



# ANNUAL REPORT 2019-20

NATIONAL COLLECTIVE OF INDEPENDENT WOMEN'S REFUGE INC  
*NGĀ WHARE WHAKARURUHAU O AOTEAROA*

# With grateful thanks to our key partners, sponsors and supporters this year

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# Chief Executive's Report



## Wow, what a year!!!

As everyone at National Office hustled towards Christmas 2019, NCIWR looked to be on a nice upward trajectory that suggested 2020 was going to be a great year. We'd put considerable time and effort into developing our relationships with MSD and MoJ, giving us every reason to hope for good things in the year to come. These Ministries were listening and engaging with us in a genuine exploration of our funding and over-delivery concerns and showed every sign of being committed to achieving a fairer funding model for refugees.

Our organisational development work was progressing well, with externally provided professional development opportunities for managers fully subscribed and internal delivery of our revamped advocacy training attracting full participant rosters. Our initial introduction of the Empowerment Star outcomes tool had been enthusiastically welcomed by pilot refuges and our funders, giving us the confidence to start serious planning for a national rollout. We'd continued to adapt Recordbase to better reflect refuge practice and data quality and these efforts were progressing well.

Fundraising was looking good for the year with steady growth, a promising launch of the Gift a Safe Night campaign, and everything in place for another successful Christmas gift campaign with The Warehouse. All things considered, when we left the office a few days before Christmas the future appeared bright.

Of course, these positive developments were taking place against a distinctly negative social backdrop. Yet again Police had reported another steady increase in family violence call outs, family violence homicides continued their distressing appearance in news media, and referral volumes to refuge services had grown at their usual pace for the year. Poverty, inadequate housing and serious mental health and methamphetamine issues continued to add pressure to the lives of the women, children and whānau accessing refuge services; all adding a corrosive layer of increasing complexity to refuge work. Indeed, despite the previous year's family violence investment by government, increasing activity of the Joint Venture Business Unit, and strong media attention on the issue, few signs of change were visible.

Nonetheless, there seemed good

grounds for optimism as we returned to work in January, albeit with a layer of anxiety around the overseas emergence of Covid-19. We certainly weren't prepared for the level of disruption we were soon to face or how quickly we would be expected to virtually reconfigure a decades old service provision model. Yet, on the 25th of March 2020, that is precisely where we found ourselves as the country moved into level four lockdown. I am immensely proud of the way everyone adapted and changed the way they worked. For National Office staff this meant a move to totally remote working; a change that was both disruptive and productive. We embraced technology, supported our colleagues and refugees, made sure our voice was heard by government and worked harder than I ever imagined possible. In many ways we were more connected over this time than we had ever been when sharing a physical space. For refugees it meant finding new ways of accommodating women and children in crisis, making sure they had kai on their tables and finding new ways to contact and stay in touch; all while battling sometimes uncooperative technology, maintaining social distancing and protecting the health and safety of

advocates (while they in turn worried about their own whānau!). What we all did over that time was truly extraordinary and deserves enormous congratulations!

It was over the lockdown period that the value of the high trust nature of our partnership with MSD really became clear. It was readily apparent that refugees would be incurring significant additional costs, especially for alternative safe housing options. The Ministry listened and worked incredibly quickly to provide emergency support in the form of grant funding. I know this was a massive relief to many and allowed you to do whatever was needed to support your clients, without time consuming application and reporting requirements. I am still amazed at how rapidly we were able to access and disseminate this additional support to refugees!

There have been several financial highlights of this past year. The first was of course the Budget 2020 family violence funding announcement. This was a package we had been working on for 18 months and which will, over the course of the next three years, place refugees on a truly sustainable path, with the ability to focus on building a strong, skilled and

healthy workforce – ensuring that we will be able to continue to provide the level of care to women and children that we aspire to. The second has been the overwhelming level of support we have received from New Zealanders over the past year. The Gift a Safe Night campaign struck a deeply emotional chord for everyday people, especially during lockdown, and corporate New Zealand also opened their hearts and chequebooks with significant donations, culminating in an extraordinary fundraising result for the year. This has been truly humbling and is a testament to the reputation of our organisation across Aotearoa. There are undoubtedly financial headwinds coming, as the postponement of the 2020 Sculpture OnShore exhibition illustrates but, thanks to this past year, we are in a solid position to weather this.

To the staff of National Office, no thanks are sufficient for your outstanding effort over what has been a truly challenging year. You are all truly amazing! I thank you for your support and want to acknowledge the commitment I see from each of you every day in supporting our efforts to create a safer life for New Zealand women, children and whānau. I would like to thank the members of Core Group,

# Chief Executive's Report

and especially the Co-Chairs, for their support over the past year and offer them a hugely well-deserved thank you on behalf of the entire movement. Their work this year has been done under sometimes challenging circumstances!

To the refuge advocates, managers, and volunteers across the country, both paid and unpaid – a huge thank you!

Once more I want to acknowledge how much we ask of you and thank you from the bottom of my heart for your patience and effort. Thanks again for your continuing commitment and dedication to the women and children of Aotearoa.

A very special thank you must also be extended to the sponsors

and donors who have once again supported us so generously over the past year. A special mention must go to The Warehouse as we celebrate a partnership of some seven years duration!

Thanks also to our many other friends and supporters, both corporate and otherwise. A huge and special thanks to Ann Calhoun who continues to astound me with her support. A special mention too of the ANZ bank who supported us so generously over lockdown! It is support like this that demonstrates a faith and trust in NCIWR that gives us heart to keeping moving forward.

Kia kaha wahine ma!



**Dr Ang Jury**

Chief Executive



Trish McMurtrie, Rhonda Cox-Nissen, Megan Thomassen, Aleen Henderson-Hanley, Jynine Berryman, Ange Chaney, Martina Cziharz, Leonette Beazley

## **Tihei Mauri Ora, E nga mana, e nga reo, e rau rangatira ma. Tena koutou katoa.**

The 2019–20 year has been an unusual and challenging year due to the unexpected arrival of Covid-19 into our lives. On reflection, while disruptive, the experience of lockdown wasn't all negative. We were overwhelmed by the level of community support, learned a lot about being responsive to immediate need and found a whole new appreciation for connection. We learned many lessons over this time, especially around the rapid development of innovative strategies and new ways of doing things to ensure the ongoing safety and wellbeing of the whānau who rely on our service. For that we would like to congratulate and thank you all.

## ***Tūngia te ururoa, kia tupu whakaritorito te tupu o te harakeke***

*Set the overgrown bush alight, and the new flax shoots will spring.*

*In order to change, we may need to leave some ways behind in order to do things differently.*

**Ehara taku toa I te toa takitahi, engari he toa takitini – Our strength does not come from ourselves alone, our strength derives from the many.**

This whakatauākī encapsulates how with the ongoing support and commitment of our members, communities, government partners we will achieve our collective goal of living in a violence free Aotearoa where whānau, hapū, iwi, families and communities can thrive.

In November 2019 Core Group members and a good contingent of others from across the movement attended the Fourth World Conference of Women's Shelters (4WCWS) in Taiwan. This international conference was a four-day event that gathered together more than 1,400 government and NGO representatives from over 100 countries to share ideas on how to strengthen women's shelters and end violence against women. The conference was supported by the Taiwanese government with President Tsai Ing-wen and Minister of Health and Welfare Chen Shih-Chung both attending the opening ceremony to speak and show their support. Through their words, we gained an understanding of the many advances Taiwan has made when it comes to gender equality.

The conference achieved its aim to use the sharing of knowledge, exchange of ideas, and mutual support to bring forth impactful change through a wide array of presentations and workshops. There was valuable learning gained from our attendance. We gathered new information to enhance our practice, learned about latest research and international developments and drew further reinforcement of the things that we in Aotearoa already do well. It was apparent that there are many areas where we excel internationally. We had brought home to us the value of providing services on a smaller scale and to a smaller population, with so much more freedom to offer individualised tailor-made responses to women and children in a way not possible for our sisters in larger more population dense countries. Those who attended were grateful for the opportunity to take part in this valuable professional development opportunity, returning invigorated and with a renewed inspiration for their work.

In the midst of the Covid-19 lockdown came the Budget 2020 announcement of the largest boost to domestic and family violence funding seen in decades. This additional funding, beginning in July 2020 and increasing over the next three years was warmly received



across the movement. These increases will see refuges on a path towards a sustainable future. The additional funding will not only enable refuges to address the cost pressures that have built up over past decades but will give us the ability to retain, support and develop our valuable staff, resulting in safer working environments for staff and better outcomes for the women, children and whānau we serve.

The past year also saw some important legislative change coming into force. The Family Violence Act 2018 replaced previous law on 31 July 2019, expanding and refining the definition of family violence and introducing three new offences - strangulation or suffocation, assault on a person in a family relationship, and coerced marriage or civil union. It is pleasing to see that as a country we are beginning to take the issue of domestic violence more seriously, but there is a long way to go yet.

Te Taumata O Te Kōwhai Core Group offers up a huge thank you to everyone across the motu for their work in what has been a tough year. It hasn't been easy but as a collective we've been up for the challenge and we're looking forward to the coming year with a renewed sense of optimism.

We would also like to offer our heartfelt thanks to our CEO Dr Ang Jury, whose leadership and guidance over the past year has helped our members and the movement as a whole navigate through adversity, especially during Covid-19. We also acknowledge and thank the wonderful team at National Office for the support they provide, the research they partake in and for their fundraising efforts. Ngā mihi maioha ki a koutou.

Our thanks also go to our funders and generous donors who have supported refuge financially, morally, and emotionally. Without their support we could not continue to do the work that we do. Kei te mihi, kei te mihi, kei te mihi.

Two handwritten signatures in blue ink. The first signature on the left is 'Megan Thomassen' and the second signature on the right is 'Aleen Henderson-Hanley'.

**Megan Thomassen and Aleen Henderson-Hanley**  
(Co-Chairs)

# Our Structure

The National Collective of Independent Women's Refuges (NCIWR) is the umbrella organisation for 41 affiliated refuges located throughout Aotearoa.

The governing body for organisation is Te Taumata O Te Kōwhai Core Group. For the 2019-20 financial period the four regions were represented by the following women.

## Northern

Māori – Leonette Beazley

Tauīwi – Rhonda Cox-Nissen

## Central

Māori – Aleen Henderson-Hanley

Tauīwi – Megan Thomassen

## Lower North

Māori – Ange Chaney

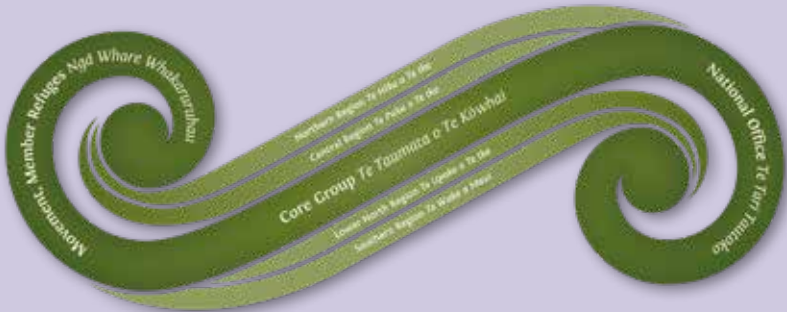
Tauīwi – Martina Cziharz

## Southern

Māori – Jynine Berryman

Tauīwi – Trish McMurtrie

## Organisational Structure



*“In all of our endeavours we aim to work in a way that honours each other, The Movement, and the women, children and Whānau we support.”*

## Four Cornerstones Underpin Our Values

**Parallel Development:** A model based on partnership consistent with Te Tiriti o Waitangi, promoting services by Māori for Māori. Tangata whenua and Tauīwi working in partnership and supporting development side-by-side.

**Takatāpui Nurturing Diversity:** Supporting women's choices around sexuality and identity, working to eliminate all forms of discrimination against women.

**Feminism:** We oppose all forms of oppression against women, acknowledge the existence of gender-based violence and celebrate women's contribution to society.

**Collectivism:** Maintaining the values of collectivism within the organisations via shared responsibilities, encouraging all to have a voice, working as a group and supporting others.

## Our Vision

Leadership that influences the prevention and elimination of domestic violence.

## Our Purpose

To liberate women, children, families and whānau from family violence by providing quality services and social commentary.

## Our Values

**Whakapapa:** Relationships built on kinship and reciprocity.

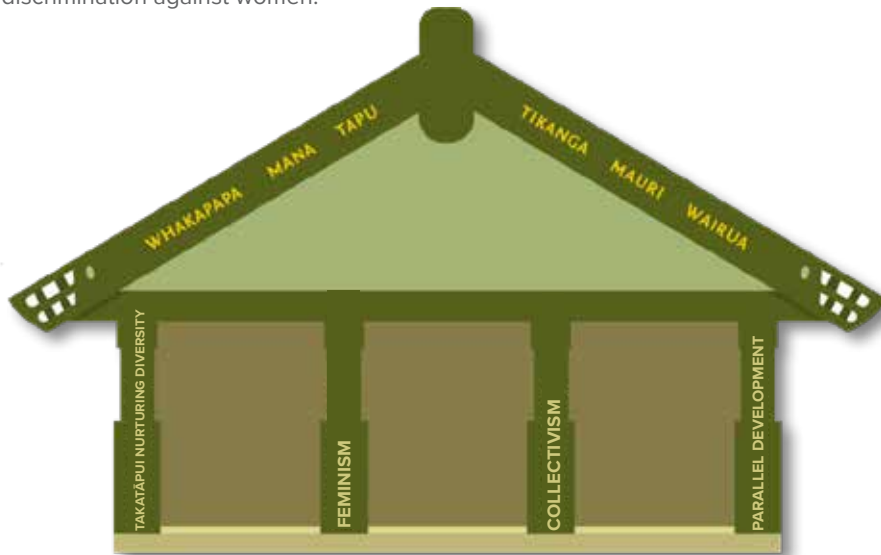
**Tikanga:** Practising with integrity.

**Wairua:** Honouring diversity.

**Tapu:** Promoting self-understanding and development.

**Mauri:** Maintenance of the individual identity and values within a collective.

**Mana:** Inspirational leadership.



# Tangata Whenua Hui

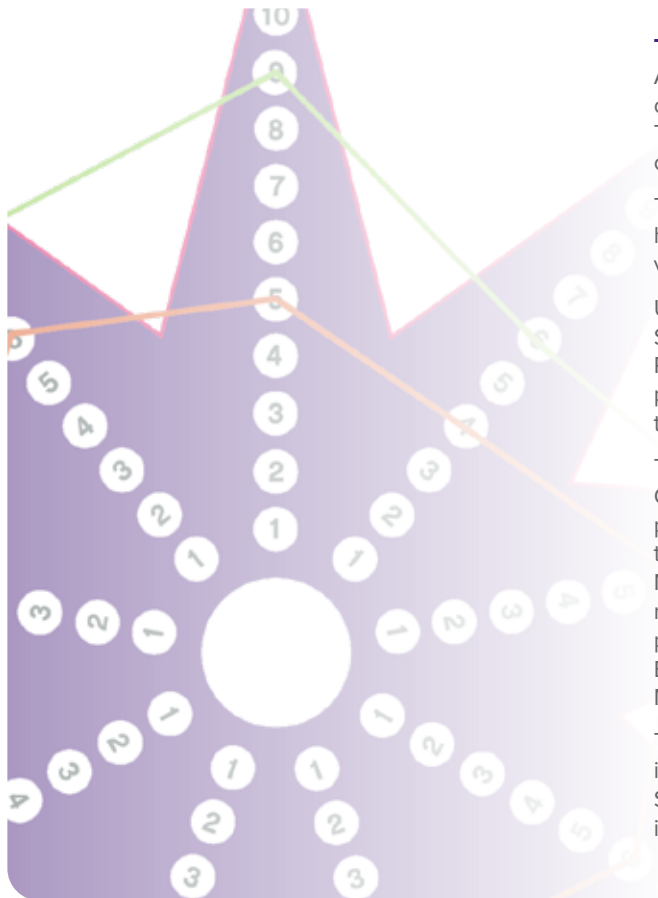


**This year's Tangata Whenua Hui was held in March at Hokitika's Arahura Marae.** The marae was a beautiful space to rest our hearts and minds in unity and peace. The hui was a great opportunity to reflect on the foundations of what refugee work is about and meet other women from around Aotearoa who are part of the movement to better the lives of wahine and whānau.

A big mihi to our guest speakers Dame Tariana Turia and Dr Hana O'Regan for gracing us kanohi ki te kanohi, for their presence, wisdom, and insights. Dame Turia spoke of mana wahine and what it means to acknowledge the past, today. A poignant excerpt from her kōrero: "I've always been sceptical about any suggestion that mana wahine is the indigenous equivalent of feminism. Mana wahine is our own expression of the collective wisdom and values of our ancestors who demonstrated the integrity of mana tangata, mana whenua,

mana wahine. It is about honouring the cultural knowledge of our traditions to enrich and enhance the experiences of our tamariki, mokopuna, pakeke, kuia, koroua, whānau. It reminds me of the kaupapa by which we live: Manaakitanga, kotahitanga, rangatiratanga, wairuatanga." The inspiring Dr Hana O'Regan spoke about her life, reinforcing the mana wahine kaupapa of the hui. We were privileged to receive Dr O'Regan's kōrero on Waitaiki, Poutini and Tamaahua. Her warmth made you feel part of her story.

A highlight of the hui for all was the hīkoi to the awa, taking us on a whakapapa journey, with the story of Waitaiki being shared on our travels. The awa was refreshing to walk through and allowed time for reflection on the journey our tupuna took through the same place, while searching for beautiful pounamu along the river.



## The Empowerment Star

Amy Stephenson and David Lees, of Unique Outcomes, took members of the Women's Refuge Movement on a journey of change to introduce The Empowerment Star™ an innovative tool for supporting and measuring change when working with our clients.

The Empowerment Star™ is a version of The Outcomes Star™ universe that has been tailored to the needs of women who have experienced family violence.

Unique Outcomes began discussions with Women's Refuge in late September 2018 about the use of the Empowerment Star™ within Women's Refuges nationwide. Soon after these initial discussions Amy Stephenson presented to attendees at the 2018 AGM about the uses, benefits and data that can be captured by the tool.

These discussions led to a swift design of the Te Reo translated Star Chart and the rollout of the Star across the country with 11 Refuges and 42 participants receiving the initial round of training from Amy. These trainings were a huge success and following this a number of National Office staff were trained as 'Train-the-Trainers' to continue the rollout nationwide. To date there have been 19 Refuges and 99 participants who have received the training and with many more planned. Before the end of the financial year, we hope to have over half our Member Refuges onboard.

There are also three Women's Refuges using The Homelessness Star™ within the transitional housing services and with a push to introduce further Stars to use with our tamariki and rangatahi in the near future – the future is looking very bright!

***Just \$20 can  
give a woman a  
safe place to stay***



*Help the victims of family violence by booking a room  
for someone you'll never meet,  
in a place you'll hopefully never visit*

For most New Zealanders, when we need an escape we simply jump online and book a getaway. But for some that isn't an option. Every night in this country, over 167 women and children are too afraid to stay at home because of family violence.

In July of 2020, Women's Refuge launched a fundraising campaign not by asking for money, but by allowing New Zealanders to book a 'Safe Night' for those who need to escape. Through Gift a Safe Night, Kiwis could book an escape for those who can't book one for themselves. For just \$20, anyone can book a 'Safe Night' anywhere in New Zealand for someone who really needs it.

And to help raise their awareness, Kiwi actor Miranda Harcourt generously volunteered to front the 'Safe Night' accommodation campaign. "I was shocked to learn that New Zealand has the highest rates of family violence in the developed world so, of course I was happy to lend a hand. Women's Refuge needs every penny and all the support we can give."







## Kids in the Middle Project

More than half our clients are children. Enhancing the ways we work alongside them means hearing their voice and opinions and incorporating these into our practice. As part of this, we interviewed 19 children from nine family groups, with children's ages ranging from 5 – 13 years old. These interviews generated conversations with (and between) children about their understanding of their experiences with Refuge services.

The interviews invited the exploration of which aspects of Refuge children found meaningful or useful. We wanted to hear about their visions for expanding and improving the support they receive. The children interviewed contributed many ideas. Their narratives conveyed their overall positive experiences, but as Charlotte (9 yo) told us early on: “there is always room for improvement”.

The children spoke highly of the benefits they gained from having opportunities to connect to other children with similar experiences to theirs. All commented on the friendships and relationships they made. Kahurangi (10 yo) summarised her favourite things about Refuge by saying, “Its peaceful, you can talk about everything, talk about how you are, I feel confident, it feels like family”. Leila (13 yo) hoped that children would leave Refuge feeling “like, if they were a caterpillar and they went into the metamorphosis and emerged a butterfly”.

The Kids in the Middle research project aims to evidence the need for and ultimately provide every Refuge in New Zealand with a full-time child advocate to work for and with our children. With child advocates in every Refuge, we will be able to enhance existing policy, practice, and programmes to ensure an integrated and effective support network for young clients. The Kids in the Middle research is due to be completed by the end of 2020.





## **Relentless, Not Romantic: Intimate Partner Stalking in Aotearoa**

In early 2019, both clients and advocates reported that there are not enough pathways for support or protection for women who are being stalked by a partner. International research shows that stalking is a common precursor to physical violence and to homicide by current or ex-partners – but it had not yet been studied in New Zealand. We surveyed 712 women who had been stalked, and interviewed 18 to get a better sense of how stalking fit within their broader experiences of intimate partner violence, and what did and did not help them.

Stalking is a sequence of unwanted contact, monitoring, surveillance, or sabotage, and affects nearly 75% of the women

we work with. For some women, this meant hundreds of messages or calls per week or their ex-partners driving past all the time. For others, it meant their partners turning on their location settings or checking their banking transactions to track them, or using the internet or social media to spread degrading rumours. Any single episode of this stalking might seem meaningless to an outsider, but together, each of these episodes formed a pattern of cumulative harm. That pattern then caused its victims fear, distress, and a loss of everyday freedoms.

We found that stalking is rarely prosecuted, and that the laws that make stalking behaviour criminal do not really fit in situations where the stalker is a partner or ex-partner. Most women we interviewed found it hard to explain why the behaviour was so threatening to them. The difficulties in getting people to hear stories of stalking as stories of violence is in part due to the myths we collectively subscribe to about what normal relationship behaviour looks like. Challenging these myths (like that it's normal to obsessively keep track of a woman's whereabouts if she is a partner) is therefore a crucial step in enabling people to recognise stalking as abuse and take it seriously. Thanks to this research, we are now working with Government agencies to improve how victims feel safe and get justice, and offering training to community organisations on recognising and responding to stalking.



## New Web Chat feature for Shielded Site

Technology has extended the reach of abusers and many women experiencing family violence live in fear of their every move being monitored. An abusive partner may use a phone's GPS location, a victim's email or banking passwords, even their web history to keep tabs on them, making it harder than ever for those looking for help, to find it.

Women's Refuge Shielded Site began in 2016 and is a tool for victims of abuse to ask for help, without fear of it showing up in their browser's history or an abusive partner ever seeing it. It is a simple, discreet, green and white icon which can sit on any website. To date the icon is on approximately 400 websites in New Zealand including major sites such as TradeMe, The Warehouse, ANZ, Countdown, NZ Post, Inland Revenue and Ministry of Social Development.

During the first lockdown period, it became apparent that many women were reaching out through online avenues. While we have established methods of contacting Women's Refuge online, we are always looking for ways to improve our services and do everything possible to help women and children receive the support they require.

Due to increased requests through the Shielded Site during this time, Women's Refuge partnered with National Telehealth Service to improve this service with the inclusion of a web chat function so that requests for help will be responded to in real time, 24/7. Now, women who access the tool will immediately be in touch, through online chat, with specialists in family violence who can offer immediate advice and assistance – while maintaining absolute confidentiality and leaving no digital footprint.

We were also lucky enough to receive a \$50,000 AUD grant from the dōTERRA Healing Hands Foundation® to support this work and ensure Shielded Site is available for many years to come. The dōTERRA Healing Hands Foundation® works to empower people and communities worldwide to make a positive change.



Alicia McQuade, Viktoria Seeker, Katie French, Daniella Smith

## Lightning Lab GovTech 2019

New Zealand's family violence problem is growing. People looking for help and support for themselves or others, often find it difficult to locate the right information and support. There is no centralised access point for family violence help in New Zealand. Without easy access to support, people can slip through the cracks before being able to get in touch with adequate support networks and providers.

Over three months in late 2019, Women's Refuge led a project to find an answer to this problem at the Lightning Lab GovTech 2019 at Creative HQ. The aim of the project was to create a centralised family violence help portal capable of providing an easily accessible platform of information, connection, and support that is inclusive of all people in New Zealand affected by family violence.

The work was funded by MSD and recognised that over the years various issues have led to a fragmented helpline system, making it difficult for people to take the first step to accessing support that meets their needs.

Based on robust research, with more than 900 participants from the public, and verified by extensive user testing, the project team developed a prototype for a digital web platform and access point for people looking for family violence support. Women's Refuge will be discussing further development of an innovative response and how a centralised family violence help portal could be piloted and funded in the future.



Eleanor Parkes, Jan Logie MP, Dr Natalie Thorburn

## Challenging Conversations and Complicated Spaces Conference

In September, Women's Refuge and Te Kupenga Whakaoti Mahi Patunga - National Network of Stopping Violence (in partnership with TOAH-NNEST) hosted Challenging Conversations and Complicated Spaces: Titiro whakamuri, kia anga whakamua Sexual and Domestic Violence Specialist Services reflecting forward.

The kaupapa of this conference was sexual and domestic violence prevention and intervention. It highlighted and showcased the work of specialist sexual and domestic violence services and provided a platform to engage in kōrero to further improve responses, work together more effectively and create positive change for tamariki, wāhine, tāne and whānau across Aotearoa.

The conference was a huge success and a fantastic opportunity to collaborate and connect with other agencies within the sector.

From Women's Refuge, Dr Natalie Thorburn and Kate Burry presented on Intimate Partner Stalking in Aotearoa, Reproductive Coercion, and our Responsive Workplaces Programme.



## The Warehouse Group

The Warehouse, an official partner of Women's Refuge, has stepped in this year as both Santa and the Easter Bunny for whānau in our care!

In December of 2019, we teamed up to collect much-needed gifts for families affected by family violence over the holidays. The 'Be the Joy' campaign ran in all 93 stores across the country throughout December, providing a place for Kiwis to donate gifts of their choice to their local Refuge. These were delivered by the incredible Rotarians of NZ. The campaign kickstarted with an incredible donation of 68 swing and slide sets to all Women's Refuge safe houses across New Zealand. In addition, we also received funds for our Kids in the Middle programme through the proceeds of reusable bags.

This past April, The Warehouse helped us make sure the Easter Bunny did not forget tamariki staying in our safehouses over lockdown. These families received an unexpected surprise from the Easter Bunny – who was without a doubt, an essential worker.

Thank you to The Warehouse and their customers for providing so much joy during a difficult time for our tamariki. While this may seem like a small gesture to some, receiving a gift at Christmas or a chocolate egg at Easter can bring so much joy to families in crisis, sending a powerful message of compassion and care.



## Nadia's Comfort Cooking

Today Nadia Lim is a household name for many Kiwis, however it all started for Nadia when she was 12. Inspired by the 'Naked Chef' Jamie Oliver, she made up her mind that one day she would write a cookbook and have her own cooking show. Fast forward to 2012 where Nadia entered MasterChef NZ and after a lot of sweat and tears wowed the judges and won the competition.

In addition to achieving her personal goals, Nadia has always looked for ways to help others and over lockdown she came up with an incredible idea of how to assist those who might not be in the safest situation. Nadia decided to release a limited edition of her cookbook which would feature her comfort food recipes.

The proceeds from the sale of *Nadia's Comfort Cooking* were donated to Women's Refuge and Youthline, to support families across Aotearoa.

The cookbook went live on social media on the 8th of June and within the first 45 minutes it raised an incredible \$15,000. By the end of the week Nadia and her Nude Food crew had raised over \$400,000.

We were extremely honoured that Nadia chose Women's Refuge and helped so many more women and children receive support during a difficult time.



## Air New Zealand Carepoints™

In May of this year, Air New Zealand launched Carepoints™, a new way for the airline and its Airpoints™ members to give New Zealanders a helping hand in tough times.

Air New Zealand Carepoints enabled Airpoints members to gift Airpoints Dollars™ to three charity partners including Women's Refuge. Air New Zealand General Manager Loyalty Kate O'Brien says the idea for Carepoints came directly from Airpoints members.

"Our Airpoints members told us they'd like to donate their Airpoints Dollars to struggling Kiwis, so we're pleased to be able to provide the platform for people to do this."

Thanks to Air New Zealand Airpoints members, 100,000 Airpoints Dollars™ were donated to Women's Refuge. These Airpoints Dollars were used to purchase food and petrol vouchers from Airpoints partners New World and Z Energy.



## ANZ

In April, ANZ Bank New Zealand generously donated a total of \$2 million to charities in New Zealand. Women's Refuge was extremely grateful to be one of these charities receiving \$500,000.

At the time of the donation, ANZ NZ CEO Antonia Watson said: "While the efforts of people in New Zealand and the Pacific to contain the spread of Covid-19 are starting to pay off, we must remember this has come at considerable cost to many people in our communities. For the most vulnerable, the virus and emergency lockdown have made their lives even more precarious through restricted access to food, shelter or services, or put them in harm's way in their own homes."

We are incredibly grateful for this donation. These additional funds helped ease the financial pressures of our Refuges who faced increased demand and many obstacles. A portion of the funds will also be used to future-proof the organisation so that we are always here for women and children when they need us the most.



## The Curve Crusher

What better way to be immortalized than with your own t-shirt and tote bag range? The team at The Bold did just that with the image of the peoples' champion of Covid-19, Dr Ashley Bloomfield.

This iconic 'curve crusher' image of Dr Bloomfield was the largest ever merchandise order undertaken by the company with over 10,000 orders fulfilled. Thanks to this extremely creative initiative and the goodwill of New Zealanders, \$140,000 from the sale of these products was donated to provide safe nights to women in need.

A huge thank you to The Bold and Dr Bloomfield, as well as a special mention to The Print Room, who undertook the screen printing, and delivery of these products.

## Love Grace

The Love Grace Campaign was initiated by Media Works NZ and modelled on a similar campaign in the UK.

Generous individuals donated handbags full of essential toiletry items from deodorants to make-up, which were then donated to us for the wahine in our safe houses. BNZ also jumped on board with their various branches across the country being used as drop off points for bags. These bags not only provided women with essential toiletries but also conveyed the message that their community was behind them and looking out for them.

The support and compassion of Kiwis never ceases to amaze us, and this was no different. Through such a tragic event, Grace's memory was able to live on in love and kindness by the simple act of giving.





## Dick Frizzell

Four Square customers and iconic kiwi artist Dick Frizzell have raised \$35,000 for three New Zealand charities, including Women's Refuge, from the profits of their 'Stand Together New Zealand' artwork print.

Customers were given the option to choose from one of three charities to support upon purchasing their artwork, and \$15,650 was raised for Women's Refuge.

The artwork print, in true Dick Frizzell style, features Mr. Four Square and his family, reminding New Zealand to stand together in solidarity during an unprecedented time. Mrs. Four Square and their two children are 'new' characters and have not been featured widely before. Dick also personally signed every artwork print.

We would like to say a huge 'THANK YOU' to Dick and the team at Four Square!



## Fix & Fogg

Our wonderful partners Fix & Fogg never cease to amaze us. This year, not only did they stock our safe houses with their delicious peanut butter, they also ran a TradeMe auction with 12 jars of their limited release S'mores peanut butter up for grabs with Women's Refuge receiving the proceeds. The lucky winners of the auction were Josh and Sophie Kalderimis.

Josh and Sophie's final bid was an incredible \$2,230, however they generously bumped up the funds to \$3,000.

"Everyone at Fix & Fogg was touched and blown away by the generosity of Sophie and Josh. This was the absolute best outcome we could hope for from the auction for Women's Refuge - and it inspires us to continue with initiatives like this where we can play our part in giving back to the community", says Roman Jewell, CEO and Founder of Fix & Fogg.



## TradeMe Kindness store

TradeMe originally opened their amazing Kindness Store to lend a helping hand over Christmas which allowed Trade Me shoppers to purchase items for charities.

They decided to open the virtual doors of the Kindness Store once again to help organisations during Covid-19. Women's Refuge was lucky enough to be included in this fantastic initiative.

The store allowed the public to purchase grocery store, petrol, and pharmacy vouchers as well as safe nights of accommodation for clients of Women's Refuge.

TradeMe spokesperson Logan Mudge said, "These organisations do incredible work at the best of times and with all the added challenges of Covid-19, we want to do everything we can to support them during this time."

We are so grateful to TradeMe for their support and to all of those who helped women and children experiencing family violence through purchasing these much-needed items.



## Diamonds in the Ring

Former Boxing World Champion Daniella Smith and Sara Kapeli are the founders of Diamonds in the Ring Charitable Trust. The Trust hold a charitable boxing event every year, which requires months of preparations and training. The proceeds of this event are donated to Women's Refuge and if that were not incredible enough, they also play Santa, collecting gifts every Christmas for their local refuge.

Smith has said that "the fighters had a variety of reasons for taking part, including knowing victims of domestic violence" and "to fight for the women and children who can't fight back."

A portion of the funds provided by the trust are allocated to a scholarship fund that allows our wahine to have the opportunity to pursue study at the tertiary level.

This year, two young women who have used refuge services were awarded this scholarship. One of the recipients is pursuing a degree in Social Work and says "Now my eyes are really opened and I can't stop absorbing as much information as I can around domestic violence in New Zealand and how it affects women and children...This path is helping to shape me into a more considerate, empathetic, confident, determined woman and I can't wait for the day I am officially qualified and can help other women find their confidence and strength again."

We would like to convey our gratitude and admiration to Daniella, Sara and the whole Diamonds in the Ring team for the awesome work they do!



## **New Zealand Sculpture OnShore**

Established in 1995 by the Friends of Women's Refuge Trust, New Zealand Sculpture OnShore is now the largest and longest running biennial sculpture event in New Zealand.

Through a portion of funds raised by this event we can provide a counselling fund for women in our care.

Since initiating this service, this fund has been extremely beneficial as it allows our clients to access specialist family violence counselling service without being placed on a wait list. This service is made available to those clients who need, in addition to our social work services, professional specialist counselling to support their recovery at a vulnerable time in their lives. We recognise that healing mentally and emotionally is fundamental in overcoming the obstacles that face many of our clients.

The success of this event is an absolute credit to the passion, dedication and tireless efforts of the women who comprise the Trust. Outside of government funding, Friends of Women's Refuge Trust is our largest funder.

Unfortunately, the 2020 event, which was set to take place this November, has been postponed; while we are disappointed, we fully support the Trust in making this difficult but safe decision.

The event is now scheduled to take place in November 2021 and we are looking forward to another incredible exhibition.

## Whakawhanake Fund

The Whakawhanake Fund, made possible through our partnership with The Warehouse provides financial support to allow tamariki in our care to participate in extracurricular activities. The fund covers a wide array of activities including sports, music lessons, school camps, and holiday programmes. It ensures that these valuable childhood experiences are not missed due to family violence. Being able to provide these experiences lessens the disruptions to the children's lives and eases the financial stress for Mum. It also provides healthy outlets for dealing with trauma and complex emotions.

This year the fund has assisted numerous children and their whānau covering the costs of dance classes, rugby and cricket fees, and art therapy sessions – to name a few.

Luke is a talented rugby player who is on his college rugby team. Luke's mother made the courageous decision to leave her abuser, however this meant that she did not have the money to cover Luke's rugby fees even though he was playing in the highest grade at his college. Through the Whakawhanake Fund, those fees were covered. Luke's mother felt a huge sense of relief "I did not want Luke to suffer anymore than he had already had. He has worked so hard to get to this level and I was so relieved and proud he was able to represent his college".



Since Aaron's mum, Lisa, had entered Refuge services, Aaron had become extremely quiet and uninterested in the things he usually loved. We were able to support Aaron through covering the cost of a school holiday camp that provided him with a chance to be around children his age and participate in various activities. Lisa reported that her son had an amazing time – "It was so good, he came back from the camp chatting non-stop about his new friends, sleeping on bunk beds, and how his favourite activity was horse riding. It warmed my heart and gave me so much hope to see his confidence and out-going personality coming back."

# He Tangata | Our People



Rachel at Hui 2020



Jan Logie MP, Ang Jury



Sasha Ward-Faint, Amy Stephenson



Global Network of Women's Shelters



Ang Jury, Alison Mau, Ange Chaney  
at AGM



Bronwyn Clayden (The Warehouse Group),  
Ang Jury



Family Violence Funding announcement



Susan Barker, Dr Ashley Bloomfield, Ang Jury





HRH The Duchess of Cornwall meeting  
Battered Women's Trust staff



HRH The Duchess of Cornwall meeting  
Battered Women's Trust staff



David Russell-Jones, Nehe Milner-Skudder,  
Susan Barker



Cleo and Jo helping Wellington Women's Refuge  
with their street collection



Ang Jury & the wonderful crew from  
She Is Not Your Rehab



Delivering a 'Thank You' cake to Warehouse Staff



Karis receiving an amazing donation from Allnex

53,926

Referrals were made during the year



61,763 bednights in safe houses

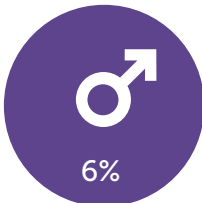
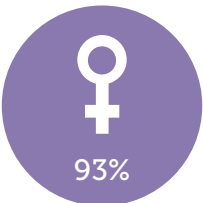


3,160 bednights in Emergency Accommodation



96,108 bednights in Emergency Accommodation / Transitional Housing

## Gender breakdown of safe house referrals



38,521 FVIARS, ISR & Whangaia referrals received from Police



42,510 crisis line calls  
116 calls per day



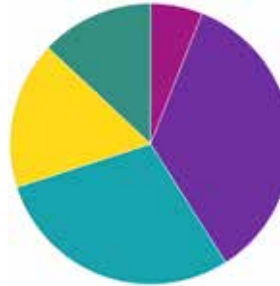
## Referral ethnicity:

Māori 41.0%  
Pākehā 41.2%  
Pacific Island 5.0%  
Asian 1.9%  
Other 0.5%  
Unknown 9.7%

## Referral sources:

Other social services 2.9%  
Sister Refuges/Transfers 11.8%  
Child Protective Services 0.3%  
Self, friends, whānau and employers 8.6%  
Education Services 0.1%  
Health Services 0.5%  
Mental Health and Addiction Services 0.1%  
Justice Sector 1.2%  
Police 74.5%

## Age Breakdown of:



Women

- Under 20 years 6%
- 21-30 years 35%
- 31-40 years 29%
- 41-50 years 17%
- 51+ years 13%



Children

- Under 5 years 32%
- 5-9 years 30%
- 10-16 years 21%
- 16 years and over 17%

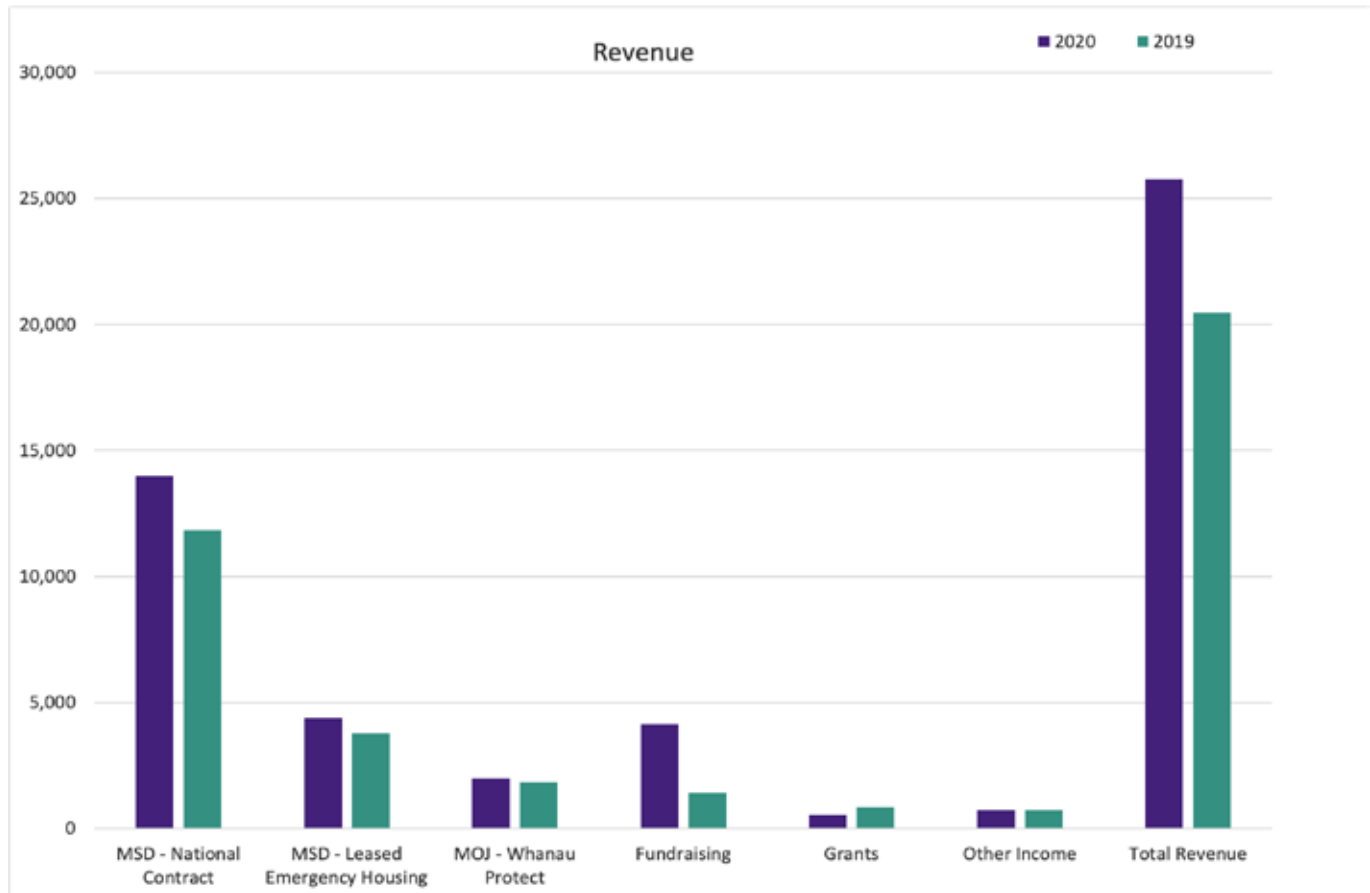
**Whānau**  
**PROTECT**  
NATIONAL HOME SAFETY SERVICE

**395** homes upgraded  
**493** women, **9** men  
**586** dependent children protected  
by this service  
**519** referrals accepted for services

# Summary Financial Reports

## Income Statement | As at 30 June 2020

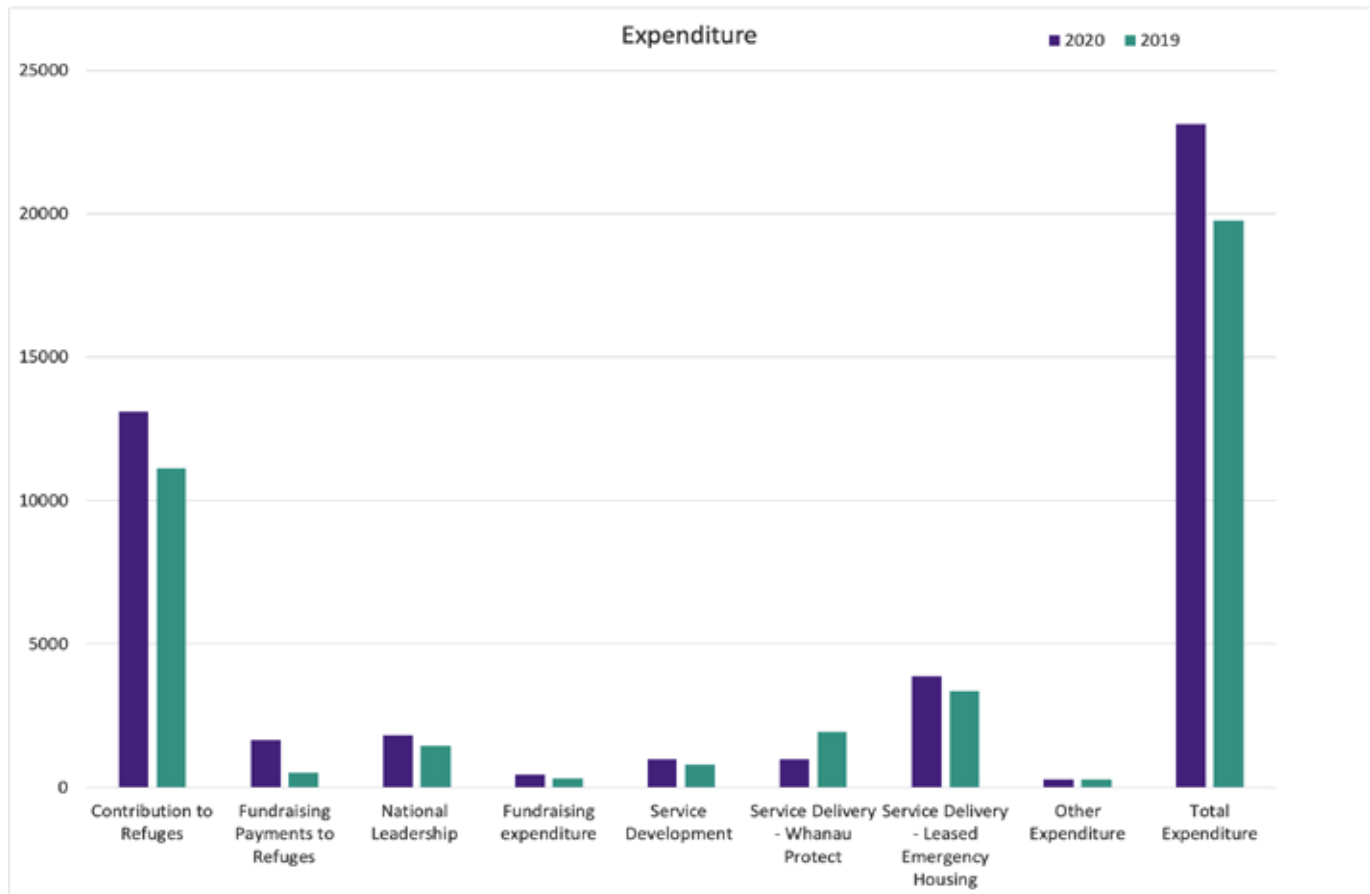
	2020 \$(000's)	2019 \$(000's)
<b>REVENUE</b>		
Revenue from non-exchange transactions		
Fundraising	4,149	1,410
Grants	542	862
Government contract payments	20,352	17,455
<b>Total revenue from non-exchange transactions</b>	<b>25,043</b>	<b>19,727</b>
Revenue from exchange transactions		
Dividend income	33	37
Interest income	130	164
Other revenue	565	534
<b>Total revenue from exchange transactions</b>	<b>728</b>	<b>735</b>
<b>TOTAL REVENUE</b>	<b>25,771</b>	<b>20,462</b>



# Summary Financial Reports

## Income Statement | As at 30 June 2020

	2020 \$(000's)	2019 \$(000's)
<b>EXPENSES</b>		
Contributions to Refuges	14,741	11,638
National Leadership	2,266	1,773
Service Development and Delivery Services	5,850	6,103
Depreciation, amortisation and impairment expenses and loss on disposal	18	25
Other overhead and administrative expenses	256	231
<b>TOTAL EXPENSES</b>	<b>23,131</b>	<b>19,770</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>2,640</b>	<b>692</b>
Gain/(loss) on revaluation of investments	-90	86
- Current year fair value movements		
Total other comprehensive revenue expense	-90	86
<b>TOTAL COMPREHENSIVE REVENUE AND EXPENSES FOR THE YEAR</b>	<b>2,550</b>	<b>778</b>



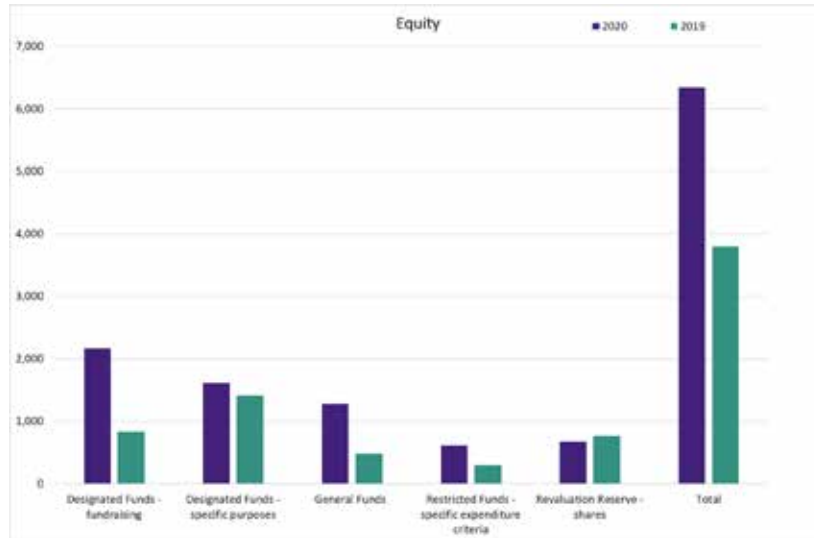
# Summary Financial Reports

## Statement of Financial Position | As at 30 June 2020

	2020 \$(000's)	2019 \$(000's)
<b>ASSETS</b>		
Current		
Cash and cash equivalents	8,430	4,477
Receivables from non-exchange transactions	65	281
Receivables from exchange transactions	35	81
GST receivable	146	109
Prepayments	150	237
<b>Total current assets</b>	<b>8,826</b>	<b>5,185</b>
Non-current		
Property, plant and equipment	30	31
Intangible assets	3	4
Other non-current financial assets	675	765
<b>Total non-current assets</b>	<b>708</b>	<b>800</b>
<b>TOTAL ASSETS</b>	<b>9,534</b>	<b>5,985</b>
<b>LIABILITIES</b>		
Current		
Payables under exchange transactions	1,940	1,845
Employee entitlements	138	94
Deferred revenue	1,112	252
<b>Total current liabilities</b>	<b>3,190</b>	<b>2,191</b>
<b>TOTAL LIABILITIES</b>	<b>3,190</b>	<b>2,191</b>
<b>NET ASSETS</b>	<b>6,344</b>	<b>3,794</b>

# Summary Financial Reports

	2020 \$(000's)	2019 \$(000's)
<b>EQUITY</b>		
General funds	1,279	485
Designated funds	3,776	2,246
Restricted funds	614	298
Revaluation reserve	675	765
<b>TOTAL EQUITY</b>	<b>6,344</b>	<b>3,794</b>



These financial statements have been authorised for issue by the Board on 24 September 2020:

**Megan Thomassen**  
Chairperson

**Aileen Henderson-Hanley**  
Chairperson

**Dr Ang Jury**  
Chief Executive

# Summary Financial Reports

## Statement of Changes in Net Assets | As at 30 June 2020

	\$(000's) General funds	\$(000's) Designated funds	\$(000's) Restricted funds	\$(000's) Revaluation funds	\$(000's) Total equity
Balance 1 July 2019	485	2,246	298	765	3,794
Changes in accounting policy					
Restated opening balance	485	2,246	298	765	3,794
Surplus/(deficit) for the year	2,640			-	2,640
Other comprehensive revenue and expenses	-			-90	-90
Total comprehensive revenue and expenses	2,640	-	-	-90	2,550
Transfer to/(from) equity reserves in the year	(1,846)	1,530	316	-	-
<b>BALANCE 30 JUNE 2020</b>	<b>1,279</b>	<b>3,776</b>	<b>614</b>	<b>675</b>	<b>6,344</b>



## Statement of Cash Flows | As at 30 June 2020

	2020 \$(000's)	2019 \$(000'S)
<b>Cash flow from operating activities</b>		
<i>Cash was provided from/(applied to):</i>		
Fundraising, donations, grants and bequests	4,691	2,275
Government contracts	21,429	17,256
Receipts from goods and services provided, exchange transactions	611	531
Payments to suppliers	(21,111)	(17,589)
Payments to employees	(1,777)	(1,340)
Net GST paid	(37)	45
<b>Net cash from/(used in) operating activities</b>	<b>3,806</b>	<b>1,178</b>
<b>Cash flow from investing activities</b>		
<i>Cash was provided from/(applied to):</i>		
Purchase of property, plant and equipment	(16)	(12)
<b>Net cash from/(used in) investing activities</b>	<b>(16)</b>	<b>(12)</b>
<b>Cash flow from financing activities</b>		
<i>Cash was provided from/(applied to):</i>		
Interest and dividends received	163	201
<b>Net cash from/(used in) financing activities</b>	<b>163</b>	<b>-</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>3,953</b>	<b>1,367</b>
<b>Cash and cash equivalents, beginning of the year</b>	<b>4,477</b>	<b>3,110</b>
<b>Cash and cash equivalents at end of the year</b>	<b>8,430</b>	<b>4,477</b>

# Summary Financial Reports

## Summary Extract for the Statement of Accounting Policies | As at 30 June 2020

### **Reporting Entity & Basis of preparation**

These are summary financial statements of the Ngā Whare Whakaruruhau O Aotearoa National Collective of Independent Women's Refuges Incorporated for the year ended 30 June 2020.

These financial statements contain summary financial information and specific disclosures that have been extracted from the full financial statements which were authorised for issue by the Core Group on 24 September 2020.

Summary financial statements do not include all of the information and disclosures that are included in the full financial statements and therefore cannot be expected to provide as complete an understanding as would be gained from reading the full financial statements.

*Full financial statements (which have been audited) are available upon request from Society's National office.*

### **Presentation Currency and Rounding**

The summary financial statements have been present in NZD\$ and have been rounded to the nearest thousand. They have been presented on a going concern basis.

### **Comparatives**

Comparatives have been reclassified in the statement of comprehensive revenue and expenses for the year ended 30 June 2020. The change has been made in view of a more accurate disclosure.

### **Statements of Compliance – full financial statements**

The full financial statements have been prepared in accordance with Tier 2 Public Benefit Entity (PBE) Financial reporting standards as issued by the New Zealand external reporting Board (XRB). They comply with New Zealand equivalents to international Public Sector Accounting Standards reduced disclosure regime (NZ IPSAS with RDR) and other applicable Financial Reporting Standards are appropriate to Public benefit Entities. The entity is eligible to report in accordance with Tier 2 PBE accounting standards on the basis that it does not have public accountability and annual expenditure does not exceed \$30 million.

There were no changes in accounting policies applied in the full financial statements.

The following specific disclosures have been extracted from the full financial statements:

	2020 \$(000's)	2019 \$(000'S)
<b>Expenses</b>		
The following amounts were expensed in the surplus/(deficit) for the year:		
Audit fees	13	15
Wages & salaries	1,820	1,354
Rent of premises	151	142
<b>Other equity reserves</b>		
Designated funds	3,776	2,246
Restricted funds	614	298
Investment Revaluation Reserve	675	765
<b>TOTAL</b>	<b>5,065</b>	<b>3,309</b>

## Designated funds

Designated funds are funds that have been set aside by the Core Group and NCIWR for specific purposes.

## Restricted funds

Restricted funds are funds that have been set aside for specific expenditure criteria.

## Investment Revaluation Reserve

This reserve records the movements in fair value of available-for-sale financial assets. Upon sale of available-for-sale financial instruments, the accumulative balance of fair value gains/(losses) related to that asset are reclassified to the surplus or deficit for the year.

## Commitments

There are no material commitments as at balance date.

## Contingent assets and contingent liabilities

There are no other contingent assets or liabilities at balance date.

# Summary Financial Reports

## Operating leases

Operating leases are held for premises used for office space, retail operations, photocopier lease.

	2020 \$(000's)	2019 \$(000'S)
<i>Non-cancellable operating leases are payable as follows:</i>		
Less than one year	165	99
Between one and five years	259	2
<b>TOTAL</b>	<b>424</b>	<b>101</b>
<i>Operating leases are held for premises used for transitional housing lease commitments.</i>		
<i>Non-cancellable operating leases are payable as follows:</i>		
Less than one year	1,539	1,509
Between one and five years	86	165
<b>TOTAL</b>	<b>1,625</b>	<b>1,674</b>

## Related party transactions

Related party transactions arise when an entity or person(s) has the ability to significantly influence the financial and operating policies of the entity. The Society has a related party relationship with the 40 affiliated members together with its Core Group members and other key management personnel. Related party disclosures have not been made for transactions with related parties that are within a normal supplier relationship on terms and condition no more or less favourable than those that it is reasonable to expect the entity would have adopted in dealing with the party at arm's length in the same circumstances.

## Transactions with related parties

The following transactions were carried out with related parties:

## Key management compensation

The Society has a related party relationship with its key management personnel. Key management personnel includes the Core Group members and senior management.

*Key management personnel includes the following expenses:*

	2020 \$(000's)	2019 \$(000's)
Salaries and other short-term benefits	471	382
Total remuneration paid	471	382
Number of FTEs recognised as key management personnel	5	4

Transactions with affiliated members

The Society has a related party relationship with its 41 affiliated members who are contracted to deliver services from time to time on behalf of the Society.

*Transactions with affiliated members is as follows:*

	\$000's	\$000's
Payments to the affiliated members for delivery of contracted services on behalf of the Society	12,705	10,905
Payments to the affiliated members of fundraising receipts	1,645	516
Payments to the affiliated members for EHC contract services	1,799	1,448
<b>Total value of services provided by affiliates</b>	<b>16,149</b>	<b>12,869</b>
Receipts from the affiliated members for registration fees	34	34
Receipts from the affiliated members for affiliation fees	60	59
<b>Total value of services provided by the Society to affiliates</b>	<b>94</b>	<b>93</b>



## Report of the Independent Auditor on Summary Financial Statements

**To the Members of National Collective of Independent Women's  
Refuges Incorporated**

**Crowe New Zealand Audit Partnership**

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57 Willis Street, Wellington  
6011  
PO Box 11976  
Manners Street, Wellington  
6142 New Zealand

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Fax +64 (4) 566 6077  
[www.crowe.nz](http://www.crowe.nz)

## Opinion

The summary financial statements, which comprise the summary statement of financial position as at 30 June 2020, the summary statement of comprehensive income, 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 National Collective of Independent Women's Refugees Incorporated (the "Society") for the year ended 30 June 2020.

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

## Summary Financial Statements

The summary financial statements do not contain all the disclosures required by New Zealand Equivalents to International Public Sector Accounting Standards – Reduced Disclosure Regime (NZ IPSAS with RDR). 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.

### Other Information

The Core Group are responsible for the other information. The other information comprises the information included in the pages 1 to 25 of the annual report 2020. Our opinion on the summary financial statements does not cover the other information and we do not express any form of audit opinion or assurance conclusion thereon. We have read the other information and, in doing so, considered whether the other information is materially inconsistent with the summary financial statements, or our knowledge obtained in the audit of the summary financial statements or otherwise appears to be materially misstated. We have nothing to report in this regard.

## The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated 5 October 2020.

## The Core Group's Responsibility for the Summary Financial Statements

The Core Group are responsible on behalf of the Society for the preparation of the summary financial statements in accordance with PBE ERS 43 *Summary Financial Statements*.

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### 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)) §10 (Revised) Engagements to Report on Summary Financial Statements.

An associated entity of the firm provides software consultancy services to the Society. Other than in this capacity, and our capacity as auditor, the firm has no other relationship with, or interests in, the Society.



Crowe New Zealand Audit Partnership  
CHARTERED ACCOUNTANTS

5 October 2020

The following disclaimer is provided for the convenience of the reader. It is not intended to constitute an offer of insurance or any other financial product. The only professional services offered, which is conducted by a partnership in the United States, are the insurance services. All other professional services offered by Fidelity Group, Limited, are conducted by a properly licensed organization and/or its subsidiaries.

# Businesses, charities, government agencies and individuals who support us

Air New Zealand	dōTERRA Healing Hands Foundation	Monsoon Creative	Spend My Super
Alchemy Agencies	Dynamix Recruitment	Nadia Lim	Starbucks NZ
Allnex	Findex	National Council of Women	The Bold
Altrusa Club of Wellington	Fix & Fogg	Nikau Foundation	TradeMe
Base.IT	Good Bitches Baking	NZME	Tindall Foundation
Beautyspot	Trustees for the Helen Stewart Royle Fund	Outward Bound	TG McCarthy Trust
BNZ	KidsCan	Ripe Coffee	The Print Room
Chorus	KPMG	Rose & Thorne	Tory and Ko
Contact Energy	La Petite Chocolat	Rotary New Zealand	Wild Bamboo
Creative Fibre Wellington	Little Sprouts	Ruby NZ	Zonta
Crowe	Love Intimo	Somar Web Design and Development	West Georgia Trust
Dick Frizzell	MediaWorks	Spark	



WOMEN'S  
REFUGE

[www.womensrefuge.org.nz](http://www.womensrefuge.org.nz)

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