

**2022 | Annual
2023 | Report**

Growing with heart


Manaaki Tāngata
Victim Support


Manaaki Tāngata
Victim Support

Our core principles

Our work at Manaaki Tāngata | Victim Support is guided by three core, interrelated principles:

We are **victim-centric**, **trauma-informed** and **Te Tiriti led**. These principles complement the Victims Code, which sets out expectations for how victims are treated by service providers in New Zealand, and our organisational values.

Our vision

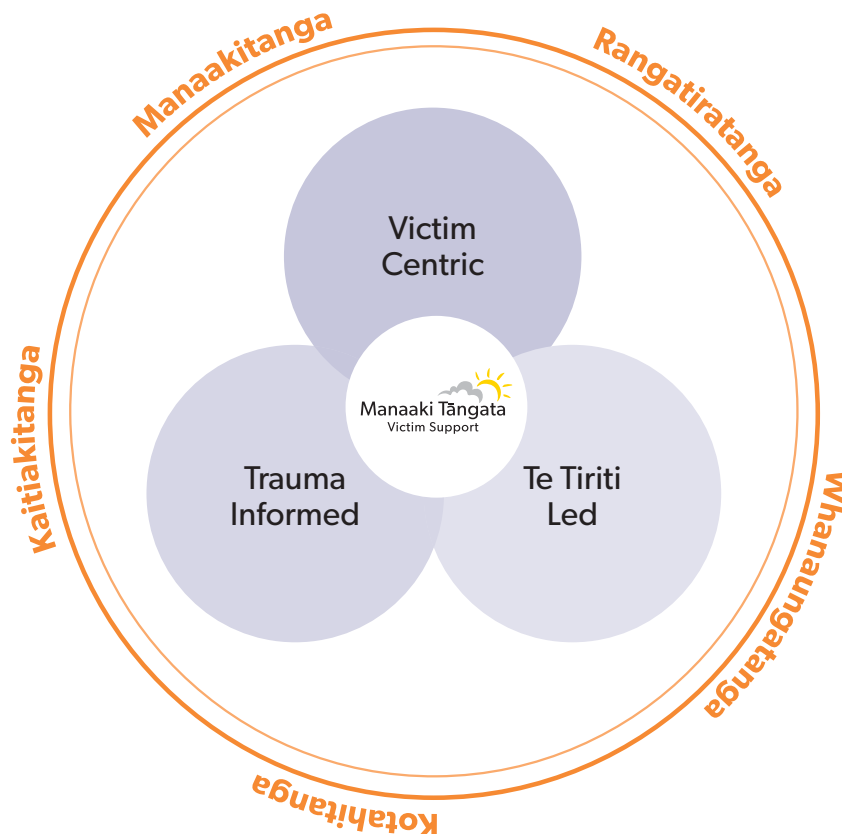


is that victims receive support at every step of their journey, 24/7, with heart.

Our kaupapa



is to strengthen the mana, belonging and wellbeing of people affected by crime, traumatic events and suicide in Aotearoa New Zealand.



Our values

Manaakitanga

Respect, generosity, and care for others to strengthen the mana of victims.

Whanaungatanga

Our relationships and our connections to each other as a whānau, woven together by our shared experiences.

Rangitiratanga

Self-determination of individuals of victims and whānau, empowering them and respecting their right to choose their own path.

Kotahitanga

Unity, togetherness, and collective action, committing to Victim Support's mission, vision, and purpose.

Kaitiakitanga

Guardianship and responsibility to uphold the safety, well-being, and rights of those we support.

Welcome



Manaaki Tāngata. Our name, and the very core of our kaupapa: a heartfelt calling to care for and uplift others.

For 37 years Manaaki Tāngata | Victim Support has done just that, supporting 100,000's of victims of crime, suicide and traumatic events, so they feel informed, empowered, safe and better able to cope.

This past year marked a milestone as we supported a record number of victims, nearly 50,000, and achieved our highest client ratings. All while keeping manaaki tāngata at the heart of the important kōrero across our team.

We discussed how we grow our support capability while upholding the mana and wellbeing of our dedicated kaimahi. I am so proud of our people for speaking up where change was needed, and now driving forward with remarkable energy.

While we celebrate a modest funding increase this year, our journey to ensure even more victims can access our support is far from over. Together, we'll keep growing so that no one walks alone in their time of need.

James McCulloch
CHIEF EXECUTIVE

*Manaaki Tāngata |
Victim Support*



I want to recognise Lorraine Scanlon's outstanding 30-year commitment to Victim Support, with 14 years as National Chairperson. Lorraine's leadership has been instrumental in implementing Vision 2020 and Vision 2030, shaping board goals, skills and competency frameworks and policy reviews. Her inclusive approach at the board table, fostering open dialogue and guiding discussions to consensus has been invaluable.

We applaud her ONZM and life membership awards, both well deserved.

The past year has been extremely busy for our Chief Executive, James, his Senior Leadership Team, and our staff and volunteers. Our growing team underscores our credibility as an organisation in delivering top-tier services for victims. The increased funding from the Ministry of Justice enables us to offer enhanced support.

With 14 local and regional committees throughout the country, I acknowledge their work to locally support operations and victims. Having less committees meant we were able to establish a governance working group to consider all options for future governance of Victim Support.

It has been an exciting year for Victim Support and well done to all, you can be very proud of what you have done to make a positive difference for victims.

Rob Marshall
NATIONAL CHAIRPERSON

Manaaki Tāngata | Victim Support


Manaaki Tāngata
Victim Support

Support

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



59,340⁺
Contact Service
incoming calls
in 2022/23



In 2022/23 we supported*

15,051	Family violence and harm
7,150	Harassment and intimidation
6,894	Burglary, theft and aggravated robbery
6,023	Sudden death
5,663	Serious assault
3,785	Road injuries and deaths
3,418	Suicide
3,482	Sexual violence
3,315	Homicide

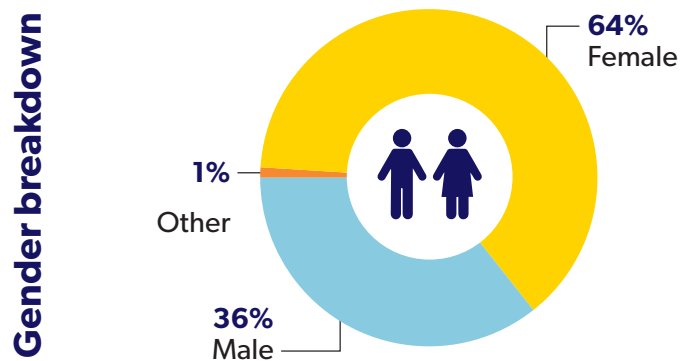
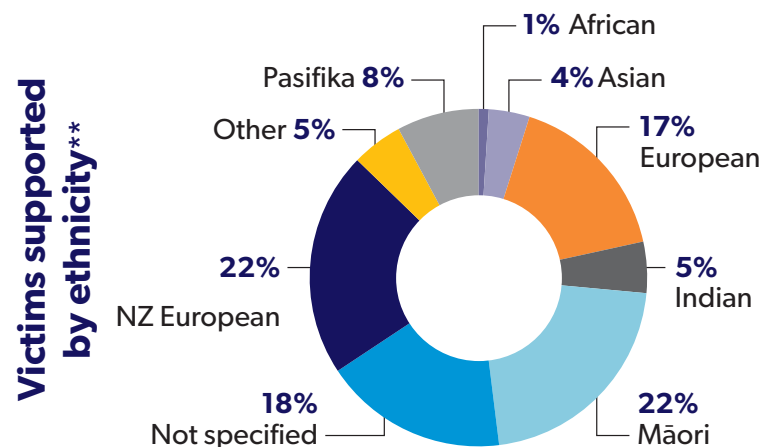
**Figures for individual categories add up to more than the total number of victims supported due to some incidents being in more than one category.*




Manaaki Tāngata
Victim Support

Clients

Our dedicated, growing team of Support Workers empower victims with tailored support, helping them feel safe and able to cope at their time of crisis.



**Figures to June 2023.

Stories

Value of people

Michelle and her husband Gary were walking hand-in-hand in South Auckland when a driver mounted the curb. They were both struck, leaving Michelle with severe injuries and, devastatingly, Gary losing his life.

In March 2023, Michelle bravely took the stand at the offender's sentencing hearing to deliver her victim impact statement. It was an overwhelming journey to get to this point, and Michelle credits her Support Worker Deborah for helping her navigate it.

"Deborah was always so considerate of contacting me with updates," says Michelle. "She just had a way of softening the information and was so compassionate."

For Deborah, the mahi she does is a true privilege. Journeys like the one she shared with Michelle remind her of this. "It's humbling that Michelle has allowed me to walk this journey with her, and it really brings home just how important our service is."

"You shouldn't underestimate the value of people," Michelle adds. "The support doesn't take away the pain, but it helps you progress, and it's so, so valuable."




Manaaki Tāngata
 Victim Support

Healing through mātauranga Māori

Molly's* life took a turn when she became the victim of a harrowing incident, kidnapped and grievously assaulted by her ex-partner at the start of the COVID-19 lockdown. For three and a half years, Molly lived in emergency housing, suffering from PTSD and a traumatic brain injury.

When Support Worker Dee met Molly in early 2023, Kainga Ora were evicting her back to social housing. Molly felt alone and abandoned, all the while battling her medical issues. She needed someone to walk beside her.

Dee and Molly worked together to create an action plan. They found a new Support Worker who referred Molly to women's-only accommodation. Here, Molly joined workshops, where she slowly regained her whakapono, her belief in herself – and soon began mentoring fellow residents.

"Molly has intrinsically used principles of mātauranga Māori throughout her life", says Dee. "However, her mauri was languishing at the time of our first meeting."

Once Molly's support systems were rebuilt, she was finally able to focus on her tinana (physical) health, instead of living in survival mode. Molly's future included the integration of romiromi, mirimiri, and rōngoa Māori as essential components of her plan.

Today, Molly lives in her own flat, aspiring to become a Support Worker with a focus on Māori communities. Molly is a courageous wāhine toa, embodying resilience and hope, showing the profound impact of embracing Te Ao Māori within the work of Manaaki Tāngata | Victim Support.

"From the beginning, Molly has shown manaakitanga and built her recovery to a place where she embodied whakawhanaungatanga, kotahitanga and a focus on strengths instead of weaknesses", says Dee. "I am privileged to stand beside her as her mauri changed."



**Name changed to protect the victim's identity.*



“

From the beginning, Molly has shown manaakitanga and built her recovery to a place where she embodied whakawhanaungatanga, kotahitanga and a focus on strengths instead of weaknesses. I am privileged to stand beside her as her mauri changed.

– Dee, Support Worker, Manaaki Tāngata | Victim Support

Local and Regional Group Committees

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

In communities across Aotearoa, a network of volunteers act as kaitiaki – guardians – of the Victim Support mission. They make up the Local Group Committees, who play an important role in promoting our mahi at a grassroots level. It's thanks to their dedication that Manaaki Tāngata | Victim Support's work has thrived on a local level.



Mid North Victim Support Group
Kaikohe Incorporated

Auckland Central Victim Support Group Incorporated

Region 1

Napier Victim Support Group Incorporated

Central Hawkes Bay Victim Support Group Incorporated

Hastings and Districts Victims Support Group Incorporated

Region 2

The South Canterbury Victim Support Council Incorporated

Wakatipu Victim Support Group Incorporated

Central Otago Victim Support Incorporated

The Gore and Districts Victim Support Group Incorporated

Invercargill and Districts Victim Support Group Incorporated

Region 6

Victim Support Central Region Regional Group Committee Incorporated

Region 3

Greater Wellington Victim Support Group Incorporated

Region 4

Motueka/Golden Bay Victim Support Group Incorporated

Christchurch Victim Support Group Incorporated

Region 5


Manaaki Tāngata
Victim Support



Impact

Knowing that only a fraction of crime in Aotearoa is reported, there are thousands of victims who need our support. Seeing how our clients respond to our mahi fuels us to expand our reach to help more people when they need it most.

KEY FINDINGS FROM THE CONSUMER EVALUATION SURVEY 2022/2023

95%

said Victim Support was 'helpful' or 'very helpful'

“

Very grateful for Victim Support being there at a very dark time in my life. (*Home invasion*)

94% experienced at least one of these positive outcomes: feeling listened to, supported, more informed, better able to make decisions, better able to cope and less stressed

“

Victim Support helped me get back on my feet. (*Family harm*)

2%

▲
points up
on previous
12 months

37%

said they likely would have dropped out of the criminal justice process if it weren't for Victim Support

“

I felt more informed which helped with the stress. (*Grievous or serious assault*)

Stories

A 25-year journey of compassion and growth

In 1998, Maggie had a friend who asked if she was interested in volunteering at Victim Support. Maggie had always wanted to connect with and help people, so decided to dive in.

One initial experience had a profound effect on Maggie – supporting survivors of a traumatic yachting accident during a violent storm. Over the years, Maggie says she's had both personal and professional growth as a volunteer with Manaaki Tāngata Victim Support.

“The training has been amazing,” she says. “The training has given me wisdom and taught me when it is appropriate to speak, and when to listen.”

Recently, Maggie offered support to an aunt grappling with the tragic loss of her niece to suicide. Their time together was filled with both tears and laughter, making a meaningful impact amid the grief. Maggie's motivation stems from her belief that she can provide encouragement and support to those in their deepest distress.

To prospective volunteers, Maggie offers these words of encouragement: “Be brave, take the leap, and discover the amazing benefits that await you, both for those you support and your personal growth.”

Funding





Central Government
funding – support
services


Central Government
funding – victim
payments


Grants and
fundraising
income


Other funding
for support
services

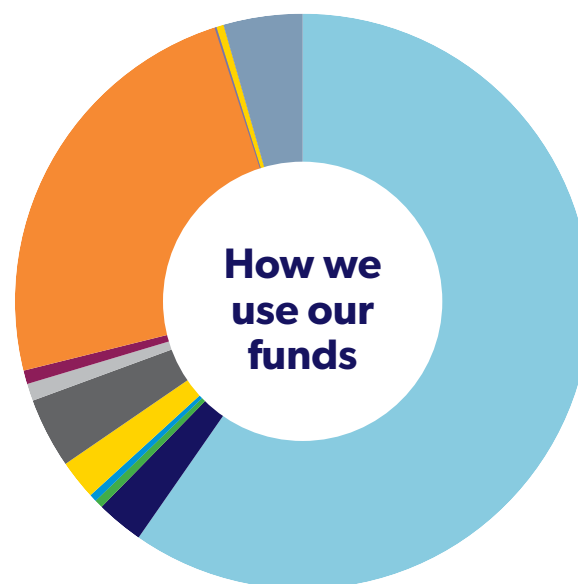

Other
income

INCOME AND EXPENDITURE (\$)

Total Income	19,666,812
Total Expenses	21,495,629
Total Deficit	(1,828,817)

FINANCIAL POSITION (\$)

Total Assets	\$3,512,086
Total Liabilities	\$1,782,462
Total Equity	\$1,729,624
Total Equity and Liabilities	\$3,512,086





Salaries and
wages


Contractor
costs


National
Board


Volunteer
related costs


Telecoms,
IT and IT
subscriptions


Operational
travel


Communication
and fundraisers


Learning and
development


Victim Assistance
Scheme services


Christchurch
Terror Attack
distributions
on behalf of
victims


Depreciation and
amortisation


Other costs

Grants

Thank you to everyone that made these grants possible. They help us to support people across Aotearoa at their time of crisis, 24/7, 365 days of the year.

**Thank
you!**

A D Hally Trust Proudly Managed By Perpetual Guardian	Auckland Council – Upper Harbour Local Board	First Light Community Foundation Limited	Ministry of Social Development – Cyclone Gabrielle recovery fund	Tasman District Council
Acorn Foundation	Blue Sky Community Trust Ltd	Four Winds Foundation	Napier City Council	Tauranga Energy Charitable Trust
Advance Ashburton Community Foundation – F J Woods Funds	Blue Waters Community Trust	Frimley Foundation	Network Tasman Limited	The Blue Door Incorporated
Air Rescue Services	Buller District Council	Guy Anson Waddel Charitable Trust Proudly Managed by Perpetual Guardian	New Plymouth District Council	The Community Trust of Mid & South Canterbury
Akarana Community Trust	Catalytic Foundation	Hastings District Council	North & South Trust	The Sunrise Foundation
Ashburton District Council	Christchurch Casinos Charitable Trust	Horowhenua District Council	One Foundation Limited	The Trusts Community Foundation
Auckland Council – Papakura Local Board	Christchurch City Council	Invercargill City Council	Oxford Sports Trust	The United Lodge of Wanganui
Auckland Council – Puketapapa Local Board	Community Trust South	Kapiti Coast District Council	Palmerston North Community Services Council	Thomas Hobson Trust
Auckland Council – Waitakere Ranges Local Board	Community Waikato	Kawerau District Council	Pelorus Trust	Trust House Limited
Auckland Council – Hibiscus & Bays Local Board	David Ellison Charitable Trust Managed by Public Trust	Kingdom Foundation Proudly Managed by Perpetual Guardian	Police Managers Guild Trust	Trust Waikato
Auckland Council – Howick Local Board	Donald & Nellye Malcolm Charitable Trust	Kiwi Gaming Foundation	Rangitikei District Council	Waitaki District Council
Auckland Council – Kaipatiki Local Board	Dragon Community Trust	Lion Foundation	Redwood Trust	West Coast Community Trust
Auckland Council – Manurewa Local Board	Dunedin Casino Charitable Trust	MacKenzie Charitable Foundation	Rotorua Energy Charitable Trust	Whakatane District Council
	Dunedin City Council	Marlborough District Council	Rotorua Lakes Council	Whanganui Community Foundation
	Eastern & Central Community Trust	Masterton District Council	Selwyn District Council	Whangarei District Council
	Eastern Bay of Plenty Community Foundation	Maurice Carter Charitable Trust	Stewart Family Charitable Trust Proudly Managed by Perpetual Guardian	The National Lottery Grants Committee
		Milestone Foundation		

Thanks

We extend our sincere appreciation to our generous funders, whose vital contributions have been instrumental in advancing our mission to support victims in their time of need.

**Thank
you!**

Our Partners



Community Events

Z Energy – Good in the Hood Promotion

Westfield – Holiday wrapping proceeds

Barmy Army

Farmlands – Motueka Branch – Tag a Charity

Major Donors

NESA Trust

One Tomorrow

Order of St Lazarus of Jerusalem

The Industrial Tube Manufacturing (ITM) Ltd

Bequests

Estate of M J Haynes

Estate of Joan Garman



Advocacy

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

Our submissions and consultations this year included:

- Accessibility for New Zealanders Bill
- Family Court (Family Court Associates) Legislation
- Criminal Activity Intervention Bill
- Coroners Amendment Bill



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

We have also been interviewing participants for our latest research on the impact of victim blaming. Victim blaming is a form of revictimisation that may negatively affect crime reporting and help-seeking. If we can raise awareness of why victim blaming occurs and its impact, we can help break down these barriers.

Innovating to make a difference



Commitment to Te Whiringa

Te Whiringa is our Te Tiriti o Waitangi framework gifted by our late kaumatua Rawiri Wharemate. Te Whiringa establishes four imperatives to provide culturally responsive and mana-enhancing support to Māori, who are overrepresented as victims of crime: **whanaungatanga**, **rangatiratanga**, **hoki ki te ūkaipō** and **ōritetanga**. This year we have focussed on communicating the importance of Te Tiriti to our organisation. All our People Leaders have completed training and wānanga on the role of Te Tiriti in our work through the organisation Groundwork. This training will soon be rolled out across the organisation for all our staff and volunteers.



Revitalising the Volunteer Programme

Volunteers continue to play a critical role in delivering frontline services to victims, families, and witnesses. The role of Head of Volunteering was created to tackle declining volunteer numbers and seek opportunities to revitalise the programme. Following a full review of the programme, a plan was put in place to improve volunteer wellbeing while enhancing services, with the aim of repositioning Manaaki Tangata | Victim Support as a leader in volunteering. This plan is now in the early stages of implementation and will be progressed over the next three years.

Innovating to make a difference



Focusing on our people

Without our amazing staff and volunteers, we simply couldn't do the mahi that we do. We recognise the importance of having the right people in the right positions, with the requisite skills, expertise, and cultural fit to meet the needs of the organisation both now and in the future.

To support this a People & Wellbeing key actions plan was developed in early 2023. Actions already underway include introducing Leadership Pou (standards) and Development Program, review of our Learning & Development approach, a refresh of all policies, introducing a Wellbeing programme, and innovating our onboarding processes.

Our kaimahi and tūao are passionate and experienced, and we are committed to empowering our team to achieve our shared mission.



Increasing our resources

Announced in 2023, Ministry of Justice confirmed an uplift in funding and signed a three-year contract with Manaaki Tāngata | Victim Support. Alongside this, MoJ committed to increasing the Victim Assistance Scheme (VAS), and conducted a review, in conjunction with Manaaki Tāngata | Victim Support, to make changes to VAS criteria to enable more victims of serious crime to access financial support.

With an understanding that we must diversify our funding sources, the Fundraising Programme also underwent a review, and changes are underway.



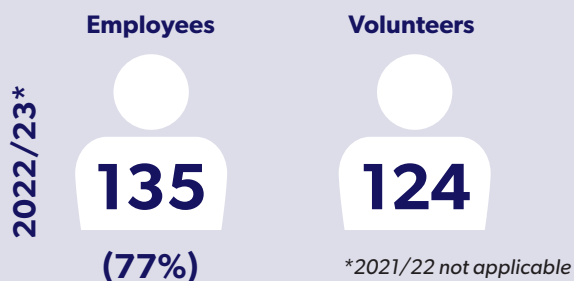
Statement of Service Performance: Additional information

Disclosure of Judgements

In preparing the Statement of Service Performance, New Zealand Council of Victim Support Groups Inc. has applied the following judgements:

- The call times recorded from the line available are representative of all lines.
- The Pulse survey and consumer evaluation survey results sample sizes are indicative for the population. Sample sizes are:

Pulse Survey



Consumer Evaluation Survey



Consumer Evaluation Survey

Manaaki Tāngata | Victim Support promises to provide support to victims of crime and traumatic events, assisting and empowering clients to be safe, heal, and participate at every step of their journey. Service response is available 24 hours a day, 7 days a week, 365 days a year.

The organisation is also committed to continuous improvement of its service delivery and, to this end, carries out a consumer evaluation survey each year to obtain feedback on victims' experiences of the service.

The purpose of the consumer evaluation survey is to assess the quality of the services provided by the agency. This enables Manaaki Tāngata | Victim Support to ensure their services continue to make a positive difference in victims' lives and provides information to maintain and enhance the service's effectiveness. The objectives of the evaluation approach are to provide information on:

- **outcomes achieved** – examples of the difference Manaaki Tāngata | Victim Support staff have made in assisting victims to get their lives back on track
- **effective processes** – identify examples of effective practice and ways service delivery might be improved
- **client satisfaction** – evaluate victims' level of satisfaction with the service they received.



Statement of Service Performance

Victim Support People and Wellbeing

Performance Measure	Outcome/Ouput	Reporting requirements	Target	Achievement 2022-23	Achievement 2021-22 (unaudited)
Pulse survey completed	Insight into engagement of our people across the organisation		Survey completed	Pulse check completed April 2023. How are you feeling about working/volunteering at Manaaki Tāngata Victim Support (VS), right now, Employees – 83% (Great, good, or okay) Volunteers – 75% (Great, good, or okay). Overall how would you rate VS as a place to work/volunteer Employees – 87% (Great, good, or okay) Volunteers – 83% (Great, good, or okay)	Pulse check not available in 2021-22)
During the current Ministry of Justice contract, Victim Support will implement improvements to the learning and development for support workers and volunteers	Building the capability of the workforce to deliver direct support to Victims.	Quarterly Reports to Ministry of Justice – narrative provided	Improvements identified and implemented	Learning and Development Review Project initiated – Review of position competencies, mapping learning pathways, LMS selected, development of eLearning modules, alongside an internal Learning and Development Working Group. Development of a leadership program is well underway, with leadership Pou (standards) drafted.	Introductory Training Programme in place.

Service Delivery

Performance Measure	Outcome/Ouput	Source	Target	Achievement 2022-23	Achievement 2021-22 (unaudited)
Percentage of new referrals where support actions and contact attempts are undertaken within 24 hours of receiving the referral	Ensures efficient service to victims	Quarterly Reports to Ministry of Justice	80-90%	Per quarter 75%-77% Current demand on our workforce, vacancies and illness continues to have had a contributing effect on Victim Support reaching the 80-90% target.	Per quarter 78% - 84%

Performance Measure	Outcome/Output	Source	Target	Achievement 2022-23	Achievement 2021-22 (unaudited)
Percentage of victims rating the support provided by the Victim Support as being either 'helpful' or 'very helpful'	Indication of client satisfaction of the service received	Quarter 4 Report to Ministry of Justice	90%	95% This year's survey was particularly positive: it was the first time that the target number of 400 victims surveyed was achieved, and findings from these respondents suggest a continuing upward trend in levels of satisfaction and reported experiences of positive outcomes.	92%
Percentage of victims 'agreeing' or 'strongly agreeing' that Victim Support made a positive difference on one or more of four pre-determined impacts ('felt listened to', 'felt less stressed', 'felt supported and 'better able to make decisions')	Indication of client satisfaction of the service received	Quarter 4 Report to Ministry of Justice	90%	94% of respondents reported they 'agreed' or 'strongly agreed' they had experienced one or more of six pre-determined positive outcomes. These included the degree they: felt less stressed, felt listened to, felt supported, helped to cope with what happened, felt more informed about help available, and felt better able to make decisions. Results suggested positive outcomes across all six categories, with the top three impacts the same as last year. Survey respondents reported as a result of Victim Support they: <ul style="list-style-type: none"> felt listened to (91%) felt supported (90%) felt more informed about help available (84%) 	92% of victims of serious crime 'agreeing' or 'strongly agreeing' that Victim Support made a positive difference on one or more of four predetermined impacts felt listened to; felt less stressed; felt supported and 'better able to make decisions.
Percentage of calls answered within 38 seconds	Ensures responsive service to victims	Quarterly Reports to Ministry of Justice	17,000-19,000 inbound calls received per annum 80% calls answered within timeframe	There were 15,299 inbound calls received by Victims of Crime Information Line. 73% of these calls were answered within the target timeframe.	There were 17,636 inbound calls received by Victims of Crime Information Line. 66.67% of these calls were answered within the target timeframe.

Performance Measure	Outcome/Output	Source	Target	Achievement 2022-23	Achievement 2021-22 (unaudited)
Total number of victims of crime supported, homicide victims supported, victims of crime paid a financial assistance grant and types of grants paid, narrative explanation regarding demand for the Victim Assistance Scheme (VAS) financial grants and any forecasting, calls received by the Victims of Crime Information Line	Measurement of volumes – supports funding conversations and allocation of workforce	Quarterly Reports to Ministry of Justice VAS scheme requirements are also reported monthly to the Ministry of Justice.	Target 22,000 to 28,000 for the year	45,324 unique victims supported.	43,407 unique victims supported.
Data on suicide bereavements and sudden deaths responded to	Provide a support service to the suicide bereaved in context of population outcomes of well-being for the entire population of New Zealand.	Te Akai Whai Ora Contract quarterly reporting Prior year Ministry of Health Contract quarterly reporting		Between 1 July 2022 and 30 June 2023 we have received 656 suspected suicide referrals. We have supported a total of 3,418 clients throughout the year.	Between 1 July 2021 and 30 June 2022 we have received 621 suspected suicide referrals. We have supported a total of 5,971 clients throughout the year.
Suicide Postvention data including ethnicity data for family/whānau being supported through the service.	Demonstrates commitment to Te Tiriti o Waitangi and ensuring the service is responsive to Māori and measurements of volumes – supports funding conversations and allocation of workforce	Quarterly to Te Aka Whai Ora – data and narrative		Reporting on Ethnicity data commenced January 2023. Bereaved clients supported during the year ended 30 June 2023 – African 48, American 11, Asian 114, Australian 5, British 14, Pacific 99, European 401, Indian 82, Maori 503, Middle Eastern 9, NZ European 1,606.	Suicide Postvention data including ethnicity data for family/whānau being supported through the service.

Pillars



Te Tiriti o Waitangi					
Performance Measure	Outcome/Ouput	Source	Target	Achievement 2022-23	Achievement 2021-22 (unaudited)
Te Whiringa (the Victim Support Te Tiriti o Waitangi Strategy) is implemented.	Demonstrates commitment to Te Tiriti o Waitangi and ensuring the service is responsive to Māori	Quarterly to Te Aka Whai Ora in narrative Quarterly Reports to Ministry of Justice – narrative provided	Strategy implemented over three years	Co-leads appointed for Te Whiringa project. The Board, agree Stage 1-3 of the Te Whiringa Action Plan. As per stage one all 70 People Leaders undertook Te Tiriti training on “Why this matters” with Groundwork in May 2023. Terms of Reference have been drafted for advisory groups to ensure delivery is tika and pono.	Victim Support engaged our late kaumatua Rawiri Wharemate to develop a Te Tiriti o Waitangi framework in 2020. In 2021, before he passed away, he gifted us our Te Tiriti framework, Te Whiringa, which sets out four pou/pillars for upholding Te Tiriti principles in our organisation and ultimately providing culturally responsive and mana-enhancing support to Māori:

Whanaungatanga – foster collaborative relationships with Māori clients, iwi, community groups, stakeholders, and kaimahi

Rangatiratanga – enable Māori self-determination among our clients, communities, and organisation

Hoki ki te Ūkaipō – embed Māori values and culture into our policy, service delivery, and culture to support our Māori clients and kaimahi

Ōritetanga – facilitate equitable outcomes for Māori through service delivery policy, resource allocation, and KPIs/ outcome measures.

Our first Te Whiringa project lead, Laurie Wharemate-Keung, began work on our Te Whiringa implementation plan in 2021.

Advocacy

Performance Measure	Outcome/Output	Source	Target	Achievement 2022-23	Achievement 2021-22 (unaudited)
Champion the voice of victims and convey to government and society why victims matter and why our work makes a real difference	We work to ensure everything we do is victim-centric, informed by academic research and guided by the voices of victims	Annual Report	Victim blaming research project commenced	Victim Support made submissions on the following: July 2022: Accessibility for New Zealanders Bill September 2022: Submission on Family Court (Family Court Associates) Legislation October 2022: Submission on Criminal Activity Intervention Bill October 2022: Coroners Amendment Bill	Our submissions and consultations in 2022 <ul style="list-style-type: none"> Public Service Commission's Model Standards for Working with Survivors of Large-scale Catastrophic Events Waka Kotahi's Road to Zero Ministry of Health's Covid campaign for people unable to wear face masks due to trauma MBIE's A Legislative Response to Modern Slavery and Worker Exploitation Search and Surveillance Act Covid-19 (Courts Safety) Legislation Bill Firearms Prohibitions Orders Legislation Bill Mental Health Act

Financial summary

Statement of Comprehensive Revenue and Expenses

FOR THE YEAR ENDED 30 JUNE 2023

		\$	\$
	Note	2023	2022
<i>Revenue</i>			
Central Government Funding – Support Services	12,667,490	12,003,304	
Central Government Funding – Victim Payments	4,599,771	2,418,352	
Grants and Fundraising Income	1,203,116	1,161,467	
Other Funding for Support Services	1,039,425	754,922	
Other Income	157,010	63,519	
Total Revenue		19,666,812	16,401,565
<i>Expenditure</i>			
Salaries and Wages	12,824,926	11,874,001	
Contractor Costs	573,051	909,607	
National Board	100,308	314,494	
Volunteer Related Costs	90,822	95,665	
Telecoms, IT and IT Subscriptions	477,025	382,227	
Operational Travel	849,419	507,171	
Communication and Fundraising	208,702	323,420	
Learning & Development	164,706	109,587	
Victim Assistance Scheme Services	5,163,248	2,409,107	
Christchurch Terror Attack Distributions on behalf of Victims	16	9,245	
Depreciation and Amortisation	89,199	196,654	
Other Costs	954,207	837,173	
Total Expenditure		21,495,629	17,968,351
Total comprehensive revenue and expense		(1,828,817)	(1,566,787)

Summary Statement of Changes in Equity

FOR THE YEAR ENDED 30 JUNE 2023

		\$	\$
	Note	2023	2022
<i>Equity at start of period</i>		3,558,441	5,262,764
Net Surplus/(Deficit) for the Period	(1,828,817)	(1,566,787)	
Transfer from Information Management Systems Reserve	–	(137,536)	
Transfer to /(from) Accumulated Funds	948	162,146	
Transfer to/(from) Receipts for Victims of Christchurch Terrorist Attacks yet to be distributed	126	(162,146)	
Transfer to D Smith Memorial Research Fund	(1,074)	–	
Transfer to/(from) Regional Reserve	–	–	
Equity at end of period		1,729,624	3,558,441

Financial summary

Summary Statement of Cash Flows

FOR THE YEAR ENDED 30 JUNE 2023

	\$	\$
	2023	2022
Net cash flows from operating activities	(2,967,889)	(1,447,597)
Net cash flows from investing activities	2,109,935	3,716,183
Net cash flows from financing activities	–	–
Net increase/(decrease) in cash and cash equivalents	(857,954)	2,268,585
Cash and cash equivalents at 1 July	3,041,077	2,272,492
Cash and cash equivalents at 30 June	2,183,123	4,541,077

Summary Statement of Financial Position

AS AT 30 JUNE 2023

	Note	\$	\$
		2023	2022
<i>Current Assets</i>		3,383,513	6,247,515
<i>Non-Current Assets</i>			
Fixed Assets		95,452	105,902
Intangible assets		15,971	43,144
Work in progress		17,150	–
Total Assets		3,512,086	6,396,561
<i>Current Liabilities</i>		1,744,471	2,798,675
<i>Non-Current Liabilities</i>		37,991	39,445
Total Liabilities		1,782,462	2,838,120
<i>Equity</i>			
Accumulated Funds		1,385,618	3,213,487
Receipts for Victims of Christchurch Terrorist Attacks yet to be distributed		3,180	3,054
D Smith Memorial Research Fund		102,797	103,871
Regional Reserves		91,762	91,762
Information Management Systems Reserve		146,267	146,267
		1,729,624	3,558,441
Total Equity & Liabilities		3,512,086	6,396,561



Financial summary

Note 1 Reporting Entity

These are the summarised financial statements of New Zealand Council Of Victim Support Groups Incorporated. New Zealand Council Of Victim Support Groups Incorporated is an Incorporated Society established under the Incorporated Societies Act 2022.

The Audited Financial Statements have been authorised to be issued by the Board on 18 October 2023.

Note 2 Summary Financial Statements

The Summary Financial Statements for the year ended 30 June 2023 have been extracted from the Full Financial Statements of New Zealand Council of Victim Support Groups Incorporated. The Summary Financial Statements comply with generally accepted accounting practice in New Zealand (NZ GAAP) as it relates to summary financial statements (FRS 43:Summary Financial Statements). The Summary Financial Statements cannot be expected to provide as complete of an understanding of the financial performance and financial position as the Full Financial Statements.

A set of the Full Financial Statements can be obtained from the Chief Executive, New Zealand Council of Victim Support Groups Incorporated, PO Box 3017, Wellington 6140 or on the Charities Register. The full Financial Statements have been audited by Grant Thornton who issued an unmodified opinion dated 18 October 2023.

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 are no contingent assets at the reporting date (2022: \$Nil). There is a contingent liability related to an employment dispute as at 30 June 2023. This matter is not quantified and remains unresolved. (2022: \$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.

Audit report



Report of the Independent Auditor on the summary financial statements

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

Opinion

The summary financial report, which comprise the summary statement of financial position as at 30 June 2023, the summary statement of comprehensive revenue and expense, summary statement of changes in equity, summary cash flow statement and the service performance information for the 30 June 2023 then ended, and related notes, are derived from the audited financial report of New Zealand Council of Victim Support Groups Incorporated (the "Council") for the year ended 30 June 2023.

In our opinion, the accompanying summary financial report is consistent, in all material respects, with the audited financial report, in accordance with PBE FRS-43: *Summary Financial Statements* issued by the New Zealand Accounting Standards Board.

Grant Thornton New Zealand Audit Limited

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www.grantthornton.co.nz

Summary financial report

The summary financial report does not contain all the disclosures required by Public Benefit Entity International Public Sector Accounting Standard (PBE IPSAS). Reading the summary financial report and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon. The summary financial report and the audited financial report do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial report.

The Audited Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial report in our report dated 17 November 2023.

Audit report

Other Information than the Summary Financial Report 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 report 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 report 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 report, 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 report 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 Report

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

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial report is consistent, in all material respects, with the audited financial report 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*.

We have not audited or comment upon the budget information disclosed.

Restricted Use

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

Grant Thornton New Zealand Audit Limited



B Kennerley
Partner
Wellington
17 November 2023



Photo credit: Rebecca McMillan: Page 1 (cover), page 3 (headshots), page 4, page 5, page 6 (left), page 9, page 12, page 13, page 14 (left), page 15, page 23, page 24, page 27.



Manaaki Tāngata
Victim Support

victimsupport.org.nz