

# Annual Report

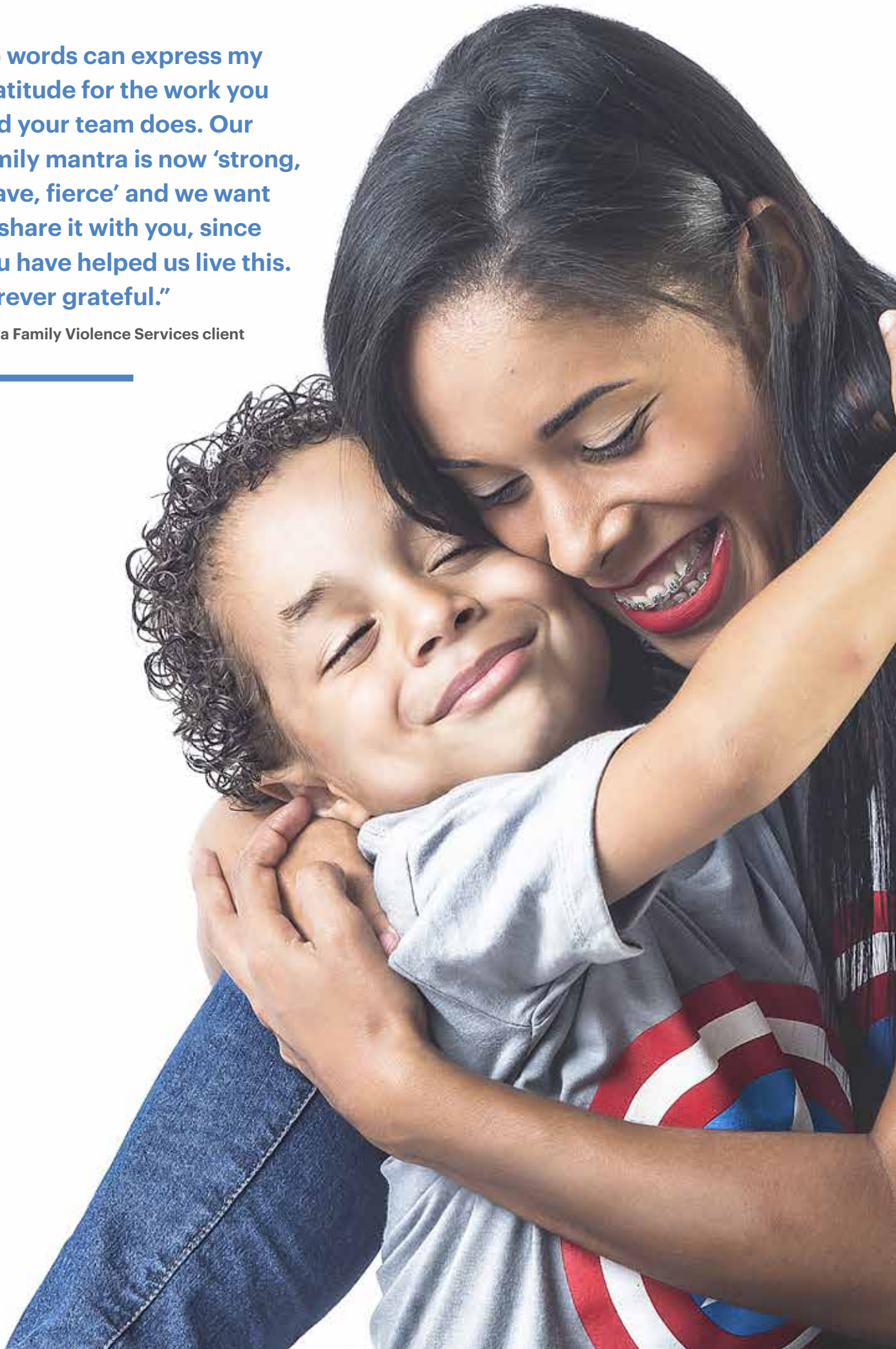
1 July 2019 – 30 June 2020



**“No words can express my gratitude for the work you and your team does. Our family mantra is now ‘strong, brave, fierce’ and we want to share it with you, since you have helped us live this. Forever grateful.”**

Aviva Family Violence Services client

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## Our Vision

A society free from the harms of family and sexual violence, where healthy children, families and communities are honoured and supported as the foundations of New Zealand's future.

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## Our Purpose

Through strategic and service excellence, our purpose is to support New Zealand's children, families and communities to become their best, free from the harms of family and sexual violence.

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## Our Values

Relationships  
Integrity  
Social Justice

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## Business Directory

AS AT 30 JUNE 2020

### ADDRESS

PO Box 24161  
Christchurch  
New Zealand 8141

### TELEPHONE

(03) 378 3847  
0800 28482 669  
0800 AVIVA NOW

### REGISTERED OFFICE

The Loft  
Eastgate Shopping Centre  
Christchurch 8062

### BOARD MEMBERS

Abby Suszko (Board Chair)  
Nathan Latimer (Vice Chair)  
Peter Cody (Board Treasurer)  
Michelle Cathcart  
Monica Davis  
Marian Johnson

### SECRETARY

Tracey Taylor

### AUDITOR

Deloitte  
Chartered Accountants  
151 Cambridge Terrace  
Christchurch



# Chair's Report



## He āwhina, he aroha, ngā miro tuitui i ngā haehaetanga a te mate.

As I reflect on these past months, I find it fitting to begin with the above whakataukī, which translates to: "Love and support knit together the laceration of anguish." For all the anguish of 2020, on behalf of the Board, I wish to acknowledge everyone at Aviva for what you've achieved in this last financial year. It is your continued aroha, support and dedication to our communities, and indeed to each other, that continues to bind this anguish and ensures a way through it. And through it all your commitment to our kaupapa has remained the same - to play our part, with others, in enabling Aotearoa to become free from the harms of family and sexual violence. E te whānau o Aviva, ānei ā mātau mihi ki a koutou katoa.

Looking back on the year, it would be obtuse not to acknowledge what uniquely challenging times we have been living through, and the impact it has had on everyone. Ōtautahi Christchurch, especially the eastern suburbs, began the year still reeling from the terrorist attacks of March 2019. A year later, with many in our communities still feeling the losses deeply, we were unable to commemorate as we should, as COVID-19 changed our world beyond recognition.

I share these reflections now, to acknowledge the landscape in which Aviva's mahi has taken place. The work that our kaimahi do is never easy, and the more unpredictable and unsafe the world around us gets, the more complex it becomes. What Aviva has accomplished in the last year is no small feat.

Mid 2019 saw the change towards a new model of leadership. Aviva moved from one strategic leader at the helm to where we are today with two General Managers. At the time there was no way to know that they would soon be leading us through such exceptional circumstances. Once the pandemic crossed our shores, Aotearoa actioned its team of five

million. Our nation's handling of the pandemic made headlines across the world. But while we celebrated containing the virus, it became evident that while we were in the same storm, we were not all in the same waka. During the national lockdown, Aviva saw a huge increase of 34% in family violence referrals. We adjusted our operating systems to online, created new ways to support our clients, and sought new modes of fundraising.

Through it all Gwenda and Nicki expertly guided Aviva's waka. Not only did we make it through, but we did so with numerous successes. Under their leadership, Aviva has strengthened partnerships, secured alternative funding and – most importantly – supported thousands of people towards violence-free lives in the toughest times Canterbury has seen since the earthquakes. Gwenda and Nicki, on behalf of the Board, I'd like to say an immense thank you to you both. Tēnā rawa atu kōrua.

I know however that neither of them would want to take all the credit. Alongside our management sits a dedicated and passionate team. And I would like to acknowledge all the staff at Aviva for everything you've done in the past year. Ngā mihi koutou.

2020 has also seen the loss of several loved ones of our Aviva whānau. It also saw the loss of one of our own, Karen Latham. The Board sends our deepest sympathies to all whānau and friends of those who we lost. And to Karen's whānau, I wish to reiterate our aroha for your mum and you all and acknowledge you all for the gift of support you showed to Aviva at your saddest time. Kei kōnā te aroha me te whakaaro, ngā mihi.

As ever, the Board is incredibly grateful for the work and collaboration of our many partners, funders, volunteers and supporters who make Aviva's work possible. I'd especially like to acknowledge our new partners and funders who emerged through the

**“Thank you for all your support, you have been so amazing, I couldn’t have got through this without you.”**

**SASSC Client**

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COVID-19 crisis and supported us through our online fundraising efforts. Above all, I’d like to thank the hundreds of tamariki, rangatahi and adults who have taken courageous steps towards achieving a fulfilled life free from violence by putting their trust in us.

Looking forward, Aviva’s strategy recognises a need to consolidate and continue doing what we do well. We retain our focus on preventative work, so that future generations can live free from violence. This work is now more important than ever. Aotearoa is in a fortunate position, and we know that Cantabrians are both resilient and supportive of one another, but if this year has shown us anything, it is the critical importance of everyone having a safe home. Until that vision becomes a reality, I have absolute faith in Aviva to give the best possible āwhi to our communities as we work together towards a violence-free Aotearoa.

**Abby Suszko**  
**Chair**



Easter egg delivery



Mod's Hair #livefreefromviolence virtual fundraiser



SASSC worker Laura taking part in Mod's Hair #livefreefromviolence virtual fundraiser

# General Managers' Report



Gwenda and Nicki

It goes without saying that FY 2020 was not the year we expected. While the first half of the year had two changes in leadership and structure at Aviva, the second was a period nobody could have predicted. The global pandemic of COVID-19 took its toll on everyone, exposing the inequalities and widespread insecurity with which people in our sector were already so familiar. Nobody was immune from its impact and we, our staff and our clients certainly felt it keenly. Yet, as we reflect on the year, it is with immense pride and gratitude.

Despite an overwhelming workload in unprecedented circumstances, we not only kept going, but continued meeting the needs of more people than ever before. We count ourselves lucky to have received so much support, through a time when our services were so desperately needed by the community. The government's immediate response of providing additional funding and giving us the grace and flexibility to deliver the most appropriate services for our clients absolutely meant that those in need received the best possible support. But what was truly humbling was how the community came out in force to help us. Our emergency appeal and 'Help From Home' raised over \$80,000; this was thanks to many of our existing funders and supporters, as well as people who have never donated to us before, but saw a need and wanted to help. We were both thankful and utterly humbled.

This is not to diminish the significant challenges we have faced in the last year. As the emotional and financial pressures of COVID-19 impacted households

across Canterbury, Aviva saw a 34% increase in new referrals for family violence. Despite the extraordinary circumstances we found ourselves in, we continued to provide our essential services to people who needed them. We adapted our individual and group services to be delivered via phone, zoom and any other forum that worked for our clients. In the most critical and complex of situations, we met people in hospital, over the fence, or at a distance at the front door. We found new homes for those who were no longer safe in their bubble and helped facilitate their move. On a lighter note, we even delivered easter eggs to little people across Christchurch. And when lockdown was over, referrals remained high, as people continued to reach out for help, and we continued to support them.

We couldn't have done this though without our wonderful staff. While the generosity of our funders and wider hapori enabled Aviva to keep operating under exceptional conditions, it was our kaimahi 'on the ground' who made it all happen. The resilience, adaptability, dedication and aroha they brought day in and day out was truly remarkable. We would like to thank each of them for their unwavering commitment, creativity and care in such challenging times.

And the challenges faced by the Aviva whānau were immense; we acknowledge with sympathy that throughout COVID-19 many of our team lost loved ones near and far. Then in late August 2020 we lost our loved colleague and friend, Karen Latham. It was a loss that shocked and devastated us all and we continue to feel its effects. Our team's natural support, consideration and kindness towards each other became more important than ever. We are incredibly proud of how they have carried on with strength, honesty and vulnerability in the face of this grief, while still continuing to support our clients. In this time, we extend our love and deepest sympathies most importantly to Karen's family and closest friends. We would also like to thank and acknowledge Karen, for all that she did for Aviva in her time here. Nga mihi Karen.



**“ Just knowing that [our Family Support Worker] was leading the way made all the difference... Having someone to share the load with allowed us to start the recovery and healing process.”**

**Lockdown client**

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Last but not least, 2020 was a year of increased collaboration and a chance to do things differently. Across the world doors were forced to close to stem the spread of COVID. Yet for Aviva, doors of opportunity kept on opening, as we built and strengthened relationships across the community. Matt and Sarah Brown became our ambassadors, and we partnered with them on their She Is Not Your Rehab project, to help facilitate a monthly men’s support group – this is such a vital service for men in our hapori, and working with Matt and Sarah is a constant privilege.

We also strengthened relationships with our partners at the Police, government agencies and garnered so much support from local businesses. In such challenging times, positive relationships with our ambassadors, partners, and philanthropic funders have been vital. We could not do what we do without them.

So, to all our partners, donors, staff, Board and every supporter – we thank you. 2020 was not an easy year, but with joint effort, we ended it strong, hopeful and grateful.

**Gwenda Kendrew & Nicki O’Donnell  
General Managers**



My Father’s Barber & Anytime Fitness #rowformentalhealth fundraiser



Staff thank you video for #helpfromhome fundraiser



Tonia & Nicky celebrating Samoan Language Week

# Summary of Key Statistics FY20

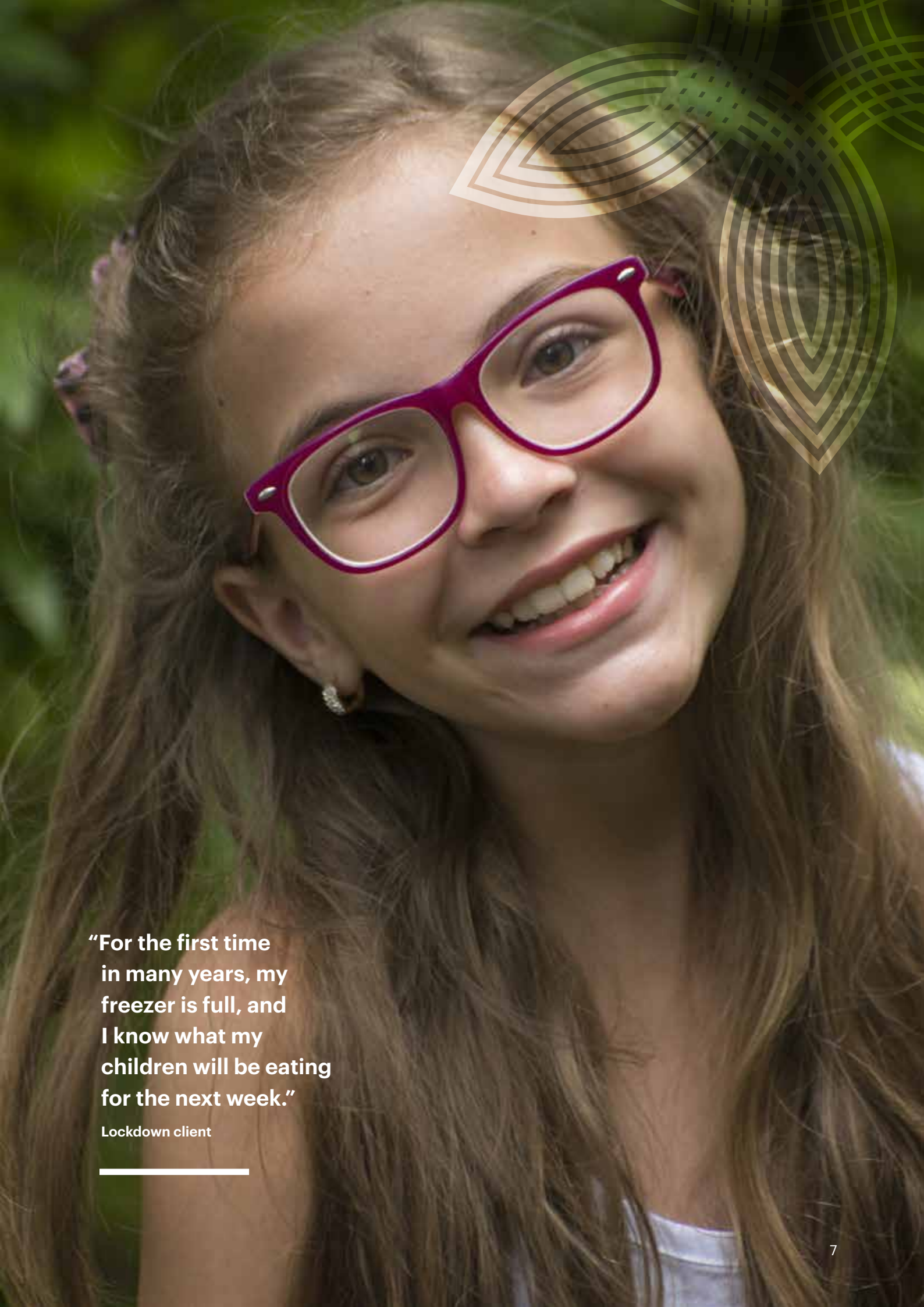
Description	Actual 2018/2019	Actual 2019/2020	% up/down on previous year	Target - contract and/or internal
<b>Total</b> number of clients – children, youth and adults supported to overcome Family Violence or Sexual Assault	1146*	1160^	+1%	N/A
<b>FSW:</b> Children and young people supported to overcome experiencing family violence	134	360	+59%	MSD Contracted 10 MoJ Target 49
<b>SASSC:</b> People supported to overcome sexual assault	460	492	+7%	N/A
<b>Adults</b> receiving DV Education	199	228	+15%	N/A
<b>Tamariki</b> receiving DV Education	98	131	+34%	N/A
<b>ReachOut:</b> People supported to overcome use of violent behaviour	88	105	+20%	MSD Contract 103
<b>0800 line:</b> Calls for support via Aviva's 24-hour phonenumber	3405	3673	+8%	N/A
<b>Homes</b> made physically more secure from forced re-entry	43	28	-35%	N/A
<b>Individuals</b> living in homes who were now safer	114	115	+1%	N/A
<b>Peer:</b> People beyond crisis supported on the journey to wellbeing by people with lived experience	19	10	-47%	N/A
People <b>trained</b> to support others as peers within their community	15	69	+360%	N/A
Families introduced to <b>financial</b> wellbeing conversations	232	218	-6%	N/A

Some services without contracted volumes show manageable client numbers. This is because focus was on delivering contracted volumes and Ministry of Justice targets, which has enabled us to maximise revenue.

\* In 2018/19, this number included some Microfinance clients. This year they have not been recorded as part of this data, so we have removed them from the previous year's data for accurate comparison.

^ Owing to high demand, we focused on offering in-depth support to those at highest risk. Working at capacity in this regard meant we saw fewer clients who were not in critical situations.





**“For the first time  
in many years, my  
freezer is full, and  
I know what my  
children will be eating  
for the next week.”**

Lockdown client

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# Client Services Report

The last year has seen some significant changes and challenges. We approached and overcame these with creativity, open mindedness and focus on the strategic vision of Aviva.

Through all our services we aim to support our clients to create safer futures for themselves and their families. Unlike most other family violence agencies, we work with both those who use violence and those who experience it; we work with children, young people, and adults; and we offer specialist services related to sexual assault within or outside personal relationships. Safety planning is a key element of the work that we do with all our clients, and we believe that education is vital to breaking the cycle of family violence. Our education programmes help children, young people and adults develop tools to support them as they rediscover their confidence, build their resources and create safer futures. Self-referrals are a significant component of the clients we engage with, but our external relationships also enable us to be supportive to those referred from other sources.

**The Family Support Worker (FSW)** team continues to deliver a core service within Aviva, undertaking many referrals for adults, youth and children who have experienced family violence, across Christchurch, North Canterbury, Selwyn and Ashburton. We sit with the largest FSW team that we have had in some time, bringing capability from across varied professional disciplines. They are ably led by our Senior Client Services Manager.

With an increased workload of 34% throughout lockdown, the FSW team continued to manage crisis situations and contact with clients. Our contact included some extraordinary frontline work, alongside phone contact and the introduction of online group and individual Domestic Violence education programmes. This was more successful for adults than

it was for children. (As we came out of lockdown, we have continued with some of our programme delivery online with clients for whom this proved preferable, alongside our business as usual delivery.)

Challenges included access to clients and external supporting services; but a simple, determined and focussed approach meant we always found a way through challenging situations. Even outside of the lockdown period, the team received a very high number of referrals this year, including 407 self-referrals and 346 referrals from the Ministry of Justice (MOJ). At times, the number of referrals has meant we needed to operate a waitlist; this practice ensures manageable, effective case management, offering best practice for our team and our clients.

The **Aviva 24-hour support line** is managed by clinical staff who provide support with enquiries, safety planning, and advocacy. This service is used by clients, potential clients, family/friends, and other professionals. Both interagency and self-referrals can be made through the 24-hour support line. The line continues to be supported after hours by a call centre which is supported by on-call Aviva staff.

We received 3673 calls in the last year, with a definite increase in requests for service/supports throughout lockdown, including a wide range of needs such as food and housing, alongside our Family Violence and Sexual Assault calls.

The Ministry of Justice (MOJ) contracts us to provide **domestic violence educational programmes** to children and adults experiencing violence; Aviva provides this education in 10-week long groups or adapted individual programmes. In the last year we have provided group or individual programmes to 228 women, a small increase on the previous year, and 131 Tamariki [5-12], an increase of 34% on the previous year. In the last year, we ran nine Tamariki groups and five adult group education programmes – an extremely good number.

**Youth** are supported within the FSW Team, by several staff who have excellent skills and experience in working with rangatahi, who are able to support these clients within their broader work.

**Community Finance** has undergone some innovation during the year. We installed new loan management software, which considerably streamlined service delivery and reporting. During Covid-19 alert levels 4, 3 and 2 we were able to deliver this service through phones and utilising technology, offering virtual meetings. We received 567 enquiries for the year. While this is a 30% reduction on last year, it has not impacted the number of financial conversations held - 218 interviews (6% decrease on last year), with 56% loans being submitted and an average 70% conversion rate into loans approved (54 NILS and 21 StepUP). This is a 200% increase on last year.

Over the past twelve months our **Peer Support Service** continued to be funded internally and by fee-based courses. The service continues with a team of 0.75 full-time equivalent (FTE) staff and 2 part time volunteers who ably support the facilitator/coordinator. Peer Support continues to deliver one-on-one work, with ten new referrals this year.

This financial year we were also awarded the **Whanau Resilience** contract, alongside five other Loft partners. We host the funding for this contract. The partnership has one FTE who is the lead kaimahi within our collaboration who attends hui weekly and actively participates in the co-design of this new MSD contracted mahi. This kaimahi was seconded from the Aviva Peer Support team but brings skills and experiences that are of immense value to the co-design phase. The contract has been awarded for five years with the first 12-18 months focussed on the co-design. We look forward to the partnerships and connections made locally being of advantage for each of these partners and their whānau in the future.

The Purposeful Peer Support workshop, which trains people to become effective peers in their own communities, has continued being offered this financial year. In the upcoming months, Specialist Peer Support will be taking the lead in developing a Train-the-Trainer manual. 'Train the Trainer' has been developed in partnership with the Health Promotion Agency delivering alcohol and other drug training to other Loft staff and external groups, including other medical practices. The **Peer and Community Development** team has supported the review of Aviva's group education materials from a lived experience lens, and Child Protection courses



Matt and Sarah Brown became Aviva ambassadors

have continued to be provided for professionals and community. This financial year, 69 people have attended trainings, which is a significant increase from the 15 people the year prior. The development and engagement within community trainings for individuals has been outstanding.

The **ReachOut** service for adults and youth using or at risk of using violence continued to receive regular referrals throughout 2019-20. The service operates as part of the Family Support Team with three of the team focused on this specific service. We are pleased to be able to offer a co-gendered focus to this work, with the varied experience and viewpoints bringing an excellent balance to service. Whilst this service receives significant self-referrals, relationships with agencies such as the Police, Probation and other social service networks enables referrals for those who have recognised a need to consider behaviour change management.

Through the year, 121 referrals were received, and 107 clients actively engaged in the service. Client numbers were aligned exactly with the contract deliverable expectations. The calibre of the staff engaged in this service brings a high level of service, support and professionalism to these specific clients and maintains strong client engagement.

A relationship with 'My Father's Barber' (MFB) has developed through this financial year. Their desire to support men who use or have the potential to use violence brought about a conversation with Aviva and our ReachOut team. At present one of our male staff attends the monthly forum and offers opportunity to



**“Thank you, just thank you. Tonight I experienced life, hurt, vulnerability, pain and how anger has ruined my heart, soul and destroyed my being. This is our journey of discovery in terms of healing my demons. An understanding of healing in the true sense of the form. A form that is needed in order for my own sanity, a true inner sense in order to find happiness.”**

**My Father’s Barber co-facilitated Men’s Session attendee**

engage with a formal service as and when appropriate. This group is co-facilitated with a staff member from the Mapu Maia, which also operates at The Loft, the owner/operator from MFB and our worker. It also often includes an invited guest.

This relationship is critical in our community in offering relevant support to men at risk of using of violence within relationships. It provides a safe space for the men to talk about their experiences and share with peers what they have learnt and are struggling with. The group also offers service users an opportunity to maintain their engagement with Aviva past the usual one-on-one intervention of ReachOut, therefore increasing their support to maintain positive change.

The **Sexual Assault Support Service Canterbury (SASSC)** is contracted to engage within **Selwyn and Ashburton** regions, alongside our services across **Christchurch and North Canterbury**. The team has three FTE clinicians, with one new FTE just recruited and another FTE being recruited at time of writing. The FTE Client Services Manager continues to lead this team. The team manage their administrative tasks with support from 1.5 FTE Administrators, providing excellent capability to service the additional demand. North Canterbury continues to be supported with regular clinics now held at our Rangiora Office, whilst most clients are serviced through our Christchurch office within The Loft. Rolleston District Council has provided us with a suitable room in their Community

House one day a week for a SASSC Clinic and Ashburton’s Community House is available as need be. We work alongside other social services, counsellors and health practitioners in support of clients, and the formal partnership between Aviva and START continues to support delivery of this service. Police are our most significant referral source of referrals, followed by self-referrals. Our relationships across the region with supporting sexual assault services is paramount in the successful supports and service for our clients.

Area	Referrals 1.7.19 to 30.6.20	referrals 1.7.18 to 30.6.19
Christchurch/ North Canterbury	495	417
Selwyn	32	24
Ashburton	22	17

**Safe@home** aims to enable adults and children who are at high risk of repeat family violence to remain safely at home and in a familiar environment, through the provision of security upgrades and alarms. This service is available to any client who is accessing any Aviva support service. In 2017, Aviva closed the service to external referrals and the service became integrated as part of the Family Support Worker service, rather than a standalone service. This year, we improved the security of 28 homes, which provided 115 individuals with the ability to remain safely within their own homes.

**Investing in Professional Development**

We engage all our clinical teams in external and external **supervision**, offering both training and development, alongside operational management. The Senior Management Team and Aviva Board have met together to discuss strategic direction into the years ahead. Risk Management and cultural inclusion have had some intentional focus this year, with the development of a **Cultural Competency Rōpū** supporting culturally appropriate best practice and Te Reo within service and formal gatherings (such as Board meetings). Because we wish to be accessible across cultures, age and genders, we have also undertaken some intentional redevelopment of service material and language to ensure inclusiveness. Alongside this we have cultural development workshops once a month for all Loft staff in which Aviva staff are active and regular attendees. We have also been privileged this past year to recruit several colleagues from other ethnicities. Their willingness to share both personally and professionally within our team and our service provision has enhanced the responses we can provide to the vast range of people who ‘walk through our doors’.

# Our Friends and Supporters

We are so grateful to all the donors, businesses, volunteers and other supporters who make our work possible.

This year in particular would have been ten times harder than it already was if it wasn't for the support of our community. When the work seemed impossibly hard, the generosity and confidence of our supporters meant so much.

Like so many charities, when we were founded, we were run entirely by volunteers. Now we have a paid workforce, but volunteers continue to play a vital role in both fundraising and the delivery of our services. This year we were gifted an impressive 4247 hours; this is the equivalent of 106 additional weeks' full-time work, which demonstrates how vital and valuable the contribution of volunteers is to Aviva.

Aviva receives funding from the Ministry of Social Development; Ministry of Justice and Oranga Tamariki. Without a doubt, this funding is imperative for the delivery of our services. However it does not cover all of our costs; the remainder of our income is generated through grants; donations and bequests; community fundraising and interest. Every year, we need to fundraise over three quarters

of a million dollars, and we are so grateful for every donation we receive.

The variety of ways the community supports us makes a significant difference; that so many people believe in what we do, and want to support us to help thousands of people overcome the harms of family and sexual violence is truly humbling. Thank you for your support, and for putting your trust into us.

## Donors who have supported us in the last financial year:

- 27 Steps
- Arise Church
- Blogg Charitable Trust
- Christchurch Aunties
- Christchurch Casino Charitable Trust
- Christchurch City Council - Community Grants
- Christchurch Earthquake Recovery Trust
- Community Trust of Mid and South Canterbury
- Connect Chiropractic
- Cowdy and Co Ltd
- David Ellison Charitable Trust
- Deloitte
- Department of Internal Affairs - Lottery Grants Board
- Drummond Inheritance Fund
- EN GEO/The Dream Trust
- Forte Health Club

- Good Shepherd New Zealand
- Health Promotion Agency
- Jean Stanbury Family Trust
- Keith Laugesen Charitable Trust
- Kelliher Charitable Trust
- Kiwi Office FitOuts
- Life Church
- Lion Foundation
- Lions Club of Akaroa and Bays
- Lions Club of Rangiora and Districts
- Mainland Foundation
- Maurice Carter Charitable Trust
- MBK Upcycle
- Mediterranean Shipping Company (MSC)
- New Zealand Communities Growth Trust (NZCGT)
- New Zealand Community Trust (NZCT)
- NZ Charitable Foundation
- Pub Charity Inc
- Rata Foundation
- Research First
- Revolution Church
- Roy Owen Dixey Charitable Trust
- Russley Golf Club
- Sensi Merivale LTD
- Tax Management New Zealand (TMNZ)
- The Funding Network NZ
- The Strathlachlan Fund
- The Tindall Foundation
- Todd Foundation
- William Toomey Charitable Trust
- Zonta Club of Christchurch South

# Treasurer's Report



## The Aviva Board of Governance is pleased to present the financial statements for the Aviva Charitable Trust for the year ending 30 June 2020.

The June 2020 financial year was a strong year, which continued to build on a strong 2019 performance with increased community impact across several areas, combined with an overall reduction in the full year financial loss. This is despite COVID impacting our ability to deliver services to the community in traditional ways.

From an income perspective we saw an overall increase in income from \$2.6m in FY2019 to \$2.9m in 2020. The main drivers associated with this change included:

- increase in funding support from the Ministry of Social Development.
- COVID-related grants from key supporters.
- Reduction in income from donations as Aviva was not able complete the street appeal and other traditional fundraising programmes.

Overall costs were relatively stable for the year with an increase of \$0.1m. The main contributor to this was an increase in the remuneration paid to staff as we sought to improve resourcing to accommodate demand, coupled with increases in payments to current staff. Other costs remained relatively unchanged.

Despite an increase in revenue and general cost management (except increases in staff remuneration), Aviva continues to operate in a loss position. However, the loss position did improve by \$0.2m to a loss of \$0.1m for the FY2020 year. This is an encouraging shift as the organisation continues its focus on creating a financial sustainable operating platform so we can continue to deliver outcomes to the communities we serve.

The accumulated funds of the Aviva Charitable Trust at balance date totalled \$1.7m (Down from \$1.8m at FY2019). Of the totalled accumulated funds, \$1.4m relates to funds received, and held, on behalf of The Loft. Building of the accumulated funds associated with Aviva continues to be a focus of the Board to ensure financial stability. It was pleasing to note that cash reserves increased by \$0.1m to \$1.1m.

From a financial risk management perspective, the primary area of focus for the Board is to strengthen our non-contracted funding streams so that we can build cash reserves, develop a sustainable operating model and execute on strategic projects that deliver on our purpose. FY2021 will see an ongoing focus on delivering on the needs of our communities, plus exciting progress on our fundraising strategy.

Continued investment from our key funding partners is the greatest acknowledgement possible that we are indeed achieving our desired outcomes – we acknowledge and thank all of those funders who have continued to support Aviva in making a difference to our communities.

In terms of The Loft, FY2021 will be an exciting period as Aviva transitions the lease and the financial management obligations to the Ki Te Tihi/Loft Charitable Trust. Aviva is pleased to continue to help, alongside our partners, fuel the success of The Loft. Aviva sees The Loft as a strategic imperative for our organisations as we ensure that we are accessible to our communities while collaborating to deliver better outcomes for clients.

The Board and Management wish to formally acknowledge and thank our External auditors, Deloitte, for their continued service and support of Aviva.

**Peter Cody**  
**Treasurer**



**“Thank you for  
teaching me how to  
keep myself safe.”**

Tamariki client

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Aviva (inc. Christchurch Women's Refuge Charitable Trust)

# Statement of Comprehensive Revenue and Expenses

For the year ended 30 June 2020

	2020	2019
	\$	\$
<b>Revenue</b>		
Donations, fundraising and other similar revenue	185,347	250,934
Revenue from providing goods or services	2,085,563	1,839,849
Interest and other investment revenue	28,559	34,132
Other revenue	625,113	486,432
<b>Total Revenue</b>	<b>2,924,582</b>	<b>2,611,347</b>
<b>Expenses</b>		
Expenses related to public fundraising	3,174	12,743
Volunteer and employee related costs	2,005,968	1,848,517
Costs related to providing goods or services	49,929	82,069
Donations	210	-
Bad Debts	8,605	7,083
Other expenses	913,964	924,068
<b>Total Expenses</b>	<b>2,981,850</b>	<b>2,874,480</b>
Surplus / (Deficit) for the Year	(57,268)	(263,133)
Other Comprehensive Revenue and Expenses	-	-
<b>Total Comprehensive Revenue and Expenses for the Year</b>	<b>(57,268)</b>	<b>(263,133)</b>

Aviva (inc. Christchurch Women's Refuge Charitable Trust)

# Statement of changes in Net Assets/Equity

For the year ended 30 June 2020

## This Year (2020)

Description	Accumulated Surpluses or Deficits	Reserves	Total
<b>Opening Balance</b>	332,569	1,441,697	1,774,266
Total Surplus / (Deficit)	(57,268)	-	(57,268)
Transfer to Reserves	-	-	-
Transfer from Reserves	-	-	-
<b>Closing Balance</b>	<b>275,301</b>	<b>1,441,697</b>	<b>1,716,998</b>

## Last Year (2019)

Description	Accumulated Surpluses or Deficits	Reserves	Total
<b>Opening Balance</b>	595,702	1,441,697	2,037,399
Total Surplus / (Deficit)	(263,133)	-	(263,133)
Transfer to Reserves	-	-	-
Transfer from Reserves	-	-	-
<b>Closing Balance</b>	<b>332,569</b>	<b>1,441,697</b>	<b>1,774,266</b>

## Accounts Commentary

The financial impact of Covid-19 is yet to be fully materialised, as we continue on this journey of financial and economic uncertainty.

The first wave of Covid-19 had immediate financial impact on our agency. Firstly, we did not qualify for the government's wage subsidy scheme due to the nature of our sector and the contractual arrangements with Ministries that change annually. And secondly, the ability to fundraise in a traditional way through street appeal and events was no longer a possibility unless Canterbury was in Alert Level 1. Number of philanthropic funders closed their grant application awaiting the outcome of lockdown. The financial budgeted losses from this income stream as of June 2020 were at \$116,268.

However, during this time we have received unbudgeted grants from Ministry of Social Development, Ministry of Justice, Vodafone Foundation, Todd Foundation and Strathlachlan Fund. As a result of these grants, we were able to offset some of the fundraising losses and are in a stronger financial position for new financial year commencing 1st July 2020, carrying over \$75,000 of grant income.





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