

2017 /18

ANNUAL REPORT



safer
from harm

With thanks to our
major partners



Manaaki Tāngata

We're here to support and care for the people of Aotearoa. We do this by symbolically using the korowai (cloak) to embrace people with warmth, care and support.

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

Vision

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

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 – Equality, Rangatiratanga – Integrity & Organisational self-determination, Kaitiakitanga – Responsibility



Supporting victims to make their own decisions. Providing choices, options



Navigating victims to help and resolution



Essential person-to-person service

Strategic Objectives

Mahere rautaki

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

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 Workers to ensure they've assessed all an individual's needs 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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Safer from Harm

Victim Support is here to support and care for the people of Aotearoa. We represent our commitment to manaakitanga by symbolically using the korowai (cloak) to embrace people with warmth, care and support. The theme for this year's annual report is 'Safer from Harm'. We've chosen to represent this theme by referencing the korowai and weaving throughout the report. We've also interviewed our wider team, as well as those affected by crime and trauma, to hear how we keep victims safer from harm. This report reflects our authentic voice, from the people who know it best.

Thank you everyone who has contributed to this year's annual report.

From the Chief Executive

Kōrero Whakataki nā te Tāhūhū Rangapū

It is my pleasure to introduce you to Victim Support's 2017/18 Annual Report and report back on another year of our work to support those affected by crime, trauma, and suicide in the community.

This year's annual report is themed 'safer from harm', a theme that speaks deeply to Victim Support's kaupapa. Every New Zealander deserves to feel safe, in their community, on the street, and – most importantly – in their own home.

The theme highlights not just the strong links between quality support and reduced harm, but also Victim Support's critical work, in close collaboration with our partners, to address New Zealand's shameful record of family violence.

Since Victim Support was founded, victims of all crime and trauma, including family violence, have reached out to us for help in their times of need. In 2017/18, one in three of all victims we supported came to Victim Support because of an incident perpetrated by a family member, over 12,000 individual people.

Family violence is intricately woven into every type of crime and victimisation. It's common for Victim Support to be called out to a burglary, kidnapping, assault, homicide, or even suicide, to discover that family violence or abuse sits at its root. There is no separating family violence from crime and victimisation. Addressing one requires us to address the other.

I'm immensely proud of our contributions to two major family violence intervention projects this year, the Integrated Safety Response and the Police-led Whāngaia Ngā Pā Harakeke, as well as the everyday commitment of our Support Workers to do their best for victims of family violence.

These contributions build on the wide and varied achievements of Victim Support staff and volunteers during 2017/18.

Our national Contact Service answered a staggering 128,807 inbound phone calls, and our Support Workers all around New Zealand supported 36,562 individual victims to safety, wellbeing, and justice. As a gateway, while any victim of crime or trauma may reach out to us for help, most of our work focusses on serious or fatal crime and trauma. Throughout the year, our Support Workers assisted some 1617 people grappling with the impacts of homicide, 3061 bereaved following a suicide, 2347 after a fatal vehicle crash, and 3741 after another sudden death.

Work has continued at pace to enhance the specialisation of our workforce to improve support to victims. Victim Support

2 now has specialist teams in place for the support of people affected by homicide, suicide, and family

violence, providing a greater depth of service, expertise, and professional support.

Our training programmes were formally recognised by the New Zealand Qualifications Authority, with the accreditation of our new Level Five Diploma in Health and Wellbeing. The qualification was made available to a trial group in December 2017 and has now been made available to all staff and volunteers. We also made a new Court Companion specialisation course available to Support Workers assisting victims through the courts, an especially demanding time for many victims.



Partnership and collaboration are core to the effectiveness of our services. In late 2017, landmark partnerships were formed to enhance integrated family violence services in Canterbury with the Battered Women's Trust, Stopping Violence Services Christchurch, and other family violence organisations; and in the Waikato with Te Whakaruruhau Māori Women's Refuge and other local organisations.

The New Zealand Herald recognised the vital importance of our work in communities in its 'Other Side of Crime' series, telling the first-hand stories of real victims of crime and trauma helped by Victim Support. The campaign was a tremendous success, raising awareness of our services and inspiring over 100 new recruits to join us as Volunteer Support Workers. Our sincerest thanks to the Herald's Anna Leask and to the team at Hello: The Conversation Company for their support and guidance.

What a year it has been. I would like to acknowledge our Board Chair, Lorraine Scanlon, and all Board members, for their support, confidence, and wise counsel. Thanks to my colleagues on the Victim Support Senior Management Team, our dedicated team of 121 staff, and most importantly, our 624 dedicated volunteers. I remain extremely proud of the work of each and every one of you.

Sincere thanks go to our principal partners the New Zealand Police and the Ministry of Justice, and also to the Ministries of Health and Social Development for their funding contributions. I would especially like to acknowledge the Justice Minister, Hon Andrew Little, and the officials at the Ministry of Justice for showing their confidence in our work with additional baseline funding in Budget 2018. The confidence and support of our partners enables us to be a strong organisation, committed to victims.

This report marks another year in our story, told by and about those who live it every day. I hope you will take the time to read more about their critical work, and its impact in communities nationwide, in this report.

Kevin Tso
CHIEF EXECUTIVE



Chairperson's Report

Kōrero Whakataki nā te Heamana

It's a tragic reality that so many New Zealanders are confronted with the impacts of crime, trauma, or suicide each year. While Victim Support can never undo the hurt or loss that they have experienced, we can support them to stay safe, participate fairly in the justice system, and restore their lives.

I'm immensely proud of the support provided for so many of these victims by Victim Support's dedicated staff and volunteers during the past 12 months.

In our five year plan, *Vision 2020*, we set out an ambitious path of reform to better serve victims through a service that is truly the gateway, the entry point through which victims begin their journey to safety, recovery, and justice.

Nearly four years into this plan, the Board are highly encouraged by the progress being made and the dynamic organisation Victim Support has become. Our service is highly responsive and offers ever-increasing levels of the capability necessary to meet the complex needs of victims, particularly in the areas of trauma, homicide, suicide bereavement, and family violence.

As *Vision 2020* draws near its conclusion, we look forward to further strengthening Victim Support's services through a new strategic plan that looks toward 2025.

It is a real honour to serve Victim Support as Board Chair. The Board meet in person six times each year, in addition to many sub-committee meetings. Each member commits significantly to the organisation and we are so fortunate to have a committed, passionate group of people with a wide range of skills to govern Victim Support.

I am especially proud of the diversity we continue to achieve in our governance, including Māori representation from both Te Ika a Māui and Te Wai Pounamu and a fair regional distribution of other elected members from Auckland to, quite literally, Stewart Island.

The Board are not just the kaitiaki of Victim Support but also of our volunteers.

Victim Support was founded in 1986 as a volunteer organisation and volunteers remain at the heart of our work, our identity, and our connection to communities. Volunteers give not only their time and passion but enable Victim Support to be responsive and available to victims 24/7 in places all around the country.

Without our volunteers, Victim Support simply could not be there for victims when they need us, so it was fantastic to see a strong intake of volunteers during 2017/18. Over a thousand volunteer applications were received and 308 new recruits progressed through introductory training during the year.

Alongside our frontline Volunteer Support Workers, Local Group Committees (LGCs) are a vital part of the Victim Support fabric. LGCs are committees of community volunteers which 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.

We sadly farewelled two LGCs this year, with groups in Taumarunui and Matamata-Piako winding up. While sustaining membership is an ongoing challenge, I remain impressed by the creative efforts of many LGCs to sustain their valuable contributions for victims into the future.

I thank my Board colleagues for their time, commitment, and support during the past 12 months, and also our Chief Executive, Kevin Tso, for his ongoing commitment and capable leadership of the organisation's daily operations.

I know I speak on behalf of Kevin and the whole Board in also extending my heartfelt thanks to all members of the Victim Support whānau – staff, LGC members, volunteers, and everyone in the community who has supported our work this year.

While we all wish that the tragedies which make our work essential did not occur, we know that victims will continue to need our services in the years ahead. I remain steadfastly confident in Victim Support and the ability of our people to live out our deeply-held value of manaakitanga, care and support, for those who need it every day.

Lorraine Scanlon
BOARD CHAIR

"I remain steadfastly confident in Victim Support and the ability of our people to live out our deeply-held value of manaakitanga, care and support, for those who need it every day."





About Us

Mō mātou

***He aroha
whakatō, he
aroha puta mai.***

*"If kindness is sown then
kindness you shall
receive."*

Keeping victims safer from harm

At Victim Support, we believe that good support after harm is good prevention too. By supporting and empowering victims, we can reduce the harm that an incident creates in their lives. By offering victims who remain at risk, support, information, and tools they need to create positive change, we can help to break patterns of harm and empower victims, their families and whānau to build safer futures.

When someone's world turns upside-down, Victim Support are here for them.

We'll support victims throughout their journey to safety, justice, and wellbeing.

We are here to make sure that free practical and emotional support is readily available to those affected by crime, trauma or suicide, 24/7.

For 30 years, we've helped people understand their grief and trauma and given them the tools to cope with it. We listen, we care, we're there.

We empower victims to participate fully and fairly in the justice system and work towards a justice system with victims at its centre. We make the justice system fairer and more accessible for victims, referring victims to hundreds of other services in the community and ensuring they have the information and support they need to be seen and heard. In some cases, we help to reduce the financial burden associated with an event.

Crime and trauma don't discriminate. We are here for everyone regardless of their demographic, ethnicity or gender.

Our team is made up of people from many backgrounds and cultures, speaking more than 20 different languages between them.

Our work is recognised as an essential service by the Government and the New Zealand Police. While Victim Support work closely with the New Zealand Police, we are a completely independent, charitable organisation.

No-one should cope with trauma alone.

Our approach is about walking alongside people on their journey – we don't judge, and we don't pressure or control what people should do. We support victims with options for their individual needs and empower them to make the choices that are right for them and their whānau.

We're 24/7, Nationwide.

Victim Support operate a mixed model of volunteer and paid professional Support Workers. This diverse workforce enables Victim Support to be available to respond whenever and wherever victims need us – in their homes, at their local police stations, at the scene, in court, and in the community – 24/7, nationwide.

Our support is specialised for victims' needs.

Enhancing specialisation is core to better meeting victims' needs. In addition to our services available to all victims of crime and trauma, we provide specialised services for people affected by homicide, suicide, and family violence.

Our impact

Our support reduces the chance of repeat victimisation, post-traumatic stress disorder and depression.

We put victims at the heart of the justice system and make justice more accessible.

A victim might be a person directly affected by the crime or incident, a member of their family, a witness to the event, the first person on the scene of an incident, and more.

Mixed service model

- Victim Support operates a mixed model with staff and volunteers working together to provide our services. Volunteer Support Workers make our 24/7, nationwide model possible, while paid Support Workers provide additional expertise and capacity where its most needed.
- Service Coordinators provide debriefing, supervision, case management, coaching, and regular training to the Volunteer Support Workers.

We deliver direct support to victims in the victim's home, at police stations, at the scene, in court, and in the community.

Victim Support is a charity.

We wish to thank the Ministry of Justice, the Ministry of Health and the Ministry of Social Development for their financial support, as well as the New Zealand Police for their in-kind support

of rent-free office spaces nationwide.

Donations from the public and charitable trusts are also critical to our sustainability. These donations help keep our services free, keep our

24/7 contact centre open for victims to call anytime, recruit and train Volunteer Support Workers, provide support resources, and much more. We thank all our sponsors, donors, and contributors for their support.

We support

- Family violence victims.
- Victims following a homicide.
- People affected by vehicle collisions.
- Sexual violence survivors.
- People bereaved by sudden death.
- People affected by suicide.
- Victims following an aggravated robbery.
- Victims of assault, burglary, and other crimes.

We provide

Emotional support

Practical support

Financial grants

Help dealing with the criminal justice system

Referrals to other support services

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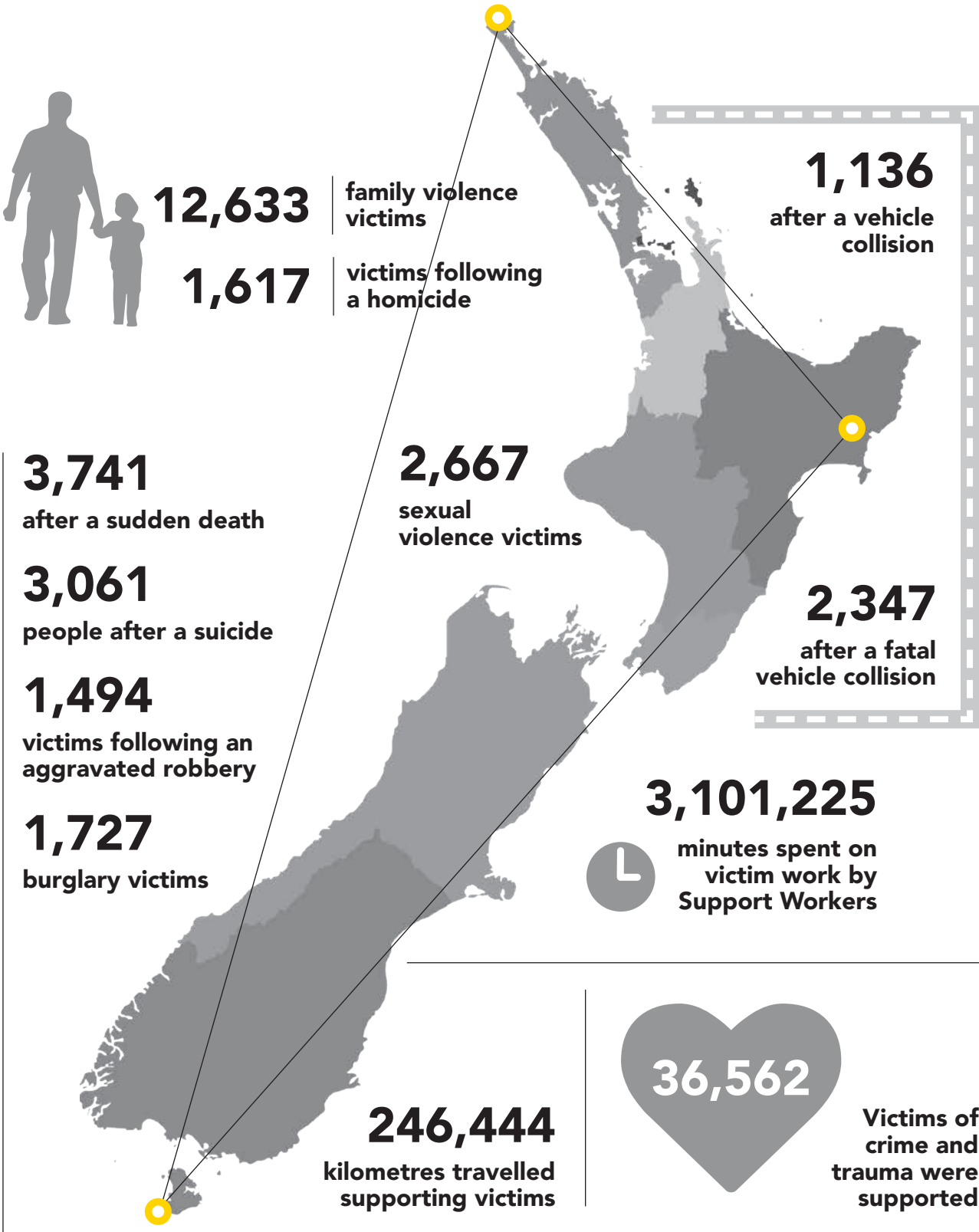
Our team of Support Workers speak over 20 languages

"The support received exceeded all expectations I ever had. I recommend Victim Support to all those I meet. [Our] Support Worker never failed to keep commitments or find assistance for me when I was unable to function. I have nothing but the highest of praise for the Support Worker who went beyond the line of duty to ensure I had the support required. My confidence returned, including the daunting prospect of Court, at which time she was there to guide and support me. I never felt alone with the pain I was experiencing."

Our service is free

We Supported

Kua Taupuatia e Mātou



Year in Review

Te Tau e Arotakehia ana



Family violence remained at the centre of our efforts to reduce victimisation. Victim Support assisted thousands of family violence victims, their families, and whānau to be safer through **the Integrated Safety Response and Whāngaia Ngā Pā Harakeke** programmes.



We signed landmark Memorandums of Understanding to better support victims of family violence in collaboration with Battered Women's Trust, Stopping Violence Services, and other organisations in Canterbury; and with Waikato's **Te Whakaruruhau Māori Women's Refuge**.

We launched an **NZQA approved level 5 Diploma in Health and Wellbeing Applied Practice** in December 2017. This qualification credentialises the high-quality training and frontline experience of our volunteers.

We gave **victims a bigger voice**, meeting with Justice Minister Andrew Little and Parliamentary Undersecretary for Justice Jan Logie, and making submissions to government on suicide prevention, the family court system, road safety, and family violence.

We launched our new **Court Companion Training** thanks to funding from the NH Taylor Charitable Trust. Court is a challenging experience for many victims. Our Court Companions ensure victims have access to support and advice as they participate in the court process.

We hosted a delegation of officials from China to learn about New Zealand's successful victim support models.

We **received new funding in Budget 2018** to enhance the quality and sustainability of our core support services.



We **launched our regular giving programme, Never Alone**, a crucial programme which allows supporters of our work to support it with a monthly donation.

We **partnered with Australia's StandBy – Support after Suicide**. Our partnership will make it easier to get support after suicide when friends and whānau live in both countries.

Our **Contact Service received 128,807 inbound calls**, including 104,944 to our general lines and 28,580 to our Victims of Crime Information Line. Our Contact Service makes Victim Support and many other support services more accessible for victims.

We **partnered with the New Zealand Herald to deliver the Other Side of Crime campaign**, highlighting the true stories of victims in their journeys to justice and recovery.

We achieved a **record National Lottery result**. Hundreds of volunteers, staff, and supporters participated to make our key annual fundraiser a huge success.



We completed our **Consumer Evaluation Survey**, collating feedback from 400 people affected by crime, trauma, and suicide to improve our services.

Our work for survivors of sexual violence was recognised when we **became an associate member of Toah-Nnest**, the sexual violence provider network.

We **partnered with sexual violence specialist Wellstop** to improve services to sexual violence survivors in the Central North Island.

Corrections and Victim Support partnered to deliver the Changing Lives programme. The programme saw prisoners and community offenders create goods for sale, equipping offenders with valuable employment skills while raising much-needed funds for Victim Support.

Many volunteers received prestigious recognition from their local communities for dedicated and outstanding Victim Support volunteer work, including Queen's Birthday Honours, Kiwi Bank Local Heroes, Wellington Regional Airport awards, and more.



Over 80 supporters participated in Wellington's Round the Bays fun run and the Auckland Marathon to raise funds for Victim Support. A huge thanks to our event sponsor Find Recruitment!





"I am especially proud of the diversity we continue to achieve in our governance, including Māori representation from both Te Ika a Māui and Te Wai Pounamu and a fair regional distribution of other elected members from Auckland to, quite literally, Stewart Island. The Board are not just the kaitiaki of Victim Support but also of our volunteers."

Our Governance

Te Mana Whakahaere

Victim Support's Board of Directors set the organisation's strategic direction and ensure our organisation is accountable to the communities it serves.

"We strive to ensure the organisation works diligently to strengthen provision of quality services and to continually build capability within a strong, fiscally sustainable organisation," says Chair Lorraine Scanlon.

Meeting bi-monthly, our board are elected from Local Group Committees around the country and the Chair is elected from within the board. Our board have nine members, eight elected and one co-opted. Two dedicated Māori representatives demonstrate our commitment as a bi-cultural organisation, and ensure a strong voice for Māori who are disproportionately impacted by crime, trauma, and suicide.

The Victim Support Board

Lorraine Scanlon: Chair

Richard Smith: Vice Chair

Rob Marshall: Vice Chair

Judith Karaitiana OSM, JP (Ngati Maru, Ngati Kahungunu): North Island Māori representative

Aroha Gibb (Kati Mamoe, Waitaha, Kai Tahu, Ngati Porou): South Island Māori representative

Michael Dowling: Treasurer

Gwen Neave ONZM, JP

Don Battah

Nicky Rawlings

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Local Group Committees

(LGCs) were the governing regional committees when Victim Support began thirty years ago, and 24 are operational today. The LGCs support the local Victim Support teams and provide representatives to the Board.

Family violence in Aotearoa can affect anyone. It affects people from all communities, cultures, genders, religions, and ages. Family violence sits at the root of many other forms of crime and victimisation.

Tackling an issue as big as family violence takes many different organisations, communities, and individuals themselves, to do their part. At Victim Support, we are 100 per cent committed to doing ours.

A diverse range of support choices and services is critical to ensure that victims can have confidence and find the service that is right for them.

Victim Support offers specialist capability to assist victims with:

- Safety planning.
- Advocacy and support.
- Support through court proceedings.
- Information and advice.
- Referrals to other agencies (such as Women's Refuges, legal support, or counsellors).
- Emergency travel and accommodation.
- Safety and wellbeing checks.

It's important that victims can have total confidence in reaching out for help. By offering positive, early interventions focussing on the needs of family and whānau as a whole, we

"Reducing victimisation is core to our organisation's vision and purpose. With over 500,000 family violence incidents in New Zealand every year, there's just no way to meaningfully reduce victimisation without making an impact in family violence."

– Kevin Tso,
Victim Support CEO.

can support family and whānau to break patterns of violence. Quality, accessible support also gives victims the knowledge and confidence to reach out if they need help again.

Where an incident leaves a victim at serious risk of harm, Victim Support can provide 24-hour emergency travel and accommodation support, and where the incident proceeds to the criminal justice system, Victim Support has the right expertise to support victims through the courts.

Our service is inclusive of all those affected by family violence, including male victims and people affected by 'intra-familial' violence – violence committed by a family member who is not a spouse or intimate partner.

Family violence programmes – One size doesn't fit all

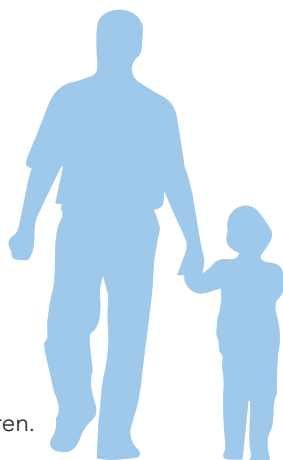
Different individuals and communities have different needs and it's important that services are customised to suit. Victim Support works collaboratively with Police, Women's Refuges, and many other organisations to ensure that victims can access the support services that best meet their own unique needs.

In some parts of Aotearoa, our services form part of formal collaborative programmes like the Integrated Safety Response (ISR) in Canterbury and the Waikato, and Whāngaia Ngā Pā Harakeke in several police districts. Over the next few pages we profile some of this vitally important work.

Family violence is:

- Physical
- Psychological
- Financial
- Sexual
- Neglectful harm.

It can affect an entire household, including children.



Victim Support helped

12,633

victims of family violence in 2017/18.

New Zealand Police respond to over

100,000

family violence callouts every year, one every five minutes.

In the 2017/18 year, we provided specialist family violence training to another

44 Support Workers

Led by New Zealand Police, Whāngaia Ngā Pā Harakeke (WNPH) is an innovative new approach to family violence intervention which is changing the way many organisations, including Victim Support, respond to family violence.

WNPH is about addressing the drivers of harm and better meeting clients' needs through greater community collaboration, enhanced cultural responsiveness, and a whānau-centric approach that empowers whānau and families to drive positive change.

The programme is operational in multiple sites across the country, including Counties-Manukau where Victim Support plays a key frontline role in the programme, supporting more than 3200 victims of family violence in 2017/18.

How does it work?

At the heart of WNPH is collaboration. Different agencies assess cases together around a *Safety Assessment Meeting* (SAM) table, before directing clients to the provider that best meets their unique needs. Each case is given a risk rating of low, medium, or high.

Where Victim Support is the best match for a client's needs, our Support Workers are allocated 'taskings' from the SAM table. These taskings could range from something as simple as securing emergency accommodation, through to complex safety planning and checks.

Eyes wide open

WNPH takes an 'eyes wide open' approach, looking deeper at family violence to get to the root cause and reduce future risks.

"We want them to look at the housing. We want them to look at mental health, through substance abuse or through illness. It plays a part in this family and what is occurring. Let's look at general health, education and

"By being consistent, listening, not being judgemental, not making them feel that they are at fault. Really reinforcing that actually they've done nothing wrong. We will stand by you with whichever route you chose. If you want to stay, we will help you stay safely. If you want to leave, we will get you the support to leave safely."

Connie, Whānau Support Worker



intergenerational abuse," says Senior Sergeant Sharon Pryce, WNPH team leader with NZ Police.

"We've got over 150 ethnicities," Sharon adds. "Let's look at some of the cultural barriers that may stop them reporting."

Family violence is complex

Family violence is complex and wide-ranging.

In high risk cases, victims are at real risk of serious violence or even death. Victim Support's 24-hour service and access to immediate funding through the Victim Assistance Scheme are often called on to help with emergency relocations.

In low risk cases, effective safety planning may allow whānau to build a non-violent future without the relationship breaking down and separating children from one or both parents.

At any risk level, victims may be facing very difficult choices which impact every aspect of their livelihood and wellbeing, as well as their children's if they are a parent.

"It's easy for someone to say 'get out', but sometimes you need a whole lot of people to support someone to make the change," says Janeta Vasega, a Victim Support Service Coordinator in Counties-Manukau West.

WNPH means victims can trust that, whatever choices they do make, they'll have all the support possible to implement them safely.

Whānau-centred approach

Key to effective intervention is a whānau-centric approach.

To reduce risk of repeat violence, Support Workers need to look at whānau needs as a whole and make sure everyone has access to the help they need.

If it's going to help people to be safer, then Victim Support must be prepared to sit around a table with everyone, including the perpetrator and their support people.

Specialist Capability

Most Victim Support clients supported through the programme are assisted by highly-trained staff, though experienced Volunteer Support Workers may also complete family violence specialist training and take on cases where appropriate.

All Support Workers working in family violence are trained to understand the legal and practical processes surrounding family violence, the episodic nature of harm, the many types and symptoms of risks, and family/whānau experiences of violence, neglect and abuse.

ISR | 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 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 sees government agencies work together to make more effective decisions, and then work with service providers in the NGO sector to make sure victims get the right support. Case management processes between agencies are streamlined to reduce risks and make sure no one falls through the cracks.

Victim Support works in close formal partnership with other NGOs like the Battered Women's Trust, Stopping Violence Services, and others to deliver these support services.

ISR is making a real difference to reduce the incidence of family violence, reduce trauma to victims and children, and alleviate intergenerational 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 a team of Whānau Support Workers for Canterbury ISR, as well as one in the Waikato.

Compassion, perseverance and non-judgement are the unique skill set that Victim Support's Whānau Support Workers bring. Their aim is to empower those affected by family violence to make the best choices for themselves. They make sure victims know we are here for them.

"Empowering them with skills so they can make the decisions and choices themselves. I try and be that little bit of difference in their lives, that encourages them and helps them see that there is a little bit of sunshine somewhere."

Fiona, Victim Support Whānau Support Worker in the Canterbury ISR.

Fiona adds, "Sometimes, it's not actually doing anything groundbreaking. It's just encouraging them. It's just "I'll speak to you in a few days time and we'll see where you're up to". Sometimes just knowing that help is only a phone call away is all it takes."

HOW ISR WORKS:

1. INITIAL CONTACT WITH ISR

- Victims and perpetrators are referred to ISR at a time of crisis, usually after a Police call-out to a family harm incident.
- These client cases are reviewed by a team at a Safety Assessment Meeting, (SAM) table.
- The SAM table assigns a risk level to each case. This helps determine the appropriate agency and level of response for each case.
- Each client is then allocated to an agency from within the ISR collaboration, based on risk level and suitability.
- This allocation happens through a shared database (CMS) where notes and updates are recorded on the client's profile.

2. CLIENT CONTACT

- Every day, Victim Support and the agencies involved check this shared database for their newly allocated clients.
- After familiarising themselves with the case, they will contact their clients as soon as possible, usually on the same day.
- Sometimes, clients or their family members deal with more than one agency, depending on their needs.

3. SAFETY PLANNING

- Once contact has been made, safety planning begins.
- Safety plans are different for everyone as they are based on each client's specific needs.
- These plans include a range of choices, intended to empower the victims by giving them and their family or whānau options to stay safe and move on with their lives.
- Where appropriate in low and medium risk cases, safety plans can also involve the perpetrator, taking responsibility for their actions and agreeing to realistic steps to change their behaviours.
- Cases are closed once safety has been reasonably assured, and appropriate support systems are in place.

*Sally's story

I'm a survivor.

For years, my daughter and I endured emotional, verbal and mental abuse from the man in the mask. There was definitely fun, and great family times but as the years went on, we saw more and more of the dark side.

We were ridiculed, put down, yelled at, humiliated, and intimidated.

This man with the controlling eyes, that would purposefully smash and destroy things, things that were precious to us, or he'd throw things, but just far enough away that they would miss me.

Never once leaving a bruise.

All they saw was the businessman, their friend, the sports player, but they never saw what was going on behind the closed door. We were constantly labelled disappointments or failures.

This was our life. This is how our lives had become for my young daughter and myself. It got to breaking point towards the end. My daughter and I would sleep in the same room, just to protect each other and yes, as my daughter she tried to protect me.

It was then I realised I was riding a roller coaster that wasn't stopping, but little did I know it then, my life as I knew it was going to change.

I hadn't even heard of Victim Support until I walked into a local police station to seek help. I was introduced to a Victim Support Worker. I silently hoped she would save my soul. I was frightened that she may judge me, after all I had no bruises.

That wonderful lady sat there and listened. I cried, she smiled, we hugged.

She gave me the encouragement I needed to realise my strength comes from believing in the things I thought I couldn't do and I learnt beautiful things happen when you distance yourself from the negative. She gave me advice and strength that no one else could. She cared. She gave me information and I took on everything she advised.

From that first meeting and for months afterwards, she phoned regularly, she made sure I was coping, made sure that I was learning to look after myself and to find the strength I was needing.

When I finally left the man in the mask, the constant stalking and harassment continued, even to the point of stalking our daughter and friends. Further police assistance was needed.

But without this lady by my side, I couldn't imagine where I'd be. I was finally in control. Victim Support empowered me. That Support Worker brought me back from the brink of no faith to believing in myself.

I understand the power of a smile, a kind word, a listening ear. These turned my life around. Sometimes the smallest step in the right direction, ends up being the biggest step in your life. I don't let my past dictate who I am today.

Thank you *Sally for sharing your story with us.

*Sally is not her real name.



Sonya is a Victim Support Whānau Support Worker in the Canterbury ISR.

Q+A Profile

SONYA, WHĀNAU SUPPORT WORKER

Why is quality service important to you?

I hear the frustrations of people that don't receive quality of service from other organisations and that standard of care. I just think if that's ever going to change, people have to strive to achieve that quality of service. Exceed victim's expectations then that becomes the normal. If people don't raise the level or quality of service then that level of disappointment in the community stays and that deters people from thinking "I'll pick up the phone and ask for help".

What does it mean when a victim re-engages?

I always value and appreciate when I get a re-engagement with a client. Sometimes a person will re-engage with me in the middle of a really high crisis situation. Sometimes it's part of our safety planning and we've had discussions around what they might be able to do in a high crisis situation. It shows that relationship when they re-engage, that fact that the first person they think to call to get help is me, in some cases. It's just awesome to be able to walk along beside them through it.

What has the training been like?

Victim Support has provided us with some really good training opportunities that just continue to extend our professional and personal development. I think that that's really important to have opportunities where you're able to continue to grow your knowledge, growing your own personal stuff as well at the same time. Any kind of learning you do develops both yourself and your profession, your career.

Do you find your work rewarding knowing you're helping to make a difference?

Absolutely. I just wouldn't keep doing this work if it wasn't rewarding. I guess my passion lies around connecting. I always think of myself as a bit of a people weaver. I like connecting people with people that have become isolated or vulnerable because of family violence stuff. I like to always strive to achieve a really high quality of service and care.

Our Work | Collaboration

In their words... A few insights about ISR from those that know it best



"One of the reasons our collaboration works so well is because we already had a history of working together and trusting each other in much smaller ways. So, actually, we all had some really good connections. We've been able to grow and build on it. And find new roles within it. Because there are quite different roles to what there used to be. But I think it's been really important that we did have that connection and foundation."

Lois Herbert, CEO Battered Women's Trust

"The fact that victims tell us that they're happier engaging because they know something is happening either for or with the perpetrator. And it's not just about something happening to them because they've done something bad, because more often than not they want the relationship to stay together, they want it to be OK."

April Marshall, Area Manager Tasman Canterbury & National Manager Bereavement Service, Victim Support



In their words... A few insights about WNPB from those that know it best



"There are some very special people at Victim Support that I've had the pleasure of working alongside. That have a passion and a belief in Victim Support. They're a team. They very much work as a team base. They are never alone. I don't think they ever actually feel alone, because they support each other."

Huia, NGO Liaison with North SAM team.

"Now we've got that true partnership, because we're all striving for the same outcome. Striving for strong, healthy families."

Senior Sergeant Sharon Pryce, WNPB team leader, the New Zealand Police.





Our Training

Ā Tātou Mahi Whakangungu

We trained:

72

Sexual violence specialists

44

Family violence specialists

42

Homicide specialists

308

New Support Workers (ITP training)

12

Court companions

As leaders in the support sector and a major volunteer organisation, training is a core focus for Victim Support.

Our team of experienced Learning and Development Advisors provide extensive training both internally (to our volunteers and staff) and externally (to stakeholders). During 2017/18, just under 200 training sessions and events were held at locations spanning the country. We strive to ensure our teams are well-equipped to manage the complex cases they work with.

Support Worker training

All Support Workers must complete an intensive Introductory Training Programme (ITP) before they are qualified to support clients. This training includes how to work with Police, the court process, the coronial process, needs assessment, referral pathway, plus more. This training is followed by a supervised internship period and case study work before graduating as a Support Worker.

Overall, it is common for the internship process to take 6-12 months. Once qualified, Support Workers continue to attend monthly training activities.

During 2017/18 it was great to welcome 308 new recruits to the Victim Support Whānau after completing their initial training to become frontline Volunteer Support Workers.

"Don't take it home. Don't carry it". Our Service Co-ordinators provide regular and on-going debriefing for our Support Workers so they are never alone when dealing with the impact of client work. An Ongoing Training Programme (OTP) is offered after ITP is completed.

Specialised training

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

DIPLOMA IN HEALTH & WELLBEING APPLIED PRACTICE

Victim Support proudly launched the New Zealand Diploma in Health and Wellbeing Applied Practice (Level 5) in December 2017, in collaboration with Careerforce.

14

"This diploma is fantastic for Victim Support. It continues to help raise the standard. It also recognises that we have been doing this stuff, but here's an opportunity to make the most of it. Nice for our volunteers to go out with a qualification."

Nige Cox, Victim Support's Learning and Development Manager.

Now reaching the end of its pilot phase, the diploma strengthens Victim Support's reputation as an organisation which values our workforce while maintaining industry-leading standards of training. The qualification enables the outstanding skills Victim Support staff and volunteers gain to be formally recognised and enables those who give their time freely the chance to earn a valuable qualification for their sacrifice. The diploma is built around Victim Support's existing training programmes.

External Training

During 2017/18, many of our stakeholders in the community invited Victim Support trainers in to enhance their own capability. We worked with organisations across the business, government, and community sector to equip managers and staff with the skills needed to deal with trauma in their own work and workplace.

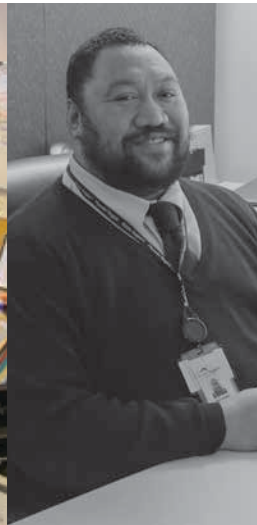
ORGANISATIONS WE PROVIDED TRAINING TO THIS YEAR:

- Toll Global Forwarding
- Police CIB Training Porirua/Auckland
- Police Recruit Training Porirua
- Pinehaven Primary School, Upper Hutt
- Wellington Region Health School
- Upper Hutt Wellbeing Network (representatives from local schools)
- Canterbury University (three trainings per year)
- Ministry of Internal Affairs
- Campus Living Village Christchurch
- Go Canterbury Christchurch
- Halls of Residence Training Christchurch
- CBG Health Research for the New Zealand Crime and Victim Survey

Our Work

Contact Service

Pā ratonga



"They need to have some sort of empathy, because we can get callers who simply want a transfer through to ones that could be suicidal, or just want to talk to someone. So you have to have that level of empathy to be able to listen."

Sam Isa'ako, Contact Service Manager.

Victim Support's Wellington-based Contact Service is the gateway to support for tens of thousands of victims every year. Operating six national phone lines, 24/7, the team are the first port of call for victims, frontline Police, and other agencies during a crisis.

Our contact service answered 128,807 calls this past year, an increase of 8632 from the previous year. On an average day they answer 353 calls.

Call-takers are responsible for assessing each referral and then 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 Volunteer Support Workers to any location and assisting with self-referrals.

"When people call up, we're able to know, understand and make sure the right agencies are there for the families. We can't just be going, "here call this person". We need to understand,

ok we're going to get you the right people," says Sam Isa'ako, Contact Service Manager.

All call-takers are paid staff, trained to answer all inbound lines, including phone and email.

Quality service starts with the Contact Service

Sam is proud of his team and the service excellence they provide. As the calls can be very challenging, it's the team's ability to build rapport over the phone, and the ability to really listen, that is a core strength and can never be underestimated.

The Contact Service team know that people who receive quality support and assistance are more likely to remain connected in a positive way with their whānau, family and local community through their journey. Call-takers are trained and equipped to help victims get the right start on their journey to recovery and justice, making support services and the wider justice system more accessible to every caller.

Victims of Crime Information Line

Since 2016, Victim Support has operated the *Victims of Crime Information Line* on behalf of the Ministry of Justice. This important service enables victims going through the courts to receive advice and information and connect directly with a Victim Advisor based in Court.

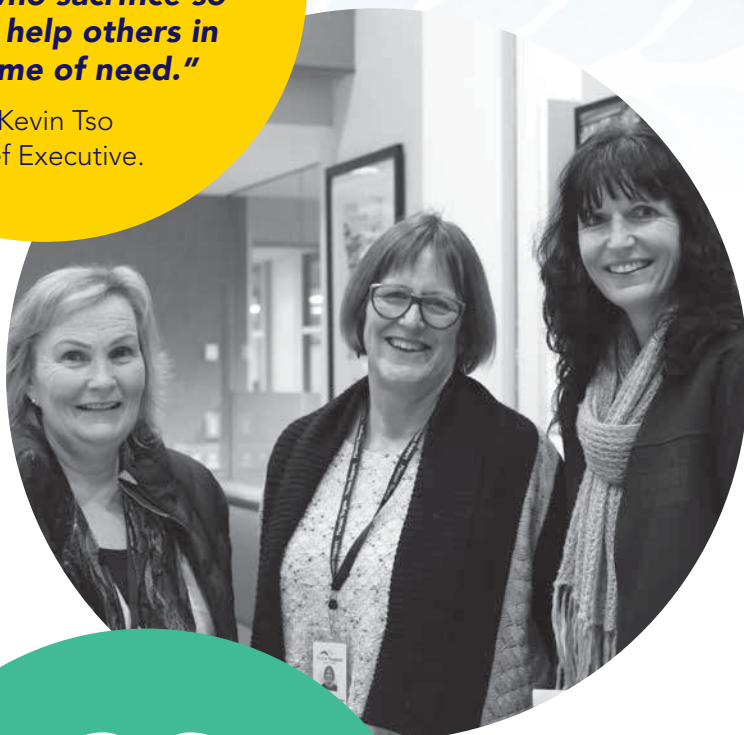
Our Contact Service Team operate 6 phone lines:



"Victim Support is made up of an incredible team of people who support others from their own communities."

"It takes a special sort of person to be a Victim Support volunteer. Our volunteers are incredible people who sacrifice so much to help others in their time of need."

– Kevin Tso
Chief Executive.



"Volunteers are the heart of our organisation and we value them immensely. They're our everyday heroes!"



"I have a passion to help the community. When I'm listening, they know someone's there that will listen to them. If somebody's a good listener, it's a great help to them. I'm multi-lingual. I go wherever Victim Support needs me."

– Counties-Manukau Volunteer Support Worker Karnail (right) with Service Assistant Eaver Tagilala.

"Volunteers give not only their time and passion but enable Victim Support to be responsive and available to victims 24/7 in places all around the country."

– Lorraine Scanlon, Board Chair.



Stephen Ward

**LOCATION:
NORTHLAND**

"As a bloke, we like to fix things but in this role I can't fix what's happened to people, but I can help them through.

And people I'd never normally meet take you in and accept you, it's quite humbling really. It's so rewarding to be giving something back to people."

Christine Cowell

**LOCATION:
COUNTIES-
MANUKAU**

"It's incredible that people actually let a

complete stranger in at the most vulnerable time of their lives to help them. I can't take away what's happened, but I can give them practical help and advice - make it easier for them."



Donne Knoef

**LOCATION:
WEST
COAST**

"I've learnt so much doing this work, and

been privileged to learn about people's resilience and their ability to rebuild their lives. When I take on support work with a victim, I see it through to the end. Often that's through a trial, and I'm committed to the relationship for the victim and their empowerment."

Landa van den Berg

**LOCATION:
WELLINGTON**

"Once you get into the field, it's quite challenging and a bit nerve racking but I felt I knew what I needed to do. I felt super well prepared thanks to that training. And initially you go out together with a buddy and not on your own so you get a lot of good support there."



At a Glance

308

New recruits progressed through introductory training

In the 2017/18 year, we received over

1,000
applications

Almost

200
volunteer training events were held nationwide

Losing a loved one is extremely difficult in any circumstance, but loss to suicide brings complex emotions, trauma, and risks which require professional support. Over the last year, Victim Support has been there for over 3,000 people bereaved or otherwise affected by suicide, nationwide.

Suicide has many hidden impacts. Every loss sends a ripple of grief and shock through a family, school or workplace, and community. Our specialist team provide on-going support for those affected by the impact of a suicide.

“When we get a referral, we are able to activate support for whānau quickly and ascertain their support needs”, says Kiri Pardoe, a Suicide Bereavement Specialist working with Victim Support.

“Whānau can expect compassion and professional navigation to guide them through the processes ahead. We will be there for as long as they need support. However, we are guided by their needs as they are in control of the process.”

Good postvention is good prevention

It's now widely accepted that suicide creates an impact in the wider social and community network of the deceased, called 'contagion'. This impact sees the risk of suicidal behaviour greatly increase amongst that community following a completed suicide.

The exact causes of contagion, and the role of media reporting in its severity, are still hotly contested. But there is no doubt, whatever the forms may be that exert the most influence, exposure to suicide precedes an increased likelihood of suicidal behaviour in others, especially in adolescents and young adults. That's why quality postvention is so critical to prevention too.

Providing Support

Losing a loved one to suicide is amongst the most horrific traumas anyone can experience. Reflecting this level of trauma, Police will call Victim Support immediately when informed of a suicide. We seek to dispatch a Support Worker within 45 minutes of a referral, any time of day or night. A Support Worker will then join Police at the family home, scene of the incident, or other location to commence support.



**Kiri, Victim Support
Suicide Bereavement Specialist**

Practical support includes assisting with the legal, coronial and funeral processes, and other challenges facing the whānau or family such as media attention or dealing with other agencies.

A Support Worker's assistance varies depending on the needs of the bereaved. The Support Worker will assist the bereaved in any way they can, easing the impact of their grief and trauma, providing advice and answers to questions, and assisting with practical and official matters, such as access to their loved one, their possessions, Work and Income, and even funeral arrangements.

The practice builds trust within the whānau that they have a compassionate, well-informed and well-prepared person who can respond dynamically to the unique needs of their situation.

Objectives to our suicide postvention support:

1. Ease trauma.
2. Prevent adverse grief reactions and/or complications.
3. Minimise the risk of suicidal behaviour in the grieving.
4. Encourage coping and resilience.
5. Cause no further harm.

Bereavement Specialists

All the support given by a Support Worker following a suicide is individually supervised and overseen by a Bereavement Specialist staff member who provides case management, oversight, and ensures clients' holistic needs are being well-supported.

Five Bereavement Specialists, located around the country, help ensure that quality support is provided by Support Workers, checking in with them regularly, asking questions, debriefing, assessing risks, looking for any issues, and being alert to any adverse behaviour changes in those supported. This helps reduce the risk of suicidal behaviour and contagion for those affected, and also to help with coping and resilience strategies.

The Bereavement Specialist team work very closely with Clinical Advisory Services Aotearoa, District Health Boards and other specialists and agencies engaged in suicide support and mental wellbeing, both broadly and with individual cases. The team are also involved in initial and ongoing training of Support Workers and staff in suicide bereavement support.

Aroha's story

Aroha tragically lost her daughter Jacinta to suicide in 2015.

Thank you Aroha for sharing your story with us.

My contact with Victim Support has not stopped and it has been 44 months since my Jacinta became an angel.

They arrived within the first few hours of my finding out about Jacinta's death and I still have regular contact today. I didn't believe it and for days wondered if this was actually happening to me.

I was overwhelmed, scared, and I had a thousand questions. I didn't know where my daughter was, whether I could see her, touch her, or what the process was since she had taken her life. I knew the Police were involved but I didn't know in what capacity. Not only had I lost my baby, but I was now faced with hours, days of uncertainty.

Victim Support provided advice and answers to my questions. They took away that uncertainty about what was to happen next, and helped with the tasks that were too much to bear alone. They understood the overwhelming mix of feelings, and offered our whānau a rock to stand on during the toughest time in our lives.

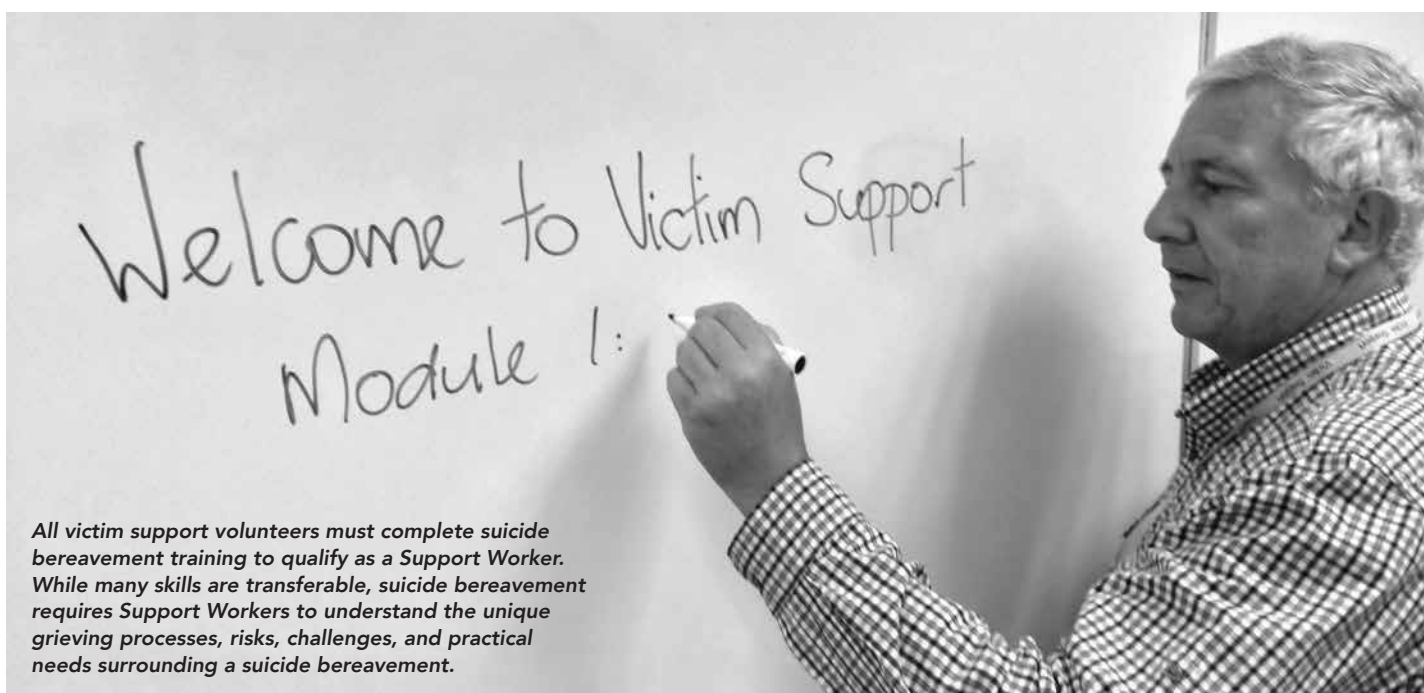
I have experienced compassion, support and I have learnt a lot about suicide and grief. I have met others who are on the same journey as me through my dealings with Victim Support and I couldn't be more grateful.

"Victim Support provided advice and answers to my questions. They took away that uncertainty about what was to happen next, and helped with the tasks that were too much to bear alone. They understood the overwhelming mix of feelings, and offered our whānau a rock to stand on during the toughest time in our lives."

At a Glance



**People supported
after a suicide**



Victim Support is New Zealand's principal specialist in support for people affected by homicide. We provide comprehensive, end-to-end emotional, and practical support through the challenging and often lengthy aftermath of fatal crime.

No-one ever expects the Police at their door telling them their loved one has been killed by homicide. It is however an awful reality for around 50 families a year in New Zealand. In 2017/18, Victim Support was there for 1617 victims at various stages of their journeys to justice and recovery after homicide.

Victim Support can never undo the harm that homicide victims have experienced. However, we can help to manage their trauma and help victims participate fully and fairly in the justice process. Without this support, the justice process can often feel brutal and indifferent, compounding their traumatic experience.

"When I go out on a call, I'm stepping in to someone's life and I might be there for months or years," says Barbara, an experienced Homicide Support Worker.

"The situation that's brought me there is terrible, but the support we're able to give really helps, and I'm always taken with how resilient people are. They may never get over a homicide or suicide, but they can get through, and I'm proud to have helped them."

"Being an independent person who cares and is there for them is very special. In fact, that's been said to me many times – that it's been really great that there's someone who cares about us through all of this."



Barbara, homicide volunteer

Homicide Service Specialists

As in other areas of our work, Victim Support operates a mixed model of staff and volunteer support. Our most experienced Volunteer Support Workers may complete training to become a volunteer Homicide Support Worker.

We have approx. 100 Homicide trained Volunteer Support Workers.

Homicide Support Workers are supervised by paid Homicide Service Support Specialists, who oversee all homicide cases, providing co-ordination, liaison, case management and de-briefing.

Our Homicide Support Workers are assigned to a homicide case as soon as possible. They will provide support for the multitude of logistical, emotional, judicial and practical support needs that the victims (family of the deceased) need. They may even help them deal with the media, if it's a high profile case.

Homicide Family Support Workers

With thanks to funding from the Ministry of Justice, Victim Support introduced three paid frontline Homicide Family Support Workers in 2014, who continue to operate in pilot sites in Auckland and Canterbury. These Homicide Family Support Workers provide full-time availability to meet the needs of their clients and further expertise.

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.

Homicide Advisory Group

Established in October 2013, Victim Support's Homicide Advisory Group provides strategic direction and critical feedback on the work of our Homicide Service to ensure that victims' experiences are the key driver of service delivery, service quality, and service improvement.

The group is made up of people who have lost a loved one to homicide and have experience of the justice process. This group generously give their time to ensure our service is as effective as possible. The group meet two to three times a year in Wellington or Auckland.

At a Glance

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**Victim Support
Homicide
Support Workers**

Q+A Profiles



PROFILE 1: JANETA, SERVICE COORDINATOR

What is your role?

I'm a Service Coordinator. I work with Support Workers, Police, Grace – Counties Manakau Area Manager, and collaborative work with external agencies. I also look at all referrals and allocate them to the appropriate people, debrief Support Workers and make contact with victims. Our team works towards ensuring Victim Support's quality of service. We don't want our service to be a band-aid. We want to get a little bit deeper, to really help support people and understand their trauma. With family violence we try and focus on everything surrounding it.

Your office in Counties Manukau receive a lot of family violence referrals. What have you learned about the complexities regarding family violence?

It's not sometimes straight forward with family violence. Sometimes there's different layers. It's easy for someone to say 'get out' but sometimes you need a whole lot of people to support someone to make the change. It won't always happen the first, second, third or fourth time. With Whāngaia Ngā Pā Harakeke we're focusing more on social issues connected to family violence.

Hence that's why a whole lot of agencies are attached to that. We work together collaboratively to fill those gaps.

What is some of the emotional and practical support your team offer victims?

The process depends on the incident. Each case is different. It could be a few phone calls or it might need to be face to face visits. We could visit them at the Police station or their home. Listening is important, normal forms of communication backed up with providing that emotional and practical support. Discussing protection orders, child orders and going through that process with them. At times, recommending lawyers, support with victim impact statements, attending court and sentencing. Other times it could be referrals onto other agencies for counselling. Parenting courses, it can be a number of different things. You need to have a little bit of experience dealing in how to identify trauma, identify grief and what to do with it.

Do you find your job rewarding?

Yes, very rewarding. There have been really good feel-good stories on people feeling empowered. Just the resilience and getting back into living. It's always good to have those positive stories and positive feedback. It validates the work that you're doing, you are doing some good. You need to have that every now and then. I'm most proud of the team's passion for the work they do.



PROFILE 2: MAREE, VOLUNTEER SUPPORT WORKER

Can you talk about your role and the training?

I'm a volunteer trained in suicide, homicide and family violence. I'm happy to take on all cases but my main interest is in supporting those affected by family violence.

I've been doing this for years but still enjoy attending on-going training sessions. Training covers things like victim's rights, communication skills, psychological first aid, sudden traumatic death and suicide.

I also like to attend training to get to know the new volunteers and support them. Interacting with other volunteers, as opposed to just your coordinator, allows people to share more stories and advice.

What do you enjoy about volunteering?

One of my favourite parts of the work is going home and just knowing you made something a bit easier for a family that day. Payment isn't always about that financial side, I get rewarded because I'm learning so much and am able to share. It's rewarding when you see that change in a victim. A victim may say 'I don't know why I didn't listen to you the first time?', and I say, 'because you weren't ready'.

Supporting people through grief and trauma must be challenging on you emotionally. How do you look after your own wellbeing?

You know, it's okay for a volunteer to put their hand up and ask for help. To avoid that burnout. That's why Victim Support offer debriefing to their Support Workers. I always say 'don't take it home, don't carry it'.

Communities and Events

Te Hapori me ngā Takunetanga



The Southern Trust
donated

\$50,000

to support our work
in provincial areas.



82 runners raised over

\$37,000

for Victim Support
through Wellington
Round the Bays and the
Auckland Marathon.



The Lottery Grants
Board donated

\$140,000

to train our Volunteer
Support Workers.



Our
**Changing
Lives**

partnership with
Corrections helped
raise funds and
awareness for
Victim Support.

Our Thanks

Acknowledgements

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 36,562 victims.

Special thanks to our supporters:

AD Hally Trust – Timaru District Council
Acorn Foundation
Advance Ashburton Community Foundation
Anstiss-Garland Charitable Trust
Arimu Women's Institute
Auckland City Council Local Boards

- Devonport-Takapuna
- Hibiscus & Bays, Rodney
- Albert Eden
- Henderson Massey
- Howick
- Maungakiekie-Tamaki
- Orakei
- Otara-Papatoetoe
- Franklin
- Mangere-Otahuhu
- Papakura.

Bay Trust
Blue Sky Community Trust
Bank of New Zealand
Breville New Zealand Limited
Buller District Council
Buller REAP
Carterton District Council
Christchurch Casino Charitable Trust
Christchurch City Council
Christchurch Earthquake Recovery Trust
Clyde Grahame Community Trust
COGS – Community Organisation Grants Scheme
Community Trust of Mid & South Canterbury
Community Waikato
David Ellison Charitable Trust
Dragon Community Trust
Dunedin Casino Charitable Trust
Dunedin City Council
Eastern & Central Community Trust

Estate of Gordon Lindsay Isaacs Trust
Find Recruitment
First Light Community Foundation
Four Winds Foundation
Frimley Foundation
General Charitable Fund South Canterbury
Geyser Community Foundation – Rotorua Fund
Gisborne District Council
Gordon Bartleet Charitable TrustWest REAP
Hastings District Council
Hawke's Bay Foundation
Helen Graham Charitable TrustHolcim New Zealand Limited
Hello: The Conversation Company
Honda New Zealand Limited
Horowhenua District Council
Hutt City Council
Infinity Foundation
J N Williams Memorial Trust & H B Williams Turanga Trust
John Beresford Swann Dudding Trust
Kaffee Eis
Kapiti Coast District Council
Kingdom Foundation
Kiwibank
Len Reynolds Trust
Lois McFarlane Charitable Trust
Mackenzie Charitable Foundation
Marlborough District Council
Masterton District Council
Maurice Carter Charitable Trust
Maurice Paykel Charitable Trust
Michael Hill
Mount Wellington Foundation
Napier City Council
Nelson City Council
Network Tasman Charitable Trust

New Plymouth District Council
Nikau Foundation
New Zealand Lottery Grants Board (National Community)
N H Taylor Charitable Trust
North & South Trust Limited
Northland Foundation
One Foundation
Order of Saint Lazarus of Jerusalem Charitable Trust
Panasonic New Zealand Limited
Pelorus Trust
Peppers Parihua
Pub Charity
QT Museum Hotel
Rata Foundation
Redwood Trust
Rotorua District Council
Rotorua Energy Charitable Trust
Scentre Group
Sky City Auckland Community Trust
Sky City Casino Community Trust
Sky City Hamilton Community Trust
Spark
STUFF
Sunrise Foundation
Taraura REAP/ Wairarapa REAP
Tasman District Council
T G Macarthy Trust
The Lion Foundation
The NZ Herald
The Oxford Sports Trust
The Southern Trust
The Tindall Foundation
The Tui Bee Balm Cooperative
The Trusts Community Foundation
The United Lodge of Wanganui
Timaru District Council
Toll Global Forwarding Division New Zealand
Tom & Luke

Tregaskis Brown
Trillian Trust
Trust House Community Enterprises
Trust Waikato / Te Puna O Waikato
United Way
Upper Hutt City Council
Upper Hutt Cosmopolitan Club
Waipa District Council Community Boards
Waitaki District Council
WEL Energy Trust
Wellington City Council
Wellington Community Trust
Wellington Chamber of Commerce
West Coast Community Trust
Weta Workshop
Whakatane District Council
Whanganui Community Foundation
Whangarei District Council
Z Energy – Good in the Hood

Core Funders



Operational Partner



Financial Summary

Taunga pūtea

During 2017/18, Victim Support provided wide-ranging support services to 36,562 people affected by crime, trauma, and suicide. This service was delivered with operating expenses (excluding Victim Assistance Scheme grant payments) totalling just \$8,512,006, representing exceptional value for funders.

Victim Support posted a small surplus of just under 2 per cent of operating income for the period. Income and expenditure for the period were broadly in line with the prior year, with the exception of some additional Other Funding for Support Services received for the provision of expanded family violence services in the Canterbury region. Savings were also made in Administration expenses and to Employee-related expenses following a management restructure.

The Board thanks all of our funding and operational partners, donors, supporters, staff and volunteers for the contributions of time and funds which made this result possible.

Summary statement of comprehensive revenue and expenses For the year ended 30 June 2018		
Revenue	2018	2017
Central Government Funding - Support Services	7,481,098	7,481,000
Central Government Funding - Victim Payments	2,127,208	2,422,974
Other Funding for Support Services	166,373	-
Fundraising & Grants	976,405	1,006,022
Other Income	80,672	108,406
Total Revenue	10,831,756	11,018,402
Expenditure	2018	2017
Employee related expenses	6,636,102	6,637,709
National board	69,674	66,826
Support Workers (Volunteers)	268,202	290,423
Information and Communications Technology	412,700	404,628
Administration expenses	170,623	224,116
Employee related travel	327,627	321,338
Communications & Fundraising	165,222	124,805
Learning and development	456,104	459,907
Victim Assistance Schemes	2,127,208	2,345,173
Organisational development	5,752	11,133
Total expenditure	10,639,214	10,886,057
Net surplus/(deficit)	192,542	132,344

Summary statement of changes in net assets For the year ended 30 June 2018		
	2018	2017
GENERAL FUNDS AT START OF PERIOD	1,736,387	1,604,043
Net Surplus/(Deficit) for the Period	192,542	132,344
Transfer from Information Management Systems Reserve	0	(126,210)
Transfer to /(from) Accumulated Funds	(3,187)	253,986
Transfer to D Smith Memorial Research Fund	3,187	2,993
Transfer to/(from) Regional Reserve	0	(130,769)
GENERAL FUNDS AT END OF PERIOD	1,928,928	1,736,387

Summary statement of cash flows For the year ended 30 June 2018		
	2018	2017
Net cash flows from operating activities	746,627	1,074,246
Net cash flows from investing activities	(991,970)	1,360,256
Net cash flows from financing activities	-	-
Net increase/(decrease) in cash and cash equivalents	(245,343)	2,434,502
Cash and cash equivalents at 1 July	2,496,121	61,619
Cash and cash equivalents at 30 June	2,250,778	2,496,121

Summary statement of financial position As at 30 June 2018		
	2018	2017
CURRENT ASSETS	3,468,134	2,782,427
NON-CURRENT ASSETS		
Fixed assets	340,553	390,852
Total assets	3,808,687	3,173,279
CURRENT LIABILITIES	1,879,759	1,436,892
General Funds	2018	2017
Accumulated Funds	1,455,264	1,265,909
D Smith Memorial Research Fund	98,099	94,913
Regional Reserves	91,762	91,762
Information Management Systems Reserve	283,803	283,803
Total General Funds & Liabilities	3,808,687	3,173,279

Note 1 Reporting Entity

These are the summarised financial statements of New Zealand Council Of Victim Support Groups Incorporated. New Zealand Council Of Victim Support Groups Incorporated is an Incorporated Society established under the Incorporated Societies Act 1908. The Audited Financial Statements have been authorised to be issued by the Board on 27 September 2018.

Note 2 Summary Financial Statements

The Summary Financial Statements for the year ended 30 June 2018 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 27 September 2018, have been audited by Grant Thornton who issued an unmodified opinion dated 27 September 2018.

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 2018 (June 2017: \$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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Opinion

The summary financial statements, which comprise the summary statement of financial position as at 30 June 2018, the summary statement of comprehensive revenue and expense, 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 for the year ended 30 June 2018. In our opinion, the accompanying 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 summary financial statements and the audited financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial statements.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated 19 September 2018.

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 statement 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 New Zealand Council of Victim Support Groups Incorporated 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*.

Other than in our capacity as auditor we have no relationship with, or interests in, the New Zealand Council of Victim Support Groups Incorporated.

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 Association 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

24 October 2018

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