Women’s Refuge has the largest and most extensive data storage system on domestic violence outside of government.

We have been collecting statistics for nearly 40 years. Our statistics are important to us as they showcase the work that this organisation carries out. As a result of Capability Development undertaken since late 2013 and a need to update and improve our collection of data, Women’s Refuge is undergoing some important changes to our IT capability. This means that the statistics provided this year (and possibly for the next) are incomplete. Consequently, the data from two of our refuges are only partial.

In December 2015, a new case system is planned to roll out to our refuges. We have continued to provide complete and robust data to our funder on mandatory reporting items, however, it has not been possible to provide complete data for some of the demographic statistics within this annual report.

_The statistics in this report have been rounded to the nearest half percent._

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**16,507** Women & children needed our services

They stayed at our safe houses, attended our training programmes, received support and advocacy, accessed food, money and legal help and court approved programmes and health services. Of those, **52% of those were women and 48% of those were children.**

**33,209** Domestic violence incidents

There were more than **33,000** incidents of domestic violence reported to Refuge by Police this Year. These are the number of referrals police asked Women’s Refuges to follow up via special Family Violence Inter-Agency meetings held throughout New Zealand. We respond to these referrals by calling, meeting or writing to each victim. **We are paid for only 7% of this work.**

**2,362** Police Safety Orders – are still increasing

_Police Safety Orders (or PSOs) have increased by 30% this year._ These orders are used when Police need to urgently prevent an abuser from having contact with a victim and can last up to five days. It gives Refuge a unique window of opportunity to work with women. **We receive no special funding** for this work.
44% Māori women workers
Māori women represent 44% of our workforce. Women’s Refuge is proud that the ethnicity of our workers matches our clients. The rest of our workforce consists of 40% NZ European, 7% Pacific and 9% other ethnicities.

626 Workforce
Volunteers are awesome! Of 626 women who work for Women’s Refuge, by far the majority, 388, are volunteers and 238 receive payment. We rely on volunteers!

1,059 Women and children
Living in isolated rural areas needed our help this year. They received 1,182 outreach services.

Emergency accommodation
- 2,852 women and children needed to use emergency accommodation totalling 73,460 bed nights at one of our safe houses this year.
- On average, every night, 201 women and children needed a safe place to sleep.
- The average length of stay in our safe houses was 24 days for women and 28 days for a child.
- Our support and advocacy services were delivered to 4,951 women in the community and 1,375 women in safe houses.

Ethnicity of women & children using our refuge services
- 42% of women who accessed our services identified as Māori (50% children),
- 41% as Pakeha (33% children),
- 6% as Pacific (8.5% children),
- 6% as European (4% children),
- 3% as Asian (2% children),
- 2% as Other (2.5% children).

Gender of children
- 54% of children in refuge are girls.
- 46% are boys.
Source of referrals to our service

The majority of referrals for service come via – the Police (43%), 27% come from women seeking our help. Other referrals come via 15% from sister refuges or transfers; 7% from legal, government and other services; 3% from the community; 2% from health services and 1% each via calls to our crisis lines, the education sector and ‘unknown.’

Age breakdown of women and children who use our services

Of women
- 1% were aged under 17 years
- 22% were aged 17 - 25 years
- 31% were aged 26 - 35 years
- 24% were aged 36 - 45 years
- 17% were aged 46 years+
- 5% were unknown

Of children
- 30% were under 5 years of age
- 33% were aged 5 - 9 years
- 28% were aged 10 - 16 years
- 2% were over 16 years
- 7% were unknown

81,990 Crisis line calls
On average we receive one call every 6 and a half minutes to our crisis lines.