



*Pūrongo a-tāu*

**2020/21**

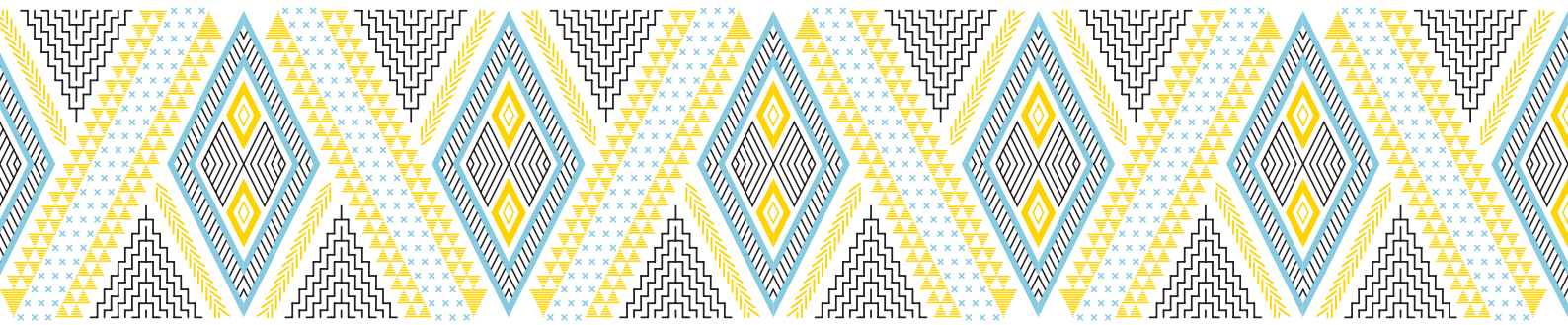
**ANNUAL REPORT**



**Victims at  
the heart**







*He mihi ki a Matua Rāwiri Wharemate*

## Tribute to Matua Rawiri Wharemate

*23<sup>rd</sup> January 1951 ~ 25<sup>th</sup> June 2021*

**Tiro kau ake ōku whatu ki tahatū o te rangi, ki te huinga kaiwaka e rere tonu rā ki tua, he kawenga pōuri kua riro ki te pō. Kei te kaingārahu, te tumu manukura o Te Whiringa kua ūwhia mai nei ki runga i a mātou o Manaaki Tangata, Matua Rāwiri, moe mai, moe mai, moe mai rā.**

**E tika ana kia mihia koe i tō rirohanga atu ki Tūpaengarau. Kua noho mokemoke mai mātou ō hoa mahi, hei hiki ake i te manuka i waiho mai hei taonga whakaohore, hei taonga whakaihiihi mō mātou. Tēnā koe i ō hekenga werawera, i ō koha ārahi i roto i ēnei tau maha. Ahakoa tō ngaro i te tirohanga kanohi, ka ora tonu ō akoranga i roto i ngā aho o te korowai Te Whiringa e mau nei hei kākahu mō Manaaki Tangata.**

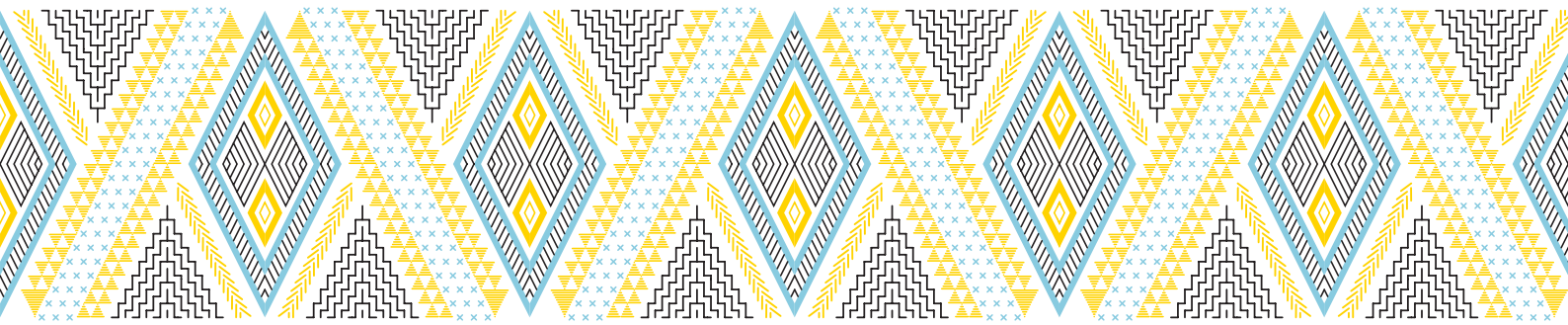
**Nō reira, kei te tōtara haemata kua hinga, okioki atu rā ki ō tīpuna, whakangaro atu i te kauawhiawhi o te Pō nui, o te Pō roa, o te Pō i oti atu. Moe mai rā e koro.**

*My eyes look to the horizon, to the dark threatening clouds that have moved beyond, as a ferry of sorrow into the night. To our commander, our great leader of Te Whiringa that now spreads out over Victim Support, dear Matua Rāwiri, sleep, sleep, sleep now.*

*It is only right that we honour you as you pass on to Tūpaengarau. Your colleagues remain here in grief to pick up the challenge left here as a gift that shocks, and exhilarates us. We thank you for your outstanding efforts, and valued guidance over these years. Although you are lost from sight, your teachings will live on in the threads of the Te Whiringa cloak that Victim Support now adorns.*

*And so, to the great tōtara tree that has fallen, rest now with your ancestors, and be removed from us into the embrace of the Great-night, the Long-night, and the Night-that-is-never-ending. Sleep now, Sir.*





Victim Support has had the great honour and privilege of having Matua Rawiri guiding our future. His love of and respect for people, vision for a better future, his desire for a better world, insight and foresight brings a strength to Victim Support that will benefit Māori and all peoples of Aotearoa.

His mana will always be with me, and the many who have encountered him.

**KEVIN TSO**  
Chief Executive

Tēnā rā koe e te Rangatira, ahakoa kua heke ake koe ki te taha o tā tatou Atua, i takoto ai ō mahi ki tēnei ao-mārama. Kia whakahokihoki mātou ai e hapainga ki ngā kōrerorero me ngā whakāro nāu, ko Te Whiringa te īngoa, ko te Tiriti o Waitangi te mana motuhake. E moe, e moe – mā te Atua koe me tō whānau i ngā wā katoa.

**GRANT DALY**  
Learning and Development Manager

Poroporoaki ki a Rawiri Wharemate  
Tihei mauri mate!

Matua Rawiri was a man of great wisdom and strength who bestowed upon our organisation, Manaaki Tangata, an opportunity to move forward with a vision of leadership, unity and prosperity for all. Embracing Te Ao Māori practices with integrity was Matua Rawiri's passion and this kaupapa will continue to be the pathway forward for Manaaki Tangata.

His passion, guidance and korero will be greatly missed.

**Kia hora te marino,  
Kia whakapapa pounamu to moana,  
Kia tere karohirohi I mua I tou huarahi.**

*May calm be spread around you,  
May the sea glisten like greenstone,  
and the heatwave of Summer dance across your path.*

Haere atu ra ki tou Ihowa.

**AROHA GIBB**  
Board Member

Rāwiri, e te Rangatira – tēnā koe. Thank you for your leadership and gentle guidance, your wisdom, strength, humility and amazing ability to see what is possible. You walked alongside us, accepting what each of us brought, modelling what it really means to stand together as one. You have given us the gift of Te Whiringa – a genuine way forward to be the organisation we need to be in serving Aotearoa. Ko tēnei tāku poroaki ki a koe – tēnā anō koe – e moe, e moe i te taha o Ihowa.

**KAREN ERIKSEN**  
Projects and Improvements Lead

Matua Rawiri was indeed an exceptional person. His life experiences led him to totally believe in people, their essence, their aspirations, their potential to be who they wanted to be. We, at Victim Support, were honoured to receive his wholehearted support, his wisdom, his straight talking, his belief that Victim Support can do better – and will do better. A very precious gift – and we will never forget. I feel so privileged to have met and spent time with Matua Rawiri.

**LORRAINE SCANLON**  
National Chairperson

A great man of wisdom who took the time to listen and was comfortable having his ideas challenged as well as challenging others.

**MICHAEL DOWLING**  
Board Member

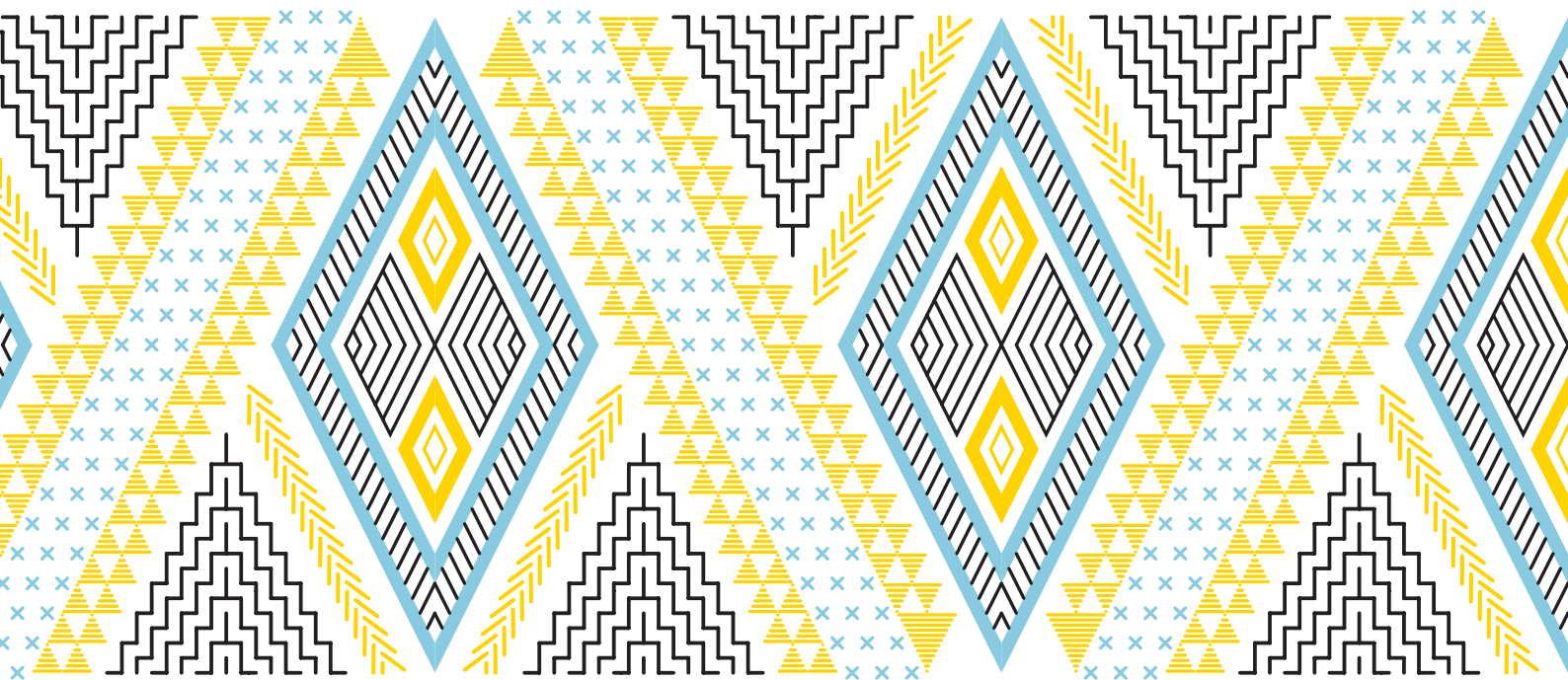
**Ko te tohu o te rangatira, he manaaki.  
*The mark of the chieftain is compassion.***

Matua Rawiri's legacy is one of caring for people of all ages. How fitting that he became associated with Victim Support and accepted the role of the organisation's Kaumatua.

His gentle but sure guidance was respected by us all and he led us with great respect and wisdom towards a better understanding and acceptance of Māori tikanga.

Moe mai ra e te Rangatira  
Haere ki to moenga roa  
Haere atu ra.

**GWEN NEAVE**  
Board Member



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This stunning taaniko design represents Te Whiringa, our Treaty of Waitangi framework. It expresses our commitments to Te Iwi Māori and our resolve to advance Māori wellbeing. Our organisational values are also woven into the design, a reminder that the people and communities we serve are at the heart of our mahi here at Victim Support.



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# MANAAKITANGA



**Ko te tohu o te rangatira,  
he manaaki.**

*The sign of a chief is manaakitanga.*





## Te tautoko i te whānuitanga o ngā marurenga ā-whānau

**“It became really, really tough. Every day arguing and being abused. I constantly lived in fear, my mental health was so severely affected I started thinking that, even though I love the kids, I have to step away completely. I can’t continue like this.”**

Simon’s\* relationship with his ex-wife was at an all-time low. Months of psychological abuse, threats, anger and, at times, physical violence had taken their toll. Constantly terrified about enraging his ex-wife, his only option, he thought, was to cut off all ties, including with his three beloved young kids. “I considered saying, ‘take the kids, leave me alone, I can’t do this anymore.’”

Simon wasn’t aware of the extent to which his ex-wife’s dangerous behaviour was also negatively impacting his children. It wasn’t until a childcare worker phoned to say his eldest child had admitted they didn’t want to be alive anymore that he realised they were also suffering. “I cried my eyes out. I knew then something had to be done.”

That something involved multiple agencies stepping in – Police, Oranga Tamariki and, to Simon’s great relief, Victim Support.

“Victim Support got involved early and it was so helpful to have a full and frank conversation about everything that had been going on. My support worker organised clothing for the children who were now coming to live with me and got food parcels delivered. My ex was threatening my safety, some of our property was damaged and I thought she had someone following me. My support worker did a security assessment and advised us around spotlights and deadbolts. She helped so much.

“One of the best things she did was to be realistic about the timeframes. She told me to buckle down because this process would be going on for months or even years. She had a such huge depth of experience of the systems and steps I was yet to go through. That has been so helpful as time has gone on.”

Simon is just one of more than 16,000 victims of family harm Victim Support has helped in the past year. It affects people from all cultures, genders, religions, and ages, and our focus is on ensuring support is available to a wide range of whānau, families and communities, in a variety of situations. We work collaboratively with multiple agencies around the country, both Government organisations, such as Police, Oranga Tamariki, the Ministry of Social Development, and Kāinga Ora, and non-Government agencies, such as Women’s Refuges, Barnardos, and Home & Family, to ensure resources are streamlined and victims get the best care.



“Family harm is so diverse, and Victim Support has something unique to offer in this space,” says Kate Lacey, Family Harm Service Co-ordinator with Victim Support in Christchurch.

“We have the ability to work with many types of victims, any ethnicity and culture, whether they be male or female, in sibling relationships, grandparent relationships or LGBTQIA+ relationships.”

Kate is proud of the victim-led approach that informs every aspect of her team’s work. “The strategy that works in one case doesn’t always work in another; every case needs its own response. If we try to give a stock response, it fails. The more thought and planning we put in with each victim, the more successful the outcome will be.”

Family Harm Support Worker Heather Maguire agrees. “I adjust my support to the situation. I take a gentle, caring, and empathetic approach, but at the same time I don’t sugar coat it. You’ve got to say it for what it is, and most people appreciate that. Often victims don’t realise their normal is not normal until they have someone sitting across from them saying ‘this is not ok’. Then they realise.”

As for Simon, with Victim Support by his side, he made it through the court process and now has sole custody of his children. They’re all well settled and thriving, counselling has helped for his eldest and there is no more talk of self-harm.

“Nobody should be embarrassed if they find themselves in a bad situation like mine. If you have any inkling that something is wrong, write down the facts and your feelings and talk to somebody who is removed from the situation.

“I have nothing but praise for Victim Support, they’ve helped me and my kids get to where we are today.” ■

\*Name has been changed to protect identity.

## He momo pōuri rerekē anō

**“Allan was an amazing person. I’ve lost somebody so special.” Two years after the death of her beloved husband Allan, Ann struggles to talk about him without tearing up. “The sad thing is we can’t make any new memories. My soul mate is gone and that is that. He’s left a big hole.”**

Ann met Allan when she was 18. They were together for 41 years before he tragically took his own life in 2019. He’d been going through a tough time mentally but was accessing services and trying to get well. “We thought he was doing okay and getting the help he needed,” she says. “He wasn’t.”

At the time of his death, 62-year-old Allan was staying at a mental health respite centre. He went missing from the unit on Saturday around lunchtime, a search was mounted but late the following morning Police arrived with the news no one wants to hear.

“They told me they’d found his body,” Ann says. “I said, ‘NO! It’s not him’, but they were clear, ‘we’re very sorry to say it is.’”

The next few days were a blur of shock, grief, and a trip to the morgue to identify her beloved. Friends and family gathered for support, and during all the chaos, Deidre from Victim Support showed up. Ann says one of the most helpful things Deidre did early on was to make space for her and her daughters to talk alone. “Without prompting, she took control and asked everyone to move into another room to give us space and allow us to talk amongst ourselves,” she says. “This was incredibly invaluable and stood out as such an insightful and important role for Victim Support to play in helping us in those early days.

“I can’t speak highly enough about Victim Support, what an incredible organisation. Deidre was phenomenal in her

support of us. She was always on hand, checking in and popping over to offer support. She explained the coroner’s process, put us in contact with bereavement support services, and helped us access counselling.

“She even came along to all the meetings we had with the DHB when they were trying to explain what had happened with Allan’s care, taking notes and helping us decipher all the information. She’s amazing.”



**Allan & Ann and their daughters Jessica and Nicola at Jessica’s wedding.**

Ann is just one of thousands of Kiwis who are impacted by suicide in Aotearoa each year. John is another, his 29-year-old son Ollie took his own life earlier this year. His death has hit John hard. “I was angry at the way he did it, but that has now been tempered to annoyance. I’m sad to have lost a son, and I’m frustrated that he had so much going for him and now that is all lost.”

John says that while nothing can take away his pain, it has been good to connect with Victim Support, and have Support Worker Donne available to talk to on occasion. “Donne says all the right things, but my emotions are still strong,” he says. “The conversations are beneficial, but they don’t change the big picture. Nothing takes away the memory, which is frequently triggered, but I will learn to live with it.”

“Suicide has a huge impact on people,” says April Marshall, Victim Support’s National Suicide Bereavement Manager. “Everyone responds in different ways, including within families, because they’ve all had different journeys and their own life experiences. That’s why it’s good to have a person who is not connected to the bereaved or affected person to be available to talk to.

“We go in there and assess what each individual or whānau needs. It’s about being open and honest but in a caring way

### **OUR SUICIDE BEREAVEMENT SERVICE SEEKS TO REDUCE SUICIDE HARM BY:**

1. easing trauma
2. preventing the complications of grief
3. identifying people at risk
4. minimising the risk of suicidal behaviour in the grieving process
5. encouraging coping and resilience.





Ann & Allan.

as well. And listening carefully to what people are telling you because that's where we can identify if someone else is at risk."

Alongside April as National Manager, Victim Support has five suicide bereavement specialists nationwide, and all of our 450-plus Support Workers are suicide trained. The Suicide Bereavement Service is funded by the Ministry of Health and supports around 3,500 clients annually. We work closely with DHBs and other NGOs as part of effective community prevention networks and our service model is crafted to support close family members, colleagues and friends of the deceased, as well as people who discover or witness a death. We recognise that each individual client has diverse and unique needs, and as such our support is carefully tailored to help every single one of them through crisis and recovery.

Recovery is a slow process. John keeps himself busy with all the admin and paperwork required after his son's death, "Forms have to be filled in, creditors have to be contacted. I do it dispassionately but it's occupying me."

Ann sees a counsellor regularly and has good community and family support around her. "Even though Allan's death seems like yesterday, I'm doing ok," she says. "If I become unstuck, I know I've got my Support Worker Deidre to call on. I know she has my back no matter what. She's the most amazing person that I know."

"We are just so thankful for the role that Victim Support played in our lives." ■

### OUR SUICIDE BEREAVEMENT SERVICE IS FREELY AVAILABLE 24/7, NATIONWIDE, OFFERING:

- crisis response
- support to ease grief and trauma
- practical assistance (e.g. support through coronial process, funerals, and tangihanga)
- surveying for risk of suicidal behaviour
- navigation and referral
- ongoing support and information.

Our Suicide Bereavement Service seeks to align with the Ministry of Health's *Every Life Matters - He Tapu te Oranga o ia Tangata: Suicide Prevention Strategy*.

**80%**

OF CLIENTS RATE OUR SERVICE AND SUPPORT AS 'HELPFUL' OR 'VERY HELPFUL'

**83%**

OF CLIENTS FEEL BETTER ABLE TO COPE WITH THEIR GRIEF

(2020 CONSUMER EVALUATION SURVEY)

# Te whakahaumaru i ngā mōtika o ngā marurenga o te hunga hara pōrangi

## In 2021, Victim Support was proud to have a say on the Rights for Victims of Insane Offenders Bill.

Our position was put forward to the Justice and Electoral Select Committee by Research and Advocacy Lead Dr Petrina Hargrave. She told the committee that the Bill required fundamental changes to ensure victims of offenders found not guilty on account of insanity received fairer treatment.

“At present, victims of these types of offenders are denied many of the most basic human rights granted to other victims, despite serious harm or even death being caused,” Dr Hargrave told the Committee.

“Victims have no right to make a Victim Impact Statement, no say on the leave or release of the offender, and little ability even to be kept informed,” she said.

While the Rights for Victims of Insane Offenders Bill did include some important steps, such as giving additional rights to victims of ‘special patients’ dealt with in the mental health system and removing the words ‘not guilty’ from insanity verdicts, Victim Support submitted that further steps were needed (see sidebar).

“These basic steps can all be achieved without compromising the safety or wellbeing of the offender, but will give victims the ability to have a say in decisions about their case which have a huge impact on their own safety and wellbeing,” said Dr Hargrave.

One of Victim Support’s clients, the mother of a man murdered by an insane offender, also bravely fronted up at Parliament to put forward her views. Karilyn Collins described to the Committee the pain she felt at hearing that the defendant charged with her son’s murder was found not guilty by reason of insanity. “Glen’s murderer did, in fact, commit a criminal act. Therefore, the not guilty verdict is not correct. When I heard it [the verdict] in court, I felt sick. It broke my heart.” (For more on Karilyn’s story, see the sidebar.)

After submissions were made, the Select Committee voted in favour of the Bill – including all the changes that Victim Support put forward. However, changes were stalled after concerns were raised by Chief Justice Helen Winkelmann about changing the verdict wording from “not guilty on account of insanity” to “proven but insane”. On hearing Justice Winkelmann’s concerns, Parliament voted to send the Bill back to the Justice Committee for further deliberation.

Victim Support has urged the Committee to ensure fundamental changes are still achieved, and that progress for victims is not lost.



## KARILYN'S STORY

Karilyn Collins’ son Glen was killed in 2018 by a man he had taken in and had been training to drive trucks at his workplace. The offender was later found not guilty by reason of insanity.

Karilyn overcame paralysing fears to speak at Parliament in support of changes to the Bill, proudly displaying Glen’s photograph as she spoke.

“I never had a voice for two years because it was so overpowering to speak. I had fear to overcome but now want my son’s name out there. I should be able to have a voice and be heard,” says Karilyn.

“I just did what I did at court. I cannot believe I did that, really. I just thought, ‘this is for you, son.’”

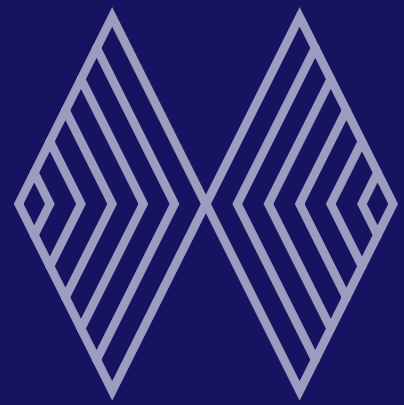
## SUGGESTIONS FOR CHANGE

Victim Support called for the Rights for Victims of Insane Offenders Bill to be expanded to include the following.

- The right for victims of special patients to present a Victim Impact Statement in court after the verdict. This right is available to victims of special patients in many parts of Australia.
- Victim Impact Statements to be forwarded to the Mental Health Review Tribunal so victims’ concerns can be considered in relation to leave and release decisions. Victims should also be able to present their concerns about a patient’s leave or release to the Tribunal in writing and in person, as they would to the Parole Board.
- The right for victims of patients detained in a secure health facility to request a non-association order prohibiting the offender from contacting them on release. Victims can already make this request if the offender is detained in prison. ■



# WHANAUNGATANGA



**He hono tangata e kore e motu,  
kā pā he taura waka e motu.**

*Unlike the rope of a canoe,  
a human bond cannot be severed.*



# Te pūrongo a te Tumu Whakarae

**Hūtia te rito o te harakeke, kei whea te kōmako e kō. Kī mai ki ahau, he aha te mea nui i tēnei ao, māku e kī atu, he tangata, he tangata, he tangata. Tēnā tātou katoa, tēnei te mihi atu ki a koutou katoa ngā ringa atawhai o Manaaki Tangata. Huihui mai tātou kia eke ki runga i tō tātou waka, kia hoe tahi ai ki te pae o whāinga, o tumanako.**

***Pull the root of the flax, where does the bellbird sing. If you should ask me, what is the greatest thing in the world, I will say, it is people, it is people, it is people. Greetings to us all, I greet you all, the generous hands of Victim Support. We have all gathered here, about to board our canoe together, so that we may journey together towards a collective hope.***

I open with acknowledging the passing of our much respected kaihautū, Rawiri Wharemate, in June 2021.

## **Kia hora te marino**

### **Kia whakapapa pounamu te moana**

### **Kia tere te kārohirohi i mua i tōu huarahi.**

His wisdom, foresight, and significant contribution to Victim Support is honoured at the start of this Annual Report.

Our 2020/21 year has been another huge one for Victim Support. As a nationwide organisation that focuses on victims' and their whānau's needs, not only is demand for our services steadily increasing year on year (see the graph on page 11), but we are also supporting more people for longer, which has increased the complexity of our work.

Recognising this ever more challenging environment, and to create an implementation plan for Vision 2030, we spent the first half of this year listening to our people through roadshows and workshops around the country. We wanted to understand what our people need for the future and what they are experiencing now, including any pain points as they work with continued passion and commitment under increasing pressure. I want to thank all of our people, as well as everyone external to our organisation, who took part in this process for their candour and willingness to embark on a journey of improvement and positive culture-building that will fit our organisation for the future.

Our three-year Roadmap (see pages 12 & 13) is a practical and pragmatic plan to help us do better by our people and better by our clients. It will ensure we have the right

resources in the right place at the right time to deliver a service that always puts victims at its heart.

Our kaupapa is consistent with the Government's focus on the positive wellbeing of everyone in Aotearoa New Zealand. Our mission to support victims at every step of their journey contributes towards achieving this vision. To do this, we rely absolutely on our partnership with the New Zealand Police.

Through having the common goal of safer communities, where appropriate care for victims of crime and trauma is central, their collaborative approach allows us to position ourselves ideally to reach out to those who need us as soon as they need us.

I also want to thank and acknowledge our major funders – the Ministries of Justice, Health, and Social Development, and Oranga Tamariki – who have enabled us to extend our service to new areas, as well as continue to serve the core of our clients following crime and trauma.

In addition, we could not do what we do without the support of the many donors, grantors and in-kind funders whose generosity makes the difference between just being able to keep the lights on and being able to make a real impact in our communities. Thank you.

Funding, however, while important, is a means to an end. What really gives our organisation heart is its people. I want to give my heartfelt thanks to everyone who comes together to fulfil the mahi of Victim Support – the Board, Local and Regional Group Committees, staff, and volunteers.

I am forever in awe of the selfless dedication of our more than 400 volunteer support workers who, on top of day jobs, family commitments and the demands of life, devote a significant amount of each week to the service of their community.

I also want to acknowledge the 180-plus staff, whether they are on the front line or in the back office. Your contribution is critical to our being able to deliver for everyone who accesses our service.

As we work together and move forward with our programme to put victims firmly at the heart of everything we do, I am inspired by the spirit, energy and dedication of everyone in the Victim Support whānau. It is with pride and my great pleasure to lead you on this journey.

## **KEVIN TSO**

Chief Executive ■





# Te pūrongo a te Heamana

**Keen observers will notice that we have taken a different approach to our annual report this year. It is structured around our five values of manaakitanga, whanaungatanga, kotahitanga, rangatiratanga, and kaitiakitanga.**

For our Board, these values are at the heart of our decision-making. They guide us in every aspect of our direction, governance and culture, so that we truly understand the impact of every decision we make. This enables us to be fully informed as we lead our people of Victim Support to do great things in the service of their communities.

The values also guide us in how we communicate with each other, our people and our stakeholders, so they know who we are, why we do what we do, and how we make a meaningful difference in the lives of people who are hurting. A critical communications link is our Local and Regional Group Committees (see page 10) who are our voices, fundraisers, and advocates in the community. We would not be able to function at the grassroots level without your mahi and I acknowledge, appreciate and extend my heartfelt thanks for everything you do for victims and Victim Support.

We could not govern the organisation effectively without the support of the Chief Executive and his Senior Leadership Team who consistently supply high-quality reports that enable us to make sound, evidence-based decisions. We are highly positive and respectful of each other's views as a Board and I would like to acknowledge

the strong focus and dedication of my fellow Board members, as well as the excellent team we have around us.

I am excited about the journey of change Victim Support has embarked on. You will see in this annual report the Roadmap for year 1 of our Vision 2030 programme. It shows the beginning of the pathway to a future state where we are putting victims at the heart of everything we do and fully supporting our people to be their best in supporting victims of crime or trauma to find healing.

This is a noble goal, and it is an honour and a privilege to lead the Board of Victim Support towards achieving it.

**LORRAINE SCANLON**  
Board Chair ■



## ***He aha te mea nui o te ao***

What is the most important thing in the world?

## ***He tangata, he tangata, he tangata***

It is the people, it is the people, it is the people.



From left: Rob Marshall (Deputy Chair), Nicky Rawlings, Michael Dowling (Treasurer), Aroha Gibb, Don Battah, Richard Smith (Deputy Chair), Judy Karaitiana, Gwen Neave. Lorraine Scanlon, Chair (seated at front).

## Our Board

# Ā Tātou Poari

**The Victim Support Board comprises representation from six general and two Māori regions, and an appointed Treasurer position. Representatives are elected by Local Group Committee members from all around New Zealand.**

“I’m incredibly grateful for the time and dedication each of our members brings to the Board,” says Chairperson Lorraine Scanlon.

“Our diverse Board members bring a wealth of experience from community, policing, business, iwi, and, of course, supporting victims.

“We’re all incredibly proud of the important work Victim Support does in the community. It’s a real privilege to be able to support it in this way.”

The Board meets bi-monthly to govern the organisation’s strategic direction and programme of work. ■

## Local and Regional Group Committees

# Ngā Kōmiti Kāinga

**Local Group Committees (LGCs) and Regional Group Committees (RGCs) make an important contribution in their communities. They are our voice in the community, getting our message out, fundraising to support victims and our frontline Victim Support Workers, and promoting the interests of victims locally.**

“When Victim Support has an active profile in the local community, victims are more aware of the support that is available and are receptive to support being offered if they have been the victim of crime or trauma,” says Pam Smale, Chair of the Motueka/Golden Bay LGC since 1998.

Manawatu LGC Chair Alan Goddard says, “We are proud to help fund and support the invaluable work our Support Workers provide to victims and to help promote the organisation in the wider community.”

With 19 LGCs operating around the country, LGC members are Victim Support’s kaitiaki – guardians – hard working members of our communities who champion Victim Support’s work, uphold our values, and support our people. We couldn’t do what we do without them. ■

# 19 LGCs

Nationwide

# Ngā Tatauranga

## NATIONWIDE WE SUPPORTED...

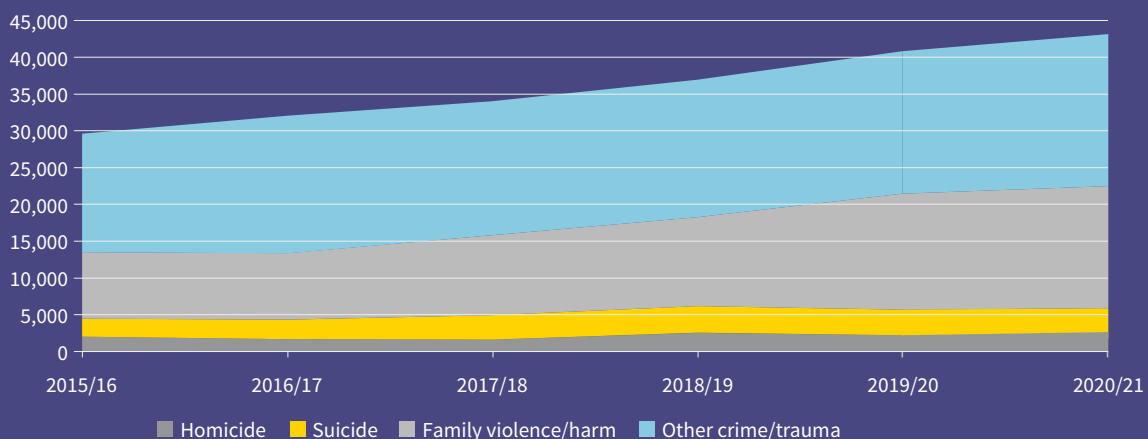
- 16,319** Family violence and harm
- 1,546** Sexual violence
- 2,753** Following a homicide
- 5,530** After a sudden death
- 3,509** After a suicide
- 1,000** Aggravated robbery
- 4,083** Burglary and theft
- 3,540** Road injuries and deaths
- 6,169** Serious assault
- 59** Natural disaster
- 2,655** Harassment and intimidation



**43,669**

Total number of victims supported

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.



TOTAL CLIENTS SUPPORTED PER ANNUM, 2015/16 TO 2020/21



# 3 YEAR ROADMAP

YEAR 1: 2021/22

## OUR STRATEGIC PRIORITIES

- Victim Support Vision 2030
- Te Whiringa
- ICT Strategy
- 3 Year Plan

## OUR FOCUS AREAS



Victims, whānau, community needs & healing journeys



Our people have the tools, data, systems, devices & processes needed



Culture, leadership & our people's journey

## HAUTŪ HUI



Hui to engage with staff, roll-out projects and get feedback on Roadmap progress

Our mission is to support and empower our people and participate at every step



Tikanga development programme for our people



Increase mechanism to hear victims' voices



Health and safety framework and components

Work with volunteers to recognise their contribution and support their needs in the same way as staff

Mobilise our people with technology



empower victims to be safe, heal,  
next step of their journey



EMAIL:  
[feedback@victimsupport.org.nz](mailto:feedback@victimsupport.org.nz)

FEEDBACK

# KOTAHITANGA



**Ka rirā tātou ki te kotahi.**

*We are strong when we are one.*



## Partnering with the Police

# Te mahitahi me Ngā Pirihimana

**Victim Support provides a hugely valuable service to people impacted by crime, trauma and suicide, and one of the reasons we can do this is the close and collaborative relationship we have with the New Zealand Police, a relationship that has been around since day one of our organisation.**

The idea for a group catering to the needs of victims of crime originally came from a member of the New Zealand Police. In the late 1980s, Gisborne Police Court Orderly Kevin Joblin, concerned at the lack of help being offered to victims at court, set up a small Victim Support Group. Fast forward 35 years and from small beginnings, Joblin's idea has grown exponentially. Today, Victim Support has representatives around the country, offering valuable practical and emotional support to over 43,000 people each year. And while we are an independent incorporated society, we have maintained an extremely close relationship with Police since those small beginnings in Gisborne.

The relationship between Victim Support and Police was cemented in 1998 with the signing of a Memorandum of Understanding. This Memorandum sets out the commitment of Police and Victim Support to work closely and collaboratively together to ensure victims get the support they need. It also commits to focusing work across a broad range of areas to improve support for victims, especially for people at the highest risk of victimisation and repeat victimisation. It also sets out an arrangement for Police to provide pro-bono office facilities in police stations throughout the country, and for our National Office in Police National Headquarters in Wellington.

There are currently 51 police stations nationwide, stretching from Kaitiaki in the north to Invercargill in the south, providing office space to Victim Support team members. In addition to this office space arrangement, we also receive a large amount of our referrals through Police – over 18,400 of our victim referrals came from Police in the last year alone.

“The relationship we have with Police is crucial,” says Wellington Area Manager Melissa Gordon. “When everyone is clear on both sides about expectations and there's trust and confidence in each other, then everything is quick and easy, and the victims reap the benefits. That's what it's all about.

“Victims often feel intimidated by Police. They might feel nervous and confused. We can be a middleman, explaining and advocating for them.”



Gisborne-based Service Co-ordinator Vicki Crosswell and Constable Toa Saulala after the Tokomaru Bay flood.



Canterbury-based Service Co-ordinator Kelly Katene with Sgt Sam Winchester at the Aoraki Police Station.

Kelly Katene, Service Co-ordinator for Mid and South Canterbury, agrees. “Victims need to have breathing space between information gatherings. If all the information comes too much, too soon, they don't process it. Police have a lot of information to give, our job is to act as the go-between, making sure the information is spaced out and communicated in a way they can absorb and understand.

“If we don't work well with Police, collaborating and trusting each other, then victims don't get the benefit.”

Whether it be making referrals, sharing office space, distributing goods or simply swapping information over a morning scone in the tearoom, every day around the country Police and Victim Support are working together to serve their local communities.

“We bond with Police at the stations we're at,” says Kelly Katene. “You get to know their ethos, the vibe in the station, and how to communicate with them. So long as we keep doing a good job, working with respect and confidentiality, then the relationship will continue to go well.” ■



## Celebrating the anniversary of our National Homicide Service



## Te Whakanui i te huritau o tā tātou Ratonga Whakamate ā-Motu

In 2021, Victim Support was proud to celebrate the one-year anniversary of our expanded National Homicide Service. On a Wednesday morning in June, a large group came together at Police National Headquarters to mark the occasion. Attendees included Victim Support staff and volunteers, representatives from the Ministry of Justice and Corrections, the Parole Board, Police, and other key stakeholders.

Also at the celebratory morning tea were David and Rachel Bevan from the Victim Advisory group. David and Rachel lost their 20-year-old daughter Samantha in 2019 following a tragic firearms incident. They, and other members of the Victim Advisory group, work to ensure that victims have a voice in the ongoing development and implementation of the Homicide Service.

Minister of Justice, Hon. Kris Faafoi, spoke at the event, praising the work done by the 15 specialist staff within the dedicated homicide team, and the additional support delivered by our wider network of over 80 homicide-trained support workers.

*“This year has been extremely hard for our family, but you have gone out of your way to support my parents and help them grieve properly for the loss of their only son.”*

**CLIENT FEEDBACK**

# 1,999

**NUMBER OF  
HOMICIDE CLIENTS  
SUPPORTED**

# 43

**NUMBER  
OF NEW  
HOMICIDES**

**JULY 2020 – 31 MAY 2021**

“Tragically, there are between 40 and 70 homicides every year in New Zealand,” he told the gathering. “The pathway after a homicide for those left behind is disruptive, long lasting, and traumatic. It can take many years and involves the original shock, coronial processes, court processes, and parole.

“Victims have a wide range of needs which are unique to each individual and family/whānau. In line with international trends, New Zealand is moving from providing broad-based standard services to all victims, to a more tailored, targeted approach, where those in the greatest need receive the greatest level of service and attention.”

Victim Support Chief Executive Kevin Tso told the gathering the dedicated Homicide Service provides not only a recognition of the wrong done, but also a collective obligation to strengthen the mana, belonging and wellbeing of those who lose a loved one to homicide death. “While nothing we do can ever make up for their loss, having a dedicated national homicide service means we can continue to strive for homicide victims to receive the best possible support through the justice system and their own healing,” he said.



- 1 Kevin Tso with Justice Minister Kris Faafoi.
- 2 MC Corin Dann with panelists (L-R) Support Worker Jacky Muirsmearth, Team Leader Karen Daniel, Support Worker Liqueshia Dougherty, Support Worker Lorayne Rugg, and Team Leader Masina Crowley.
- 3 National Homicide Manager Paula Connolly with David Moger, CEO Funeral Directors Association of NZ.
- 4 Kris Faafoi with David and Rachel Bevan from Victim Support's Victim Advisory Group.
- 5 Victim Support Board Chair Lorraine Scanlon with Board Member Don Battah and then-Chief Executive Heather Henare from Skylight Trust.

A highlight of the event was a panel discussion, led by Radio New Zealand's Corin Dann, with homicide team members discussing their front-line work. Support Workers Jacky Muirsmearth, Liqueshia Dougherty and Lorayne Rugg, and Team Leaders Karen Daniel and Masina Crowley all spoke knowledgeably and warmly about their work and how Victim Support meets victims' needs.

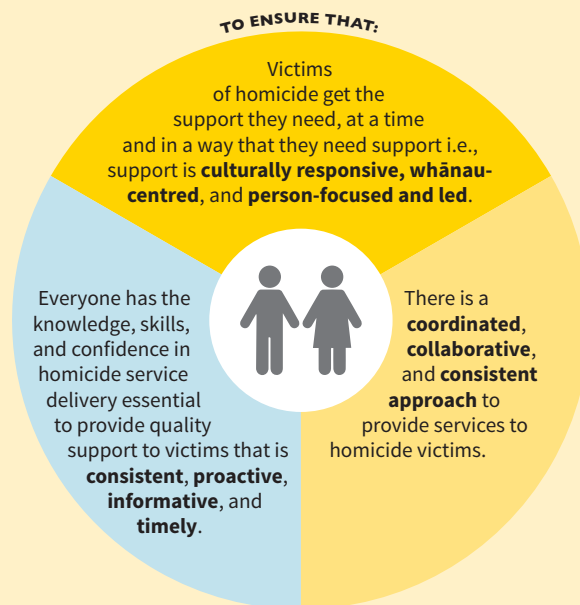
"Our team is very dedicated and we do great work," says Homicide National Manager Paula Connolly. "I was so proud of the way our panellists spoke at the event, and the ongoing work of all staff and volunteers involved in homicide in supporting people through one of the toughest times of their lives."

Ms Connolly also highlighted the critical contribution that lived experience provides from the Homicide Advisory Group. "Their input challenges us to raise the bar for quality service at every opportunity, and our partnership with the Ministry of Justice supports this as part of the service expansion."

The anniversary event was also used as an opportunity to officially launch Victim Support's new handbook for homicide victims. *With You on Your Journey*, produced in collaboration with Skylight, is an in-depth 136-page handbook providing a wealth of information and advice for people impacted by homicide. Copies can be found on our website at <https://victimsupport.org.nz/resource-centre>. ■

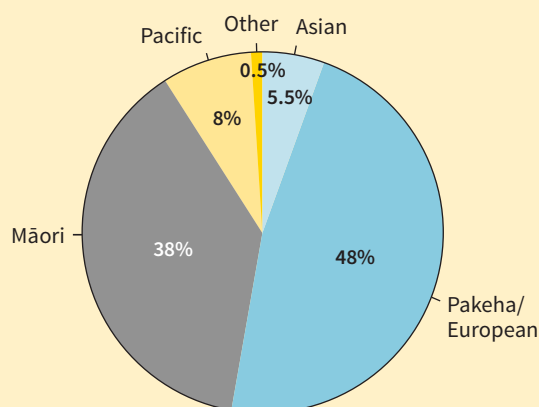
## OBJECTIVES OF THE HOMICIDE SERVICE

To deliver a consistently high-quality, professional service to the whānau/family, friends and others affected by homicide.



## CLIENTS HELPED

July 2020 – May 2021



# RANGATIRATANGA



**E koekoe te tūi, e ketekete  
te kākā, e kūkū te kererū.**

*The parson bird squawks, the parrot  
chatters, and the wood pigeon coos.*





# Te Manawaroa o te Whānau - E aro atu ana ki te pae tawhiti

**Long-term support and relationship building – that’s the focus of Victim Support’s new Whānau Resilience programme underway in Counties Manukau. The programme is part of a nationwide Government initiative, announced in late 2018, to fund more long-term support for individuals, families and whānau affected by family violence.**

At the time the initiative was announced, Social Development Minister Carmel Sepuloni said Whānau Resilience Services meant Government was moving away from only funding short-term, reactive, crisis-based services. “We know that people affected by family violence often have entrenched trauma that takes time to work through,” Minister Sepuloni said. “Longer-term family violence services will enable providers to work with families and whānau to challenge those using violence to accept responsibility and change their behaviour.”

Whānau Resilience is not a one-size-fits-all programme. Individual services are being designed around the regions to enable those working on the ground to implement what works best for them. In Counties Manukau, Victim Support has partnered with Eastern Women’s Refuge and Counselling Services Centre – a collaboration called Ngā Toka Tūmoana o Kaute Manukau – to carefully craft the ideal programme. In August of this year, after many dedicated months of contract negotiations, service design and systems establishment, not to mention delays because of Covid restrictions, it finally got up and running.

“To see it come fully into action is really exciting,” says Victim Support’s Heather Blair. She shares the programme’s Kaimahi role with Eastern Women’s Refuge’s Hayden Pyke and Julie Nohe from Counselling Services Centre. “We’re giving the community what they’ve been asking for for ages. Whānau decide what their goals are and what the sub-goals are to get there. Of course, we still need to be there to

ensure safety, but it’s very whānau-driven. This will be a new challenge for us as our organisations are historically victim focused. With Whānau Resilience we have recognised change happens in many ways, so we need to include the whole whānau in the process.”

A registered social worker, Heather says historically funding allowed only for short-sighted services that were very task-oriented. “You’d get a referral for a mum who needed a parenting programme and a dad who needed an anger management course,” she says. “They’d do those courses and it would stop there. We’d be like, ‘our work is done now’, but it was never enough.

“Our new Whānau Resilience programme has a much longer focus, recognising it might take two years to build relationships and then two more years to start the healing journey. We see so much intergenerational abuse and trauma, so a key part of the work is stopping violence for the next generation. We’re hoping that even if we don’t see results with the immediate family, we will with generations to come.”

Victim Support’s Area Manager for Counties Manukau, Grace Chan-Nuualitita says the Whānau Resilience programme will make a real difference with families in the area. “Heather has done outstanding work and I know that those coming through the programme have a real opportunity to enact meaningful change. It’s great for Victim Support that we’ve been able to expand on the excellent work we’re already doing in the family harm space.”

Victim Support’s Whānau Resilience programme is on contract to run for five years and has capacity to support 10 families at a time. ■



Heather Blair

## COUNTIES MANUKAU WHĀNAU RESILIENCE DELIVERS SOLUTIONS TO:

- Strengthen cultural identity and whakapapa
- Strengthen social capability and community connection
- Support long-term behaviour change for men and people using violence
- Support trauma healing and recovery from violence
- Create healthy relationships and skills

*“If we want to provide people with meaningful opportunities to heal from trauma and violence, and break patterns and cycles of abuse, then we need to invest in services that support individuals to make changes to prevent future family violence from reoccurring.”*

**Ministry of Social Development  
statement, November 2018**



## Mei kore ake ō tātou tūao

**Victim Support helps more than 43,000 people affected by crime, trauma, and suicide every year. Anyone who calls or is referred to us, at any time of the day or night, from anywhere in New Zealand, is put in touch with a support worker who addresses their needs. It's an incredible thing we do, and we simply couldn't do it without the time and energy devoted by our more than 400 volunteers.**

Just like those who need our help, our volunteers come from all walks of life. They make a significant difference for people dealing with difficult things, providing much-needed information and support through times of crisis and beyond.

Our volunteers aren't necessarily qualified counsellors or social workers – they're simply people who are patient, good listeners with empathy and resilience, and a willingness to help others under pressure. Simply extraordinary.

"I am so proud of our volunteers, and grateful for all that they contribute to our organisation," says Kevin Tso, Victim Support Chief Executive. "Every one of them makes such a significant impact to the lives of victims."

All of our volunteers receive comprehensive training to learn the skills and knowledge needed on the job. Before starting, they complete an Introductory Training Programme. This four-day foundation programme covers a wide range of essential skills and information from understanding grief and trauma to practical case management skills. They then begin a period of extra learning and coaching working alongside an experienced support worker to learn the ropes, while completing a case study to finish their training.

Once they have qualified as support workers, they participate in monthly training events covering a wide range of topics, including understanding the criminal justice system, coronial processes, restorative justice, and Police processes. Experienced volunteers also have the choice of completing additional training to support more complex cases, such as homicide and court support.

"They're really community spirited," says Melissa Gordon, Area Manager for Wellington. "A lot of our volunteers have past life and professional experiences that they bring to the role. They have unique skill sets and come from rich backgrounds and suddenly they have time on their hands because their kids are older or they've retired, so they come to us to make use of their time and skills."

"At the end of the day, our service couldn't run without volunteers," she says. ■



"I don't always find the work easy, but I try to remind myself that all I'm doing is listening and helping people figure out things for themselves with useful and practical information."

**CHRIS**  
Auckland



"I make an effort to go to all the trainings and meetings, to gain as much knowledge as I can to best support my clients."

**CHANTAL**  
Auckland



"Whenever I feel a bit nervous, I just remind myself of the purpose of Victim Support, why we do what we do. It's about strengthening people's mana."

**WENDY**  
Auckland



"The training Victim Support gives their volunteers is excellent, and I never feel alone. There's always either our service coordinator or the Contact Service staff on the end of the phone if I have a question."

**JENNIFER**  
Canterbury



"One of the things that makes it worthwhile is even when it's hard you sometimes see people smile and laugh and you know they are on the way to recovering."

**FRED**  
Wairarapa



"Building that initial rapport with someone is a key of the process. People have to trust you for you to be able to help them."

**DANIEL**  
Auckland



Victim Support Worker Erin (left) and Jaedi.

## *Whānau connections provide support in the aftermath of trauma*

# Ko ngā hononga whānau hei taituarā i ngā mahuetanga o te ngaukino

**Jaedi never had her phone with her at work. With all the heavy machinery and carts that they drove around the busy Melbourne warehouse, it just wasn't allowed. On that day though, she had it in her pocket. She had heard that morning that back home in Gisborne there had been an accident. Roads had been closed but how bad it was, or who was involved, she didn't know.**

"I remember the day just like it was yesterday," says Jaedi, "for some reason, I had my phone on me and it was just a hunch. I left it on silent and it was not long after 6 o'clock that the phone calls started coming in and I could feel my phone vibrating."

When she checked her phone, she could see that there were missed calls from her aunt, uncle, and cousin. There was a message that told her to call home.

"I rang home, as in back here to Gisborne, and my uncle said that we had lost my dad. From there it was just a rollercoaster of emotions."

Jaedi's father had been driving his ute on State Highway 35 between Tolaga Bay and Tokomaru Bay. He was hit by a logging truck. The driver of the truck stopped about 200 metres from the scene of the accident and then kept driving.

While Jaedi was hastily making arrangements to get herself, partner, and kids back to New Zealand from Australia, her whānau in Gisborne met with Victim Support Worker Erin at Tolaga Bay Police Station.

Erin was the family's Support Worker from the morning of the crash, right through to when the driver of the logging truck was sentenced in court some six months later.

"The support was phenomenal," says Jaedi. "I guess because Erin was a local from the area and there were whānau connections made it easier."

"It was just nice to know that Erin was there to help us with trying to understand our emotions and what we were

feeling. She was with us in court, and helped us access financial support because we all had to leave our jobs," she says.

Through the Victim Assistance Scheme, Victim Support were able to assist in bringing other whānau over from Australia so that they could support each other in their time of grief and through the re-traumatising experience of the sentencing.

"We had said to each other, me, my siblings and family, that once sentencing is all done, we kind of just leave it there and try and move forward. We can begin to grieve because we didn't get a chance to grieve because it was just one thing after another with getting home and burying dad then straight into court," says Jaedi.

"Once the sentencing happened, we closed that chapter and then tried to find a new beginning without dad."

Jaedi has permanently moved back to Gisborne from Melbourne. Part of the new beginning was being close to her grandmother, who was forced to deal with the enormity of the loss of her son.

"I just wanted to be home close to dad and be around the family," says Jaedi. "Dad's mum is 93 this year and she struggled, so we moved in with her. Dad's sister who was living in Perth has moved home to look after nan as well. We're all back together and closer."

"I still have Erin in my phonebook. It's nice to know she is just a phone call away if I need her," she says. ■

*"I guess because Erin was a local from the area and there were whānau connections made it easier."*

# KAITIAKITANGA



**Tauārai o te Pō,  
tītoko o te ao marama.**

*Barrier to the night, extension of light.*





## Thanks to our Supporters

# E mihi ana ki ngā kaitautoko

We acknowledge and give heartfelt thanks to all our generous supporters, including individual donors, organisations and our Local Group Committees for their commitment and passion for the work we do in providing support to victims at every step of their healing journey. We can only keep our 24/7 service free with the ongoing help of our community.

WITHOUT YOUR CONTRIBUTION, WE  
SIMPLY WOULD NOT HAVE BEEN THERE FOR

**43,699** VICTIMS  
IN 2020/21

### CORE FUNDERS



### OPERATIONAL PARTNER



### REGULAR GIVERS



### GRANTS

AD Hally Trust  
Acorn Foundation  
Advance Ashburton Community Foundation  
Akarana Community Trust  
Anstiss-Garland Charitable Trust, Administered by Perpetual Guardian Trust  
Aotearoa Gaming Trust (formerly The Southern Trust)  
Auckland Council Devonport-Takapuna Local Board  
Auckland Council Franklin Local Board  
Auckland Council Henderson-Massey Local Board  
Auckland Council Māngere-Ōtāhuhu Local Board  
Auckland Council Manurewa Local Board  
Auckland Council Maungakeikei-Tāmaki Local Board

Auckland Council Ōtara-Papatoetoe Local Board  
Auckland Council Whau Local Board  
Bay Trust  
Blue Sky Community Trust Ltd  
Blue Waters Community Trust  
Buller District Council  
Buller REAP and West REAP  
Carterton District Council  
Catalytic Foundation (formerly United Way New Zealand)  
Central Hawke's Bay District Council  
Christchurch Casinos Charitable Trust, administered by Perpetual Guardian Trust  
Christchurch City Council  
Community Trust South  
Community Waikato  
David Ellison Charitable Trust, administered by Public Trust  
Donald & Nellye Malcolm Charitable Trust  
Dragon Community Trust  
Dunedin Casino Charitable Trust  
Dunedin City Council  
Eastern & Central Community Trust  
First Light Community Foundation Limited  
Four Winds Foundation  
Frimley Foundation  
Geyser Community Foundation – The Rotorua Fund  
Geyser Community Foundation – The Tindall Foundation  
Hastings District Council  
Horowhenua District Council  
Hutt Mana Charitable Trust  
ILT Foundation  
Invercargill City Council  
JBS Dudding Trust, administered by Public Trust  
Kapiti Coast District Council  
Kawerau District Council

Kingdom Foundation, administered by Perpetual Guardian Trust  
Kiwi Gaming Foundation (formally Christchurch Earthquake Recovery Trust)  
Lois McFarlane Charitable Trust  
Mackenzie Charitable Foundation  
Manawatu District Council  
Marlborough District Council  
Masterton District Council  
Maurice Carter Charitable Trust  
Milestone Foundation  
Mt Wellington Foundation Limited  
NH Taylor Charitable Trust, administered by Perpetual Guardian Trust  
Napier City Council  
Nelson City Council  
New Plymouth District Council  
North & South Trust  
Northland Community Foundation  
One Foundation Limited  
Oxford Sports Trust  
Palmerston North Community Services Council  
Pelorus Trust  
Police Managers' Guild Trust  
Pub Charity  
Rangitikei District Council  
Rātā Foundation  
Redwood Trust  
Rotorua District Council  
Rotorua Energy Charitable Trust  
Selwyn District Council  
TR Moore Charitable Trust, administered by Public Trust  
Tasman District Council  
Taupō District Council  
Tauranga Energy Charitable Trust  
The Community Trust of Mid & South Canterbury  
The National Lottery Grants Committee

The Sunrise Foundation  
The Trusts Community Foundation  
Timaru District Council  
Trust House Foundation  
Trust Waikato  
Waipa District Council Pirongia Ward Committee  
Waipa District Council Te Awamutu Community Board  
Waitaki District Council  
Wanganui United Lodge  
Wellington City Council  
Wellington Community Trust  
West Coast Community Trust  
Whakatane District Council  
Whanganui Community Foundation  
Whanganui District Council

### BEQUESTS

Estate of Jeanette McFarland

### MAJOR DONORS

Cranko Architects  
Davidson Commercial Trust  
Dobby Fernz Lodge and Conference Centre  
Graeme Tee Financial Services Ltd  
Mitre 10  
Nelson Tasman Justices of the Peace Association  
Property Brokers Whanganui  
R Long  
The Industrial Tube Manufacturing (ITM) Ltd  
The Order of St Lazarus of Jerusalem Charitable Trust  
Wesley Thrift Store

### COMMUNITY EVENTS

Middlemore Foundation  
Milestone Homes Kapiti Limited  
TLC Education Trust



# Whakarāpopoto Ahumoni

In 2020/21 Victim Support has operated in an unusual year with the impact of Covid-19 changing the way we worked and our ability to obtain grant funding. Unfortunately, the pandemic also led to the cancellation of some of our key fundraising events. This resulted in deferred travel and other projects that are expected to roll into the 2021/22 year. Despite these challenges Victim Support achieved a solid financial result with a surplus of \$109,287 while still increasing our impact to reach 43,669 victims during the year.

## SUMMARY STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES

FOR THE YEAR ENDED 30 JUNE 2021

	\$	\$
	2021	2020
<i>Revenue</i>		
Central Government Funding - Support Services	13,255,428	12,316,234
Central Government Funding - Victim Payments	2,687,985	2,775,436
Grants and Fundraising Income	956,254	1,368,011
Other Funding for Support Services	469,539	643,690
Other Income	89,971	102,520
<b>Total Revenue</b>	<b>17,459,178</b>	<b>17,205,891</b>
<i>Expenditure</i>		
Salaries and Wages	10,201,579	8,736,705
Contractor Costs	1,069,104	698,591
National Board	127,128	93,659
Volunteer Related Costs	158,517	260,563
Telecoms, IT and IT Subscriptions	385,790	460,039
Operational Travel	637,673	617,453
Communication and Fundraising	346,755	376,612
Learning & Development	498,846	369,806
Victim Assistance Scheme Services	2,687,985	2,775,436
Christchurch Terror Attack Distributions on behalf of Victims	176,661	1,535,366
Depreciation and Amortisation	181,136	106,846
Other Costs	878,718	598,321
<b>Total Expenditure</b>	<b>17,349,891</b>	<b>16,629,396</b>
<b>TOTAL COMPREHENSIVE REVENUE AND EXPENSE FOR THE YEAR</b>	<b>109,287</b>	<b>576,495</b>

## SUMMARY STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2021

	\$	\$
	2021	2020
<i>Revenue</i>		
<i>Equity at start of period</i>	5,153,477	4,576,982
Net Surplus/(Deficit) for the Period	109,286	576,495
Transfer from Information Management Systems Reserve	-	-
Transfer to /(from) Accumulated Funds	162,146	1,252,181
Transfer to/(from) Receipts for Victims of Christchurch Terrorist Attacks yet to be distributed	(162,146)	(1,254,709)
Transfer to D Smith Memorial Research Fund	-	2,528
Transfer to/(from) Regional Reserve	-	-
<b>EQUITY AT END OF PERIOD</b>	<b>5,262,763</b>	<b>5,153,477</b>

## SUMMARY STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2021

	\$	\$
	2021	2020
Net cash flows from operating activities	930,737	2,065,292
Net cash flows from investing activities	(2,916,030)	(1,897,568)
Net cash flows from financing activities	-	-
Net increase/(decrease) in cash and cash equivalents	(1,985,294)	167,724
Cash and cash equivalents at 1 July	4,257,786	4,090,062
<b>CASH AND CASH EQUIVALENTS AT 30 JUNE</b>	<b>2,272,492</b>	<b>4,257,786</b>

## SUMMARY STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2021

	\$	\$
	2021	2020
<i>Current Assets</i>	8,010,208	6,941,116
<i>Non-Current Assets</i>		
Fixed Assets	284,304	378,264
<b>TOTAL ASSETS</b>	<b>8,294,511</b>	<b>7,319,380</b>
<i>Current Liabilities</i>	3,031,748	2,165,903
<i>Equity</i>		
Accumulated Funds	4,771,029	4,499,596
Receipts for Victims of Christchurch Terrorist Attacks yet to be distributed	12,299	174,445
D Smith Memorial Research Fund	103,871	103,871
Regional Reserves	283,803	283,803
Information Management Systems Reserve	91,762	91,762
	<b>5,262,763</b>	<b>5,153,477</b>
<b>TOTAL EQUITY &amp; LIABILITIES</b>	<b>8,294,511</b>	<b>7,319,380</b>

### Note 1 Reporting Entity

These are the summarised financial statements of New Zealand Council of Victim Support Groups Incorporated. New Zealand Council of Victim Support Groups Incorporated is an Incorporated Society established under the Incorporated Societies Act 1908. The Audited Financial Statements have been authorised to be issued by the Board on 18 October 2021.

### Note 2 Summary Financial Statements

The Summary Financial Statements for the year ended 30 June 2021 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 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 2021. The Full Financial Statements have been prepared in accordance with Generally Accepted Accounting Practice in New Zealand ("NZ GAAP"). They comply with Public Benefit Entity International Public Sector Accounting Standards ("PBE IPSAS") and other applicable financial reporting standards issued by the New Zealand Accounting Standards Board for Not for Profit entities. New Zealand Council of Victim

Support Groups Incorporated is a public benefit not-for-profit entity and is eligible to apply Tier 2 Not-For-Profit PBE IPSAS on the basis that it does not have public accountability and it is not defined as large.

### Note 3 Presentation Currency

The Summary Financial Statements are presented in New Zealand dollars, which is the functional and presentation currency. Figures are rounded to the nearest dollar.

### Note 4 Contingent Liabilities and Contingent Assets

There were no contingent liabilities or contingent assets at 30 June 2021 (2020: \$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.

### Note 6 2020 reclassification

Some items in the 2020 comparatives have been reclassified between accounts to better reflect their true nature. This includes the removal of the Christchurch Terror Attack donated funds as a separate item in the Statement of Comprehensive Revenue and Expenses as this is no longer a material item. These figures are still presented within the notes. Cash and Investments have also been reclassified between the accounts due to a change in interpretation of the accounting standards, the gross balance remains unchanged.



# Te pūrongo a te Kaitātari Kaute



## Report of the Independent Auditor on the summary financial statements

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

Grant Thornton New Zealand  
Audit Limited  
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215 Lambton Quay  
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Wellington 6143  
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### Opinion

The summary financial statements, which comprise the summary statement of financial position as at 30 June 2021, the summary statement of comprehensive revenue and expenses, summary statement of changes in equity and summary statement of cash flows for the year then ended, and related notes, are derived from the audited financial statements of New Zealand Council of Victim Support Groups Incorporated (the "Council") for the year ended 30 June 2021. In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial statements.

### Summary financial statements

The summary financial statements do not contain all the disclosures required by PBE IPSAS. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

### The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated 18 October 2021.

### Other Information than the Summary Financial Statements and Auditor's Report Thereon

The Board Members are responsible for the other information. The other information comprises the annual report (but does not include the summary financial statements and our auditor's report thereon), which is expected to be made available to us after the date of this auditor's report.

Our opinion on the summary financial statements does not cover the other information and we do not and will not express any form of audit opinion or assurance conclusion thereon.

In connection with our audit of the summary financial statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the summary financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

When we read the annual report, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance and will request that such matters are addressed.

### Board Members Responsibility for the Summary Financial Statements

The Board Members are responsible for the preparation of a summary of the audited financial statements of the 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 statements are consistent, in all material respects, with the audited financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), *Engagements to Report on Summary Financial Statements*. Our firm carries out other assignments for the Council in the area of assurance and advisory services. The firm has no other interest in the Council.

### 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

S Moonlight  
Partner  
Wellington  
18 October 2021

*Behind the front lines*

## Kei muri o te aroākapa



**Our Support Workers do an incredible job in helping people on the road to recovery from crime and trauma. At the same time, behind our dedicated frontline teams are many people in critical supporting roles that enable us to sustain our free service 24/7.**

This includes our *Never Alone* team whose monthly donations mean we can continue to fund and plan for the growth of our services and be there for the more than 40,000 people who rely on Victim Support each year.

Auckland accountant, Julia, understood the Volunteer Support Worker role was an extremely challenging one. While this was not for her, she was still keen to help.

“I can imagine it would be incredibly draining emotionally for those that are supporting people who have gone through trauma,” she says. “At least if I was able to contribute and fund other people who can help, that seemed like a good way to be involved.”

Julia is one of almost 900 people who make up Victim Support’s *Never Alone* programme, an amazing group of Kiwis whose monthly donation means we can continue our work empowering victims and making communities stronger.

“It’s important that the funds are available to engage the people who are able to help. It’s all good having the volunteers, but often you need financial backing to be able to make it all work,” says Julia.

*Never Alone* is an important part of Victim Support’s future and we are extremely grateful for people like Julia and their ongoing commitment. ■



***As a member of our ‘Never Alone’ team, you will help maintain a ‘first response’ support service that shows up for hurting Kiwis – whenever and wherever they need us.***

Join the team today and give a monthly gift so no-one has to bear the pain of crime or loss alone.

Find out more at <https://victimsupport.org.nz/support-our-work/give-monthly> or call 0800 842 846.







#### **PHONE US**

**Get Help:** 0800 VICTIM (0800 842 846)

**Volunteer:** 0800 VOLUNTEER (0800 865 868)

#### **DONATE TO US**

[victimsupport.org.nz/donatenow](https://victimsupport.org.nz/donatenow)

#### **EMAIL US**

[enquiries@victimsupport.org.nz](mailto:enquiries@victimsupport.org.nz)

#### **WRITE TO US**

PO Box 3017, Wellington 6140

#### **VISIT US ONLINE**

[victimsupport.org.nz](https://victimsupport.org.nz)  
[facebook.com/victimsupportnz](https://facebook.com/victimsupportnz)