing can start.

# Responding to Rising Suicides

*Ko te Tautoko ā-muri i te Whakamomori*

Suicide deaths have reached their highest level since records began 12 years ago. The coroner's figures report 685 deaths in the last year, with a significant and increasing proportion being men, youth, Māori and Pacific Island people.

But the devastating ripple impact that suicide death also has for a family and community is largely not quantified. In 2018 Victim Support provided support to 3,434 people impacted by suicide.

Our Support Workers helped ease trauma and prevent adverse grief reactions and complications. They worked to minimise the risk of suicidal behaviour in grieving and encouraged coping and resilience. They also facilitate access to crucial services in the community like counselling and funeral support.

“The Support Worker listened and allowed us to talk and try and come to terms with what had happened which we needed.

– Victim impacted by family suicide

## Expanding capability

In everyday practice, the Police will call Victim Support immediately when a suicide is reported or suspected. Victim Support will dispatch a Support Worker within 45 minutes of a referral, any time of day or night, who will then join police at the family home, scene of the incident, or other location to commence support.

Victim Support has to date had the benefit of being able to draw on the capacity of more than 500 Support Workers available nationally to support people affected by suicide. But to build out deeper capability, in 2019 we introduced a postvention support pilot in the greater Wellington area where 20 Volunteer Support Workers are entirely dedicated to suicide postvention support.

These Support Workers are supported by five Suicide Bereavement Specialists who provide expert case management support nationwide.

Victim Support helped

# 3,434

people impacted by suicide in 2018/19

## Lived experience

Suicide Bereavement Specialists not only case manage our response to suicide but hold a collective expertise in suicide in general which includes involvement in national initiatives and community outreach. Tapping into those with lived experience of suicide helps us mould our service for victims' needs.

Victim Support's Te Whare Tapa Whā approach guides us in seeing the person not simply as someone grieving, but someone who may have spiritual, family / whānau, psychological or physical needs which may be each as important as the other. Our approach is evidence-based and trauma-informed, as we aim to collaborate with the wider community so the support people receive has the desired impact.

Our ability to respond to suicide lies beyond just the skill and expertise of the Suicide Bereavement Specialist and Support Workers but also within our Contact Service, who take referrals and activate responses. It is complemented by the work of our learning and development team and service coordinators who all play a part in developing the skills of our support workers. It is a team approach of people supporting people.

## National priority

Victim Support is 100% committed to supporting the government's national focus on preventing suicide. The release of the Government Inquiry into Mental Health and Addiction (*He Ara Oranga*) and the release of the Suicide Prevention Strategy and Action Plan **Every Life Matters** (*He Tapu te Oranga o ia tangata*) show a determination to stop people dying by suicide and better support those with mental health distress or addiction issues.

Victim Support will continue to support people following a suicide and will also play a part in building collaboration across the sector, endeavouring to leave no one behind.



# A Healing Letter

**Kathy and Max were on the outside lane of the Auckland Harbour Bridge. It was the final leg of their long trip home from Wellington. At around 9pm, the little light that remained was quickly fading. The bridge was quiet with virtually no other traffic. Suddenly a black Audi shot past them. As they crested the top of the Bridge, Max who was in the passenger seat yelled for his wife to stop.**

A psychotherapist with nearly 40 years of counselling experience, he just had a feeling something wasn't right.

The Audi was stationary, and the couple saw a woman suddenly fling her door open, get out of the vehicle and then slam the door shut.

What happened over the next few minutes will most likely stay with them forever.

In the days that followed, they were desperate to find out whether the woman had survived. Distraught, they blamed themselves. They believed that, had they got there just a little earlier, Max with all his years as a counsellor, could have stopped her.

"I couldn't get past it, because I felt guilty," says Kathy.

Last year, Victim Support assisted 669 people who had been witness to a suicide or attempted suicide.

"Witnesses are just as much in need of support as affected family and loved ones," says Tala Leiasamaivao, a Suicide Bereavement Specialist for Victim Support.

"They can be extremely traumatised and begin to be affected by things such as flashbacks. They may feel a deep sense of sadness for the person to the point it can begin to affect their own personal wellbeing."

"Having someone there who can talk through what they are feeling, and the different stages of trauma and grief can be extremely important."

Victim Support Worker, Teresa, had been in touch since the morning after the incident. Eventually, with permission, she was able to tell them the woman was very badly injured but was alive.

The couple decided to write a letter. They wanted to tell Mary about the extraordinary things that happened that night in December. How by sheer coincidence the person in the car behind them was an engineer on the bridge who knew how to deploy an emergency beacon that would help Maritime Police locate her in the dark.

"So, we wrote this letter in fits of tears to tell her who we were and that we were there and the little miracles that happened that day," says Kathy.

"All we wanted was for Mary to know she mattered."

Mary was in a critical condition in Auckland Hospital.

When Mary was ready, Support Worker Teresa read aloud to her Kathy and Max's letter.

"It just put into perspective everything about why I'm still here," says Mary, about the letter.

"I just thought I've got to meet these people at some stage. I've got to get myself well, get out of hospital and walking, then I'm going to write about my journey."

Mary wrote her reply in parts over six weeks. It became an important part of her healing on what has been an incredibly difficult road to recovery.

Victim Support passed her letter on to Kathy and Max.

"I could hardly read it, I was so upset," says Kathy. "Thrilled, but I just sobbed and sobbed. Every page even when I read it now, makes me think how extraordinary this woman is because that journey is so special."

They've since all met. There were some tears, but also a lot of laughter, positivity and hope. Kathy has said the experience has had a big flow on effect into her role as a school principal, sometimes working with troubled teenage girls.

"If it wasn't for Victim Support, we would never have met Mary," says Kathy. "I could have gone on for years wondering, not knowing her name, and that there was just this thing that happened on the 19th of December."

"It's a really important service because who else joins the dots?"





# Learning and Development

## Ā Tātou Mahi Whakangungu

Meeting the complex needs of victims, particularly in the areas of homicide, suicide bereavement, and family violence, makes training a core focus for Victim Support.

A small, highly competent learning and development team works relentlessly all year round to provide the tools that Victim Support staff and volunteers need through comprehensive programmes of face-to-face training.

**“The course was presented well. Bruce’s experience with his time with the police was hugely beneficial. As was his honesty and openness around self-preservation. Left me keen to get to work but also wanting to learn more.**

– First-time Volunteer

### Setting the standard

Before new Support Workers are considered qualified to support clients, they complete an intensive Introductory Training Programme (ITP), which includes how to work with Police, the court process, the coronial process, needs assessment, referral pathways, and more.

The training is followed by a supervised internship period and case study work before the candidate graduates as a Support Worker. Overall, it is common for the internship process to take 3 to 6 months. Once qualified, Support Workers continue to attend monthly training activities.

As Support Workers become more experienced, they may be invited to undertake specialist training in homicide, family violence or court support.

The learning and development team have undertaken a full refresh of all course content, streamlining the programmes for how Support Workers can better support victims and updating content so that Support Workers have relevant information and know how to link victims with the justice, health and social development systems.

### Gearing for virtual

The team has also been developing internal capacity for online training, which will see Victim Support shift from its current heavy reliance on face-to-face training to online and virtual, self-service options. The team’s excitement at being able to offer training on an on-demand basis is building and the opportunity also exists for staff to be able access to more self-development content and a range of courses over time.

# Advocating for Victims' Rights

Since our earliest beginnings as a grassroots local community organisation, Victim Support has played an active role in advocating for real improvements for victims of crime and trauma.

Over the years we've added to that foundational work. Most recently, we've looked to define an evidence base to our advocacy process by undertaking research, presenting our findings to decision-makers and influencers, and making submissions on key legislation affecting victims and their rights.

This year we've given victims a voice on Family Court reforms; the Family Violence Information Sharing Bill; the Police name change, death, non-disclosure direction information sharing agreement; and advocated for safer roads, submitting a joint submission with road safety charity, Brake, on Auckland Transport's speed limits bylaw.

By far the most significant step in our advocacy work has been undertaking qualitative research into victims' justice system experiences to give victims a voice in the Government's justice reforms.

This year we released *Victims' Voices: The Justice Needs and Experiences of New Zealand Serious Crime Victims*, conducted by Victim Support researcher Dr Petrina Hargrave.

The first known study exploring this topic in New Zealand, the preliminary findings were presented at the March *Hāpaitia te Oranga Tangata Safe and Effective Justice: Strengthening the Criminal Justice System for Victims* workshop.

The final research report was provided to Chief Victims' Advisor, Dr Kim McGregor, to use as part of her recommendations to Government for improving the justice system for victims.

According to Dr Hargrave, the justice system has the potential to move from compounding the harm victims have already suffered to being part of victims' healing. Victim Support's research adds to the mounting empirical evidence calling for a shift in the culture of the justice system from offering "tick box" justice to one proving genuine justice.



## Research findings

- The current justice system is failing to deliver justice to victims and is eroding their faith in it.
- 68% of victims in the study felt that justice had not been served in their case, despite 86% of cases resulting in a guilty verdict and 52% in imprisonment of the offender.
- Victims' definitions of justice are more a set of values rather than an outcome, and the way victims are treated and included in the justice process can be more important to them than the outcome.
- Victims' needs are not consistently met in the justice system.
- Victims told us good support was their most important justice need.
- Victims face barriers to justice: participation, fear, exclusion and unfairness.
- Underpinning these barriers and unmet needs is a perception among victims that the justice system does not genuinely care about them.

Winnie\* is a police officer who had no idea how difficult it was for victims to pursue justice until she decided to lay a complaint herself for historic sexual violence.

## For the full report:

[victimsupport.org.nz/news-and-events/publications/research](https://victimsupport.org.nz/news-and-events/publications/research)



**You get to tell your story, but nobody hears you. Because I don't think the system actually hears victims.**

– Winnie, sexual violence victim



# Thanks to our Support Workers

"You are all very special people, giving up your valuable time to help others when they are vulnerable and frightened. You make such a difference in people's lives. Never underestimate how valued to Victim Support you are."

*Patricia Pressnell,  
Homicide Support Worker*



"The guardian angels of Victim Support. I would like to thank you on behalf of the Contact Service for the wonderful acts of kindness you perform everyday. Giving up your time away from work, family and friends to help those you have never met and supporting them from the get go.

I am honoured to work alongside such great human beings."

*Sam Isa'ako, Contact Service  
Manager, Victim Support*



"Doing nothing for others is the undoing of ourselves. To ease another's heartache is to forget one's own. Remember that the happiest people are not those getting more, but those giving more. Unselfish and noble actions are the most radiant pages in the biography of souls."

*Jo Matthews,  
Service Co-ordinator*



“He aroha whakatō,  
He aroha puta mai’  
‘If kindness is sown,  
then kindness you  
shall receive’.

"From a training perspective, a huge thank you to all of our wonderful Support Workers. It's an absolute privilege that I get to meet and work with, so many of you. You're all fabulous! Keep doing great work, and remember you DO make a difference!"

*Shelley Brunskill-Matson,  
Learning and Development  
Advisor*

# Thanks to our Supporters

## Ā mātou mihi, whakamoemiti hoki

Our sincere thanks to all our supporters – individual donors, companies, community, trust and grant organisations and funders. Without your help, we simply would not have been there for 36,844 victims.

### Special thanks to our supporters:

Acorn Foundation

Advance Ashburton  
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- Manurewa

Bay Trust

Blue Sky Community Trust.

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# Financial Summary

## Taunga pūtea

In 2019, Victim Support again delivered outstanding value for funders, supporting 36,844 people affected by crime, trauma, and suicide, including a major response to the Christchurch Terror Attacks.

An operating surplus of \$1,218,899 reflects income received in 2018/19 for which associated expenditure is planned for 2019/20 and beyond. Hence an operating deficit is expected in 2019/20.

Summary statement of comprehensive revenue and expenses For the year ended 30 June 2019		
Revenue	2019	2018
Central Government Funding – Support Services	10,097,000	7,481,098
Central Government Funding – Victim Payments	2,907,777	2,127,208
Other Fundraising and Grants	1,485,153	976,405
Other Funding for Support Services	281,361	166,373
Other Income	134,112	80,672
<b>Total Revenue</b>	<b>14,905,403</b>	<b>10,831,756</b>
Expenditure		
Employee related expenses	8,197,762	6,636,102
National board	112,782	69,674
Support Workers (Volunteers)	313,474	268,202
Information and Communications Technology (ICT)	423,661	412,700
Administration expenses	235,807	170,623
Employee related travel	661,698	327,627
Communications and Fundraising	347,270	165,222
Learning and development	477,908	456,104
Victim Assistance Schemes	2,907,777	2,127,208
Organisational development	8,365	5,752
<b>Total Expenditure</b>	<b>13,686,504</b>	<b>10,639,214</b>
Operating surplus for the year excluding donated funds received and distributed for the support of victims of the Christchurch terrorist attack	1,218,899	192,542
Christchurch terrorist attack donated funds		
Revenue	13,435,924	-
Distributions to/on behalf of victims	12,006,770	-
Receipts yet to be distributed	1,429,154	-
<b>Total surplus</b>	<b>2,648,053</b>	<b>192,542</b>

Summary statement of changes in net assets For the year ended 30 June 2019		
	2019	2018
<b>General funds at start of period</b>	<b>1,928,929</b>	<b>1,736,387</b>
Net Surplus/(Deficit) for the Period	2,648,053	192,542
Transfer from Information Management Systems Reserve	-	-
Transfer to/(from) Accumulated Funds	(3,244)	(3,187)
Transfer to D Smith Memorial Research Fund	3,244	3,187
Transfer to/(from) Regional Reserve	-	-
<b>General funds at end of period</b>	<b>4,576,982</b>	<b>1,928,929</b>

Donated funds received for the victims of the Christchurch Terror Attack remaining at 30 June were \$1,429,154. These continue to be distributed through the 2019/20 financial year.

The Board thanks all our funding and operational partners, donors, supporters, staff and volunteers for their contributions.

Summary statement of cash flows For the year ended 30 June 2019		
	2019	2018
Net cash flows from operating activities	1,370,096	746,627
Net cash flows from investing activities	469,188	(991,970)
Net cash flows from financing activities	-	-
<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>1,839,284</b>	<b>(245,343)</b>
<b>Cash and cash equivalents at 1 July</b>	<b>2,250,778</b>	<b>2,496,121</b>
<b>Cash and cash equivalents at 30 June</b>	<b>4,090,062</b>	<b>2,250,778</b>

Summary statement of financial position As at 30 June 2019		
	2019	2018
Current assets	5,804,334	3,468,134
Non-current assets		
Fixed assets	324,802	340,553
<b>Total assets</b>	<b>6,129,136</b>	<b>3,808,687</b>
<b>Current Liabilities</b>	<b>1,552,154</b>	<b>1,879,759</b>
General Funds		
Accumulated Funds	2,670,920	1,455,264
Receipts for Victims of Christchurch Terrorist Attacks yet to be distributed	1,429,154	-
D Smith Memorial Research Fund	101,343	98,099
Regional Reserves	283,803	91,762
Information Management Systems Reserve	91,762	283,803
	<b>4,576,982</b>	<b>1,928,928</b>
<b>Total General Funds &amp; Liabilities</b>	<b>6,129,136</b>	<b>3,808,687</b>

### 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 26 September 2019.

### Note 2 Summary Financial Statements

The Summary Financial Statements for the year ended 30 June 2019 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 26 September 2019, have been audited by Grant Thornton who issued an unmodified opinion dated 15 October 2019.

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 2019 (June 2018: \$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 Board Members of New Zealand Council of Victim Support  
Groups Incorporated

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Grant Thornton New Zealand  
Audit Partnership  
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](http://www.grantthornton.co.nz)

## Opinion

The summary financial statements, which comprise the summary statement of financial position as at 30 June 2019, 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 2019. 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 2019.

## 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.

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 Members Responsibility for the Summary Financial Statements

The Board 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 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 Society 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 Partnership



**B Kennerley**

Partner

Wellington

15th October 2019



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