Vision
Victims of crime and trauma are in control of restoring their lives.

Mission
To be recognised in New Zealand as the leading organisation by:
• providing 24 hour, seven day a week access to an integrated, personalised, professional support service to all victims of crime and trauma
• advocating for the rights and interests of these victims.

Manaaki Tāngata
We are there to support and care for the people of Aotearoa. We do this by symbolically using the korowai (cloak) to embrace people with warmth, care and support.
We will provide support in ways that restore mana, belonging and well-being.

Patron’s message
For me, the past four years as Patron for Victim Support have been inspiring and fulfilling. It is an organisation that is full of heart - from the staff to the amazing volunteers - they are really quite extraordinary people.

Now, more than ever we need to reflect on the values of quieter times, when communities cared for and administered to their own. This is what Victim Support does country-wide every day and every night of the year. As it goes about its work it also serves as a role model for us all: to listen to and care for those who are suffering through no fault of their own.

I watch the organisation as it goes from strength to strength, growth that is not measured in financial profits, but rather in humane achievement. New Zealand is a better place and our physical and mental health improved by the work of Victim Support. Its work gives so many thousands of people the strength to face the future and to resume their lives and relationships in a more positive spirit.

Being there for people who feel lost and helpless deserves the highest praise. I sing that praise out loud. I am proud to be Patron of such a service.

Dame Malvina Major
Listened to me talk, listened to me cry, this was what I needed most of the time."
We were impressed with the level of understanding about our work and the challenges we face as we support victims on their individual journeys. We intend to build on these relationships, and appreciate the support they provide.

It was a real pleasure to meet members of the Military and Hospitaller Order of Saint Lazarus of Jerusalem at the event they hosted to present us with the first of three donations to support our work in Canterbury. It was a memorable occasion and had the added bonus of providing excellent media and local promotion for our work.

The high level development of the first phase of our new five year strategic plan 2015-2020, Vision 2020, began in early 2015, and is expected to be completed by October. The longer time frame for the plan, which usually looks three years ahead, recognises the growing complexities in managing victims’ needs within a changing environment. A number of stakeholders are involved in the process including the Board, senior managers, members, volunteers, staff and significant external agencies.

The strategic plan provides a platform to build future sustainability. It provides guidance and direction to Victim Support to ensure we are delivering the right services to the right people at the right time - strengthening our response to communities across New Zealand.

Alongside this work, Victim Support is managing the financial challenge we face as demand for our services continues to expand. We are in a satisfactory financial position at the close of the reporting year. For more information, please read ‘Our financial position’ on page sixteen.
Message from the Chair

Working together

We are an independent incorporated society with 30 Local Group Committees (LGCs) and a governing body made up of representatives from these committees. It was another busy and productive year. LGC members are guardians and stewards who uphold and enact our organisation’s values. The support they provide at local service level includes helping our offices, public speaking, fundraising and promoting Victim Support’s reputation in their community.

LGC Chairs held their annual meeting in Wellington in May, an essential opportunity for the 30 Chairs to come together to discuss governance issues, and share their local activities.

In preparation for the challenges ahead, the Board subcommittee overseeing the Electoral College Review, continues to discuss succession planning and sustainable governance for the organisation.

During the year 14 LGCs hosted visits by the Chief Executive, Kevin Tso and myself on some of those. It was great to see collaboration and networking between so many people who are focussed on helping victims. At one visit the Invercargill LGC organised a visit to Te Rau Aroha Marae in Bluff that included national Board members, volunteers, staff, and other LGC members.

Along with many other anniversaries and celebrations I attended this year, Victim Support marked 25 years of service to the Matamata community. It is great to see some of the founding members, like LGC Chair, Sandra Hunter who was one of the Matamata volunteers in 1990, still involved a quarter of a century later.

I thank all of our LGC members, our staff and volunteers for their dedication and commitment to victims of crime and trauma. You are the heart of this organisation, and I commend you all.

Lorraine Scanlon
Board Chair

Thank you

to our hardworking people across New Zealand

Local Group Committees

As at 30 June 2015

Auckland Central Victim Support Group Inc
Buller
Central Hawke’s Bay
Central Otago Victim Support Inc
Christchurch Victim Support Group Inc
Eastern Bay of Plenty
Gore
Grey and Westland Districts Victim Support Group
Hastings
Invercargill and Districts Victim Support Group Inc
Kaipara
Kāpiti Mana Victim Support Service Incorporated
Lower Hutt City Victim Support Network (Incorporated)
Manawatu Victim Support Group Inc
Marlborough Victim Support Group Inc
Matamata / Piako
Mid North
Motueka Victim Support Group Inc
Napier
North Canterbury Victim Support Group Inc
The South Canterbury Victim Support Council Inc
South Otago Victim Support Group Inc
South Taranaki Victim Support Group Inc
Taihape / Waikouaiti Victim Support Group Inc
Waiapu Valley
Waimarino Victim Support Group Inc
Wairarapa
Wakatipu Victim Support Inc
Whanganui Victim Support Group Inc

Board member Gwen Neave and Lorraine Scanlon inside Te Rau Aroha marae, Bluff, during a volunteer and staff hui in early June 2015.
Victim Support is committed to improving its service delivery and to keep its promise to make a real difference to the quality of life for victims.

To achieve this we work in close partnership with many government agencies. As well as the funding we receive, we share information and expertise. For instance the Ministry of Justice asked us to be involved in a comprehensive research study to better understand what information victims of crime need, as they redeveloped the content and structure of their VictimsInfo website.

I was invited to be a member of the Police Excellence: the Future External Advisory Board, to inform its strategic planning, and on the selection panel for community member candidates to the New Zealand Parole Board.

Responding to

28,916 people who are victims of serious crime and trauma
22,526 new incidents

Supporting

1,541 people after a homicide
2,268 people after a suicide
1,549 people after a fatal motor crash
2,803 people after sexual violence

When the NZ Police hosted a visit by the Botswana Police Service, including their Deputy Commissioner of Police, Victim Support was delighted to make a presentation about our work to the delegation.

Another way we ensure the quality of our work is maintained and enhanced as we strive to deliver positive outcomes for victims, is by conducting our annual Consumer Evaluation Survey. The overall purpose of the survey is to use victim feedback to assess the quality of our service.

The key objectives are to gain information on the difference Victim Support has made in assisting people to get their lives back on track, to identify effective practices and ways service delivery might be improved. Results from our most recent survey were very satisfying with ninety-six percent of victims surveyed reporting our support as ‘helpful’ or ‘very helpful’.

We also need to better understand the general public’s awareness of our work, so took part in UMR’s telephone omnibus survey. It surveys 750 New Zealanders aged 18 years and over, and we were gratified to find that Victim Support was cited the most frequently as an organisation that helps people affected by crime and trauma.

It’s great to see our teams back to full strength during this year, following our reorganisation, enabling us to manage the many demands involved in delivering a quality service for people affected by crime and trauma.

During the year we farewelled our General Manager Service Delivery, Genelle Gordon who left for health reasons. She did an excellent job in her five years with us and will be greatly missed. Sadly, we also lost another valued colleague and friend, Lisa Johnson, who passed away in 2015.

An important aspect of my year has been to meet with as many Victim Support personnel as possible. That includes members of Local Group Committees, staff and volunteers. I attend initial training programmes with new volunteers, and volunteer recognition / award events that are held around the country each year. Meeting the people we support and our people who are helping them, hearing their stories, just makes it all worthwhile.

Kevin Tso
Chief Executive
Victim Support is a free 24/7 nationwide community response that provides emotional and practical support, information, financial assistance, referral to other support services and advocacy for the rights of victims.

We support people who suffer not only from trauma caused by a criminal act, but from trauma caused by accidents, suicide, sudden death, natural disasters - including fire, and other such incidents.

We recruit, train and supervise front-line volunteers who deliver direct support in the victims’ home, at police stations, at the scene, in court and in the community.

The environment in which Victim Support operates is a challenging one. Just one major incident can affect many people, and involve numerous volunteer Support Workers, often for months or even years. We have had to adapt and become more flexible in the way we work to meet some of the challenges that lie ahead. The demands we face are unpredictable and our services must be available at all times in all places. We are especially challenged at weekends and holiday times when other support agencies and partners are closed, and victims turn to us for help.

We know that our work helps individuals to remain connected in a positive way with their whānau, family and local community and that they are better placed to rebuild their lives. Victims of trauma who are not provided adequate support in the immediate aftermath are at greater risk of experiencing things such as post-traumatic stress disorder, depression and repeat victimisation. Therefore our work helps the country as a whole - as people rebuild their lives they are less likely to need long term health and welfare support.

Our service to victims is primarily delivered by volunteer Support Workers who are managed and supervised by paid staff coordinators who provide debriefing, supervision, case management, coaching and regular training.

Valuing our volunteers

One of the many challenges we face is how to continue attracting and keeping a well-skilled volunteer workforce. Like many other organisations operating in the not-for-profit sector, finding the right volunteer willing to give freely of their time is becoming more difficult with changing population demographics, family structures and time constraints.

During the year we held 18 introductory training sessions for new volunteers. The training is over a four day period of two weekends, with at least the first day held on a marae to help cultivate cultural understanding and deep community bonds.

Moving from initial training to intern status can take up to six weeks as trainees have to complete a case study and other practical activities and they are ‘buddied’ with an experienced volunteer. The intern phase can be up to 12 months, and volunteers don’t take on solo engagements until they feel confident.

Volunteers have routine debriefing and supervision, and ongoing skill building training. During the year 537 training sessions were held at numerous locations spanning the country with more than 3,500 course attendees. This consisted of 15 individual training topics, including family violence, criminal justice systems, suicide, victim impact statements and communication skills.
In addition to our four day intensive introductory training and general ongoing training, we also have several specialist areas of training that include bereavement by suicide and homicide, and victims of family violence and of sexual violence. Volunteers need to have at least 12 months experience before this level of specialisation is an option. Once training is complete they are overseen by our four Homicide Support Specialists and five Bereavement Service Specialists.

Volunteers deserve all the praise and reward we can give, and they are recognised for their outstanding work with letters and awards from the police, our own awards process and by their area LGC. This year the Wellington Hospitality Group, through their community initiative, ‘Values’, gave us 60 hospitality vouchers at $25 each for volunteer Support Workers in the Wellington area.

Cultural responsiveness

Te Whare Tapa Whā is our model of service used to support all victims. It illustrates the four dimensions of well-being: physical, spiritual, family and mental health. Should one of the four dimensions be missing or in some way damaged, a person, or a group may become unbalanced and subsequently unwell.

We are keen to recruit volunteers from as many diverse ethnicities as possible so that we can match volunteers to victims whenever possible. This is particularly so with Māori as they are victims of crime often at higher rates than other citizens. We continue to build our responsiveness by recruiting Māori staff and volunteer Support Workers when opportunities arise.

Our Te Huarākau ō Manaaki Tāngata, Victim Support’s kete (knowledge basket) has been in use for a year now and feedback from staff and volunteer Support Workers is very positive. They are using the resources in their cultural responsiveness and many have completed their personal mihimihi (introducing themselves: where they come from, their ancestry, etc), putting a simple mihi together (greeting) and using the Victim Support waiata (song) for hui they are coordinating or attending. The more our staff and volunteers become culturally aware, the more sensitive they will become to victims of all cultures.

Our new portfolio to encompass Māori, Pacific and Ethnic Communities enfolds all diversity to better reflect the victims we support. As we work to support people in times of trauma, it is essential that we are aware of differing needs and that our services are culturally sensitive. The portfolio will evolve over time to embrace people from all cultures.

We also work with many external organisations around the country, to build strong relationships and to ensure Māori whānau and other ethnic cultures are either accessing our services or that Victim Support are making referrals to them. There are too many to mention, but our engagement with them covers issues such as family violence, alcohol and other drug treatment, sexual abuse assessment and treatment, and health services.
The year has been as eventful as ever, when new and inspiring partnerships have developed, and we have found new support pathways for victims of trauma.

In April the Military and Hospitaller Order of Saint Lazarus of Jerusalem, a chivalric, ecumenical Christian and charitable Order with 50 jurisdictions and a large number of philanthropic projects across the world, selected Victim Support for its work in Canterbury. The Order, through its charitable arm, made the first of three yearly donations of $10,000 to Victim Support to support the people of Canterbury, as they continue to contend with the emotional and physical after-effects of natural disasters.

There have been two major overseas disasters that we have assisted with following requests from the Ministry of Foreign Affairs and Trade. We were asked to help New Zealanders arriving in Auckland from Vanuatu (following Cyclone Pam), and then again from the massive earthquake in Nepal. Staff and volunteer Support Workers were very motivated to assist and gave their time freely when the disasters struck. They were available day and night to meet expats and injured civilians. Immediate needs were quickly considered and support included helping people with accommodation and transport, details of our services for later reference, and an empathetic ear for those needing to talk about their experiences.

Information technology

Earlier in the reporting year Victim Support updated its website victimsupport.org.nz, with easily accessible information for all those involved with our service - and it has met with overwhelming approval. Information details different situations along with sets of frequently asked questions on each topic. It allows us to update information more easily and strengthen news items linking to social media like Facebook and Twitter. We have also added in depth information for volunteers that we hope will assist recruitment.

In June our Contact Service took the first phone call on Victim Support’s new phone system that is complementary to new police systems. The police have assisted with the technical aspects of the set up and are to provide ongoing facilities for equipment such as the server. The cloud-based system, that receives around 7,000 calls a month, will help ensure the most highly suited volunteer is able to respond to any emergency to meet victims’ needs.

Ongoing improvement

Victim Support is increasingly looking at how well we deliver our services and how victims, who are at the heart of our work, consider we have assisted them in their recovery from crime and trauma.

The Consumer Evaluation Survey 2014 measures how we meet our commitment to victims, demonstrates our effectiveness, and if funders are getting value for money.

To ensure the integrity of the evaluation process Victim Support worked with consultant, Dr Elaine Mossman, from Victoria University. The telephone survey was conducted, data collated, and a report produced for Victim Support and the Ministry of Justice.

The survey results show that 96% of victims considered their contact with Victim Support was ‘helpful’ or ‘very helpful’. People felt listened to (87%), less stressed (77%), more in control (75%), and more confident (75%). We also assisted victims with coping and recovery and being better able to get on with things that needed to be done.
Victim Support is available every day and every night of the year. It means that we often take cases because other support agencies are home for the night, weekend or holidays. Providing support for victims of trauma can be a complex business.

Here is a typical story from during the year...

The call

A domestic assault referral came to Victim Support’s Contact Service from the police as it was outside the local Women’s Refuge hours of operation. Victim Support is never closed, so it is the go-to organisation after 5pm, weekends and holiday times.

Victim Support’s Contact Service is where calls come in from the public or, most often, the police via the dedicated police line. Staff ask what station the referring officer is working from, the address the incident occurred at and a brief description of what has happened. They also ask if there are any cultural needs or anything else we need to know.

We ask for details of the offender so that site safety can be ascertained and take the victim’s name, age, gender and the address where the support will be required – this may be somewhere other than the incident address or the victim’s home address.

We check to see whether the victim is already entered in our victim information base as, where possible, it is best to have the same Support Worker assigned – especially if the victim is, for example, involved in ongoing domestic violence incidents. This helps in not inadvertently revictimising the person by making them retell their story again and again.

If not, we check the roster programme ‘ShiftExpert’ and see if there is a Support Worker rostered on in the area. If there is no one available, we use a mapping application to draw a 30 km radius around the support address and check the roster to see if there is a volunteer available within this radius, and going out to 100 kilometres if necessary.

We then brief the Support Worker on the incident and transfer them either to the police officer at the scene of the incident, or to the victim to organise a safe site to visit.

Before any visit is made, we discuss safety with the Support Worker. This includes the address they are visiting, who they will be seeing, any site safety issues: are police staying at the scene? are there dogs at the property? is there cell phone coverage? is the offender’s whereabouts known? and we set a safety check time agreed with the Support Worker.

On the agreed time we call the Support Worker to see how things are going, whether they are safe, if they need the safety check extended or need to debrief immediately after working with the victim.

A typical weekend

Our weekend starts at 5pm on a Friday night and goes until 9am on Monday morning.

A recent Sunday was a typical day when we took 181 calls over the 24 hour period. These are some of those calls:

<table>
<thead>
<tr>
<th>Time</th>
<th>Incidents</th>
<th>Time</th>
<th>Incidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>00:00 – 04:00</td>
<td>Burglary, Sudden death, Serious assault, Trespass</td>
<td>16:00 – 20:00</td>
<td>Intimidation, Male assaults male, Burglary</td>
</tr>
<tr>
<td>04:00 – 08:00</td>
<td>Completed suicide, Fire, Serious assault</td>
<td>20:00 – 00:00</td>
<td>Domestic dispute, Sudden death</td>
</tr>
<tr>
<td>08:00 – 12:00</td>
<td>Domestic dispute, Arson, Burglary, Sudden death</td>
<td></td>
<td>Domestic dispute, Sudden death</td>
</tr>
<tr>
<td>12:00 – 16:00</td>
<td>Burglary, Fire, Grievous assault, Male assault male</td>
<td></td>
<td>Sexual affronts, Threat of serious harm, Burglary, Sudden death, Aggravated robbery, Sudden death</td>
</tr>
</tbody>
</table>

77,328 calls were managed during the year.
The volunteer Support Worker

“I was called out to this incident. The offender had been arrested and the victim was relieved, although had to take time off work as she did not want to answer embarrassing questions from her work colleagues about her injuries.

I worked with the victim to ensure that she was in touch with police and the Court Victim Advisors so that she was kept informed of what was happening at each step of the process.

The victim was wavering and wished to recant her statement to police. I was able to explain the process to the victim and reassure her that, while police were not going to drop the charges as they had enough physical evidence of the crime to proceed to court, she would be able to have her voice heard in a number of ways. I told her what these were and who she needed to contact to ensure that her opinion and her feeling were taken into account by the courts.

The victim was offered the opportunity to attend a Restorative Justice Conference but did not know what this was, how it worked or what benefit it would have for her given her wish to continue with the relationship. I explained the process and gave her printed information that she could read through in her own time, at her own pace. I made it clear that attending this was her choice, and that I would be available to support her at the Restorative Justice Conference if that’s what she wanted. I liaised with the Court Victim Advisor and the victim during the various hearings.

After the offender pleaded guilty, the victim moved back in with him as he was attending various stopping violence courses and she felt he had taken responsibility for what he had done. I supported the victim in this decision, making sure that there were safety plans in place and validating the victim’s feelings, that she was in control and was able to restore her life and make choices that were appropriate for her.

I helped the victim to prepare a Victim Impact Statement that, while not minimising the effects of the offending, also recognised the victim’s feeling that the offender was truly remorseful. The victim felt that she had regained equality in the relationship and knew that there were people she could rely on for support and advice if she began to feel unsafe in any way. The fact that she did not feel judged for not leaving the relationship made it easier for her to accept support.

The victim and I agreed that after the hearing in August, the next time we would be in contact would be just before the sentencing in October to update the Victim Impact Statement and to accompany the woman to court to stand by her as she reads her statement to the court and to be there with her when the sentence is handed down.”

For more stories go to our website victimsupport.org.nz

Two volunteer Support Workers attended the search for two missing fishermen who were from the local community, where there was a great deal of family and relatives’ interest in the matters relating to the search. Sadly a body was identified and the family at the beach was in great distress, as well as the family whose loved one had yet to be found.

A police officer commented that “It was a long day, conducted entirely at the beach. The two Victim Support volunteer Support Workers, were outstanding in their efforts. They showed great empathy to the family, as well as being extremely helpful acting as liaison between the police and family members.

They went out of their way to offer assistance to the two families, making the job of dealing with the complexity of the search much easier for the police. I felt that police and Victim Support gave great service to the families on the first day of this very difficult time, and wish to thank the two Victim Support members. It established a pathway for close dialogue with the families, that continues to this day, as we still search for the missing fisherman.”
National coverage

**Northland / Waitematā**
Dargaville, Kaikohe, Kaitaia, North Shore, Whangaparaoa, Whāngārei

**Auckland**
Auckland Central, Avondale, Botany, Glen Innes, Harbour Bridge, Henderson / Waitākere

**Counties Manukau**
Manukau, Manurewa, Otahuhu, Papakura, Pukekohe

**Waikato**
Hamilton, Morrinsville, Te Awamutu, Thames, Waihi

**Bay of Plenty / Eastern**
Gisborne, Hastings, Napier, Rotorua, Ruatoria, Taupō, Tauranga Moana, Tokoroa, Waipukurau, Wairoa, Whakatane

**Central**
New Plymouth, Palmerston North, Taumarunui, Whanganui

**Wellington**
Lower Hutt, Masterton, Paraparaumu, Porirua, Upper Hutt, Wellington

**Canterbury / Tasman**
Blenheim, Christchurch Central, Greymouth, Hornby, Motueka, Nelson, Rangiora, Westport

**Southern**
Ashburton, Alexandra, Balclutha, Dunedin Central, Dunedin South, Gore, Invercargill, Ōamaru, Queenstown, Timaru

- **24/7** national Contact Service
- **639** volunteers
- **120** staff
- **61** area offices
- **Nine** areas
- **Two** specialist teams — homicide and bereavement
- **One** National Office providing support, learning and development, and fundraising
Each of our regions has its own complex issues that influence their work with victims. Densely populated cities contrast with hours of travel and sparse resources in rural areas. Business closures in small towns versus rapid and major growth. Seasonal workers and tourists or failing towns with high unemployment... All bring their own problems that impact on victims of crime and trauma and our support for them.

Northland / Waitematā covers Hibiscus Coast, Kaipara, Mid North, Far North, North Rodney, North Shore and Whangārei. Approximately 322,000 people live in these areas, and this includes a high Māori population. Just over 3,000 victims were supported by some 53 volunteer Support Workers and seven staff.

Auckland covers Hauraki Islands, East Auckland, Tamaki East and Waitakere. These offices cover three police districts and service a population of approximately 627,000, and this includes some 165 diverse ethnicities. We have 63 volunteer Support Workers and nine staff. During the reporting year 3,693 victims were allocated to Support Workers for assistance. Victim Support is aware of the rapidly growing population of Auckland and our need to match our resources to the increasing demand.

Counties Manukau covers Pukekohe, Papakura, Manurewa and Otahuhu with 10 staff and 48 volunteer Support Workers. The region is experiencing high growth, the population of 520,140 is expected to increase, along with the rest of the Auckland region, by an additional 8,900 residents each year. This sets some real planning challenges for Victim Support that will be considered in our strategic planning. The region has a high workload and supported some 4,477 victims during the year.

Waikato covers Hamilton City, Waiahi, Morrinsville and Te Awamutu. The population is approximately 350,000 and that can increase to 450,000 during holiday seasons. The region is served by some 44 volunteer Support Workers and five staff. Nearly 1,900 victims were allocated to Support Workers for assistance during the year.

Central covers New Plymouth and Taranaki; Whanganui and Rangitikei; Palmerston North, Manawatu and Horowhenua; Taumarunui and the large rural area of Ohakune, Waiouru and Taihape. The population base of around 474,220 is supported by 54 Support Workers and seven staff who assisted approximately 2,000 victims.

One of our volunteer Support Workers was called to the hospital after an accident where a young man was fatally hurt. The Support Worker stayed with the family who were there, assisted them to navigate through the hospital system, and waited until all the family members had arrived to ensure they had good support. As the Support Worker was leaving, the man’s mother turned to her, gave her a hug, and thanked her, saying she would not have been able to cope without her support.
National coverage

Bay of Plenty / Eastern covers Hawke’s Bay, Eastern Bay of Plenty, Tairawhiti, Lakes and Tauranga. The population is approximately 517,560 that doubles in the summer months with tourists and seasonal workers. Some 4,763 victims were supported during the year by 54 volunteer Support Workers and eight staff.

Wellington covers Wellington city, Lower Hutt, Upper Hutt, Porirua, Kāpiti and Wairarapa with a population of around 491,500. Some 53 volunteer Support Workers and five staff assisted 2,636 victims during the year.

Canterbury / Tasman covers Blenheim, Christchurch, Greymouth, Motueka, Nelson, Rangiora and Westport. Seven staff and 64 volunteer Support Workers have assisted some 2,616 victims during the year. The year has seen a huge influx of overseas contract workers for the region’s rebuild.

Southern covers a vast rural area from south of the Rakaia River and includes Mid and South Canterbury, North and South Otago, Dunedin city, Southland, Invercargill city, Central Otago, and Stewart Island. The total number of residents is approximately 380,000. Central Otago area is one of New Zealand and the world’s most sought after tourist destinations and hosts 2.5 million visitors each year. The area has nine offices, Ashburton, Timaru, Oamaru, Dunedin, Balclutha, Gore, Invercargill, Alexandra, and Queenstown with six staff and an on call relieving Service Coordinator based in Invercargill. 140 volunteers supported 2,157 victims.

Specialist services

Victim Support has four paid Homicide Support Specialists who oversee all homicide cases. Three paid Family Support Workers experienced in social services and with a cross cultural background were appointed for a pilot funded by the Ministry of Justice in the 2013/2014 year. Two are based in the Auckland region and one in Christchurch. The pilot has been evaluated and the draft evaluation report is currently with the Ministry of Justice.

Homicide affects people from every socio economic group, though there are vulnerable groups within society. During the year we supported 1,541 victims of 70 incidents. The service is very responsive and a staggering 42,380 kilometres has been covered to support victims.

We also have five Bereavement Service Specialists. The team is based around the country, overseeing the volunteer Support Workers who support family and friends following a suicide. Our role is to ease trauma, reduce the impact and provide practical assistance and resources following the death of a loved one. We aim to minimise the risk of suicidal thoughts for those affected by suicide, and help increase coping and resilience strategies.

Suicide rates are higher than our road toll, but it is a topic we don’t talk much about. It’s a silent death. A death that invokes many difficult emotions for those left behind and can carry with it a shame or stigma that adds to the silence and isolation. Our volunteer Support Workers help break this silence and listen to how people feel, what they are thinking and wanting to do. They provide support for as long as it is needed.

Many people think that youth have a greater risk for suicide but may not know that the older population, particularly Pakeha males, are taking their lives in greater numbers than before.

A tourist was knocked off his bicycle by a car and an ambulance was called. The volunteer Support Worker met the victim and his wife at the hospital and explained what needed to happen as their English was not good. The Support Worker advised the motor camp the couple would not be returning to the campsite that night and so their belongings were able to be locked up by the camp managers. She arranged a night’s accommodation for the wife in a local motel within walking distance of the hospital. And the following day arranged transport back to the motor camp for them.

Ngā Taonga
Te Whakapono
the basis of our beliefs and the confidence that what we are doing is right
Our work is recognised as an essential service by the government and much of our funding comes under contract from the Crown.

The Ministry of Justice contracts Victim Support to provide generic support services for victims of serious crime, as well as specific services including our management of the Victim Assistance Scheme, and funding for our four Homicide Support Specialists and three Family Support Workers.

We have a Memorandum of Understanding with the NZ Police, and we are contacted directly by the police officer in charge of an incident or by the Police Communications Centre. We also work closely with police in a broad range of topics to improve our service for victims, especially those at the highest risk of victimisation and repeat victimisation.

The Victims’ Rights Act (VRA) 2002 was amended and came into force in December 2014 setting out the minimum standards for all those working with victims. Changes have been made to enhance the rights of all victims, provide better support to victims of crime and provide more opportunities for victims to be involved in criminal justice processes. We worked with police to incorporate relevant content into Victim Support services, and training has been developed for our staff and volunteers.

While we are an independent organisation, we are provided with accommodation and telephone services by the NZ Police, and we are located in police stations and the National Police Headquarters in Wellington.

The Ministry of Health contracts us to deliver specific bereavement services to people affected by suicide. The funding covers the costs of our five paid staff Bereavement Service Specialists. The Ministry has renewed our contract for three years, a significant help for our forward planning, as previously the contract was confirmed annually. The information we are able to provide to the Ministry is used to inform the government’s response to suicide.

Victim Support is named by Civil Defence to respond to the welfare needs of people effected by natural disasters. We need to be prepared for emergency situations, but we are not funded in advance, rather we can apply for reimbursements of costs.

We work very closely with numerous other government agencies, including Department of Corrections and the Ministry of Social Development, the Department of Courts which includes District Courts, Coroners’ Courts, Parole Board, Youth Courts, as well as the Family Group and Restorative Justice Conferences.

Victim Support also works closely with family and sexual violence agencies, including Neighbourhood Support, counsellors and other providers, such as Women’s Refuge, Iwi and Asian Liaison Officers. We network with He Oranga Pounamu, the Social Work Services in hospitals, Coronial Services, Refugee and Migrant services, and the Asian Liaison Committee, to provide a seamless and culturally appropriate service to victims.

Our partners

During the year Hawke’s Bay Regional Prison held a fundraiser for Victim Support. The ‘Duathlon’ involved prisoners and staff running and cycling around their internal sports field for a gold coin donation. Our CE Kevin Tso was accompanied by Area Manager Bay of Plenty / Eastern, Lydia Allan, and Service Coordinator based in Hastings, Debbie Sargison. Victim Support staff joined in by doing a few laps of the circuit.

The Prison views this type of activity as a way to support and give back to the community, with the prisoners taking part in the campaign theme. For that reason we were more than pleased to be an active participant. We organised a display table and staff were on hand to answer questions about our service.
With increased demands for our services we rely heavily on the generosity of our community supporters.

To help ensure we are better equipped to receive and manage these funds, we have focussed on developing new systems, tools and processes.

This year our fundraising activity has had a good measure of success. We received generous donations from community groups, schools and individuals, trust funds and businesses, including the Lottery Grants Board and the Community Organisation Grants Scheme throughout the country. And we were the second most selected charity for Z station’s 2015 ‘Good in the Hood’ programme.

About 200 bunches of peonies from Bannockburn were sold to local businesses, schools and individuals in November 2014 by our Wakatipu Local Group Committee to raise much needed funds. Lending a helping hand were Committee member Sue Dennis, Chairperson Fae Robertson and Central Otago Service Coordinator Rachael Brown.

A funding proposal was signed by Victim Support and the Order of St Lazarus of Jerusalem Charitable Trust. Victim Support will receive $30,000 spread over the next three years (i.e. $10,000 per annum). The funds have been specifically tagged for the Christchurch / Canterbury area supporting our general work in the area as well as special projects like a volunteer recruitment campaign. The funds were raised through an international appeal and linked to the earthquakes.

Victim Support was chosen as BNZ’s charity of choice for their online banking donations facility during the first two weeks of September 2014 and the bank’s Wellington Women’s Community nominated Victim Support as its charity of choice for the BNZ Christmas Market, held in Wellington in December.

A novel way of supporting the community came from Tokoroa. Each year local farmers donate calves they have raised to the Tokoroa Lions Club. Once the calves have been sold the Club put on a dinner for the farmers and they vote on which local charity they would like to receive the proceeds, so depending on how many votes you receive depends on the donation received. We were invited to attend a dinner and were presented with a cheque for $3,600.

Victim Support personnel often lend a hand when the Tauranga Police Golf Club hold an annual tournament. Last year we managed the barbeque and also the 8th tee where a prize for closest to the hole was part of the event. It is an ideal networking day for the local office as golfers would ask about our work while waiting their turn at the 8th tee. A cheque for $4,000 was delivered to the office and is calculated as a percentage of what our stations raised on the day.

Prisoners from Northern Region Prisons chose to donate $5,602 raised from the sales of their art exhibition to Victim Support. This is the second year the prisoners have chosen us, and it is wonderful that their artistic talents can assist to build stronger communities.
We thank all our generous supporters, including individual donors, community organisations and businesses for their commitment and passion for the work we do in helping people affected by serious crime and trauma. Demand for our services is unpredictable and we must be prepared to meet every challenge and we can only keep our 24/7 service free with the ongoing help of our community.

We acknowledge the following organisations for their vital support.

Our core funders:

- Northland / Waitematā
  - AK Franks Trust
  - The Oxford Sports Trust Inc
  - Lion Foundation
- Auckland
  - BlueWaters Community Trust
  - Four Winds Foundation
  - Mount Wellington Foundation
  - North & South Trust
- Counties Manukau
  - Dragon Community Trust
- Waikato
  - Hauraki District Council
  - Huntly Community Board (Waikato District Council)
  - Thames Coromandel District Council
  - Tindall Foundation Fund
- Bay Of Plenty / Eastern
  - Acorn Foundation
  - Bay Trust
  - Hastings District Council
  - Izard Charitable Trust
  - Lions Club Tokoroa
  - Napier City Council
  - NZ Community Trust
  - Pub Charity
  - Rotorua District Council
  - Taupō District Council
  - Taupō Pakeke Lions
- Tauranga
  - Police
  - Tauranga Golf Club
  - Whakatāne District Council
- Central
  - Constellation Communities Trust Ltd
  - Public Trust – John Beresford
  - Swann Dudding Trust
  - New Plymouth District Council
  - Palmerston North Community Services Council
  - The United Lodge of Wanganui
- Wellington
  - Circa Theatre
  - Kāpiti Coast District Council
  - Mana Community Grants Foundation
  - Masterton District Council
  - Masterton Lands Trust
  - Porirua City Council
  - TG Macarthy Trust
  - Trust House Community Enterprise (Masterton)
  - Wellington Community Trust
- Canterbury / Tasman
  - Christchurch City Council
  - Lois McFarlane Charitable Trust
  - Marlborough District Council
  - National Council of Women – Westland Branch
  - Nelson City Council
  - Redwood Trust Inc
  - Tasman District Council
  - The Canterbury Community Trust (now Rātā Foundation)
  - The Military and Hospitaller Order of Saint Lazarus of Jerusalem, and its charitable arm
  - The Tasman Charitable Trust
  - West Coast Community Trust
- Southern
  - Community Trust Mid and South Canterbury Inc
  - Dunedin City Council
  - Lifeline Southland Inc
  - Meridian Energy
  - Netcon Limited
  - Southland Police

Fundraising events are popular ways in which our community supports us to help keep our services free.

We acknowledge the following organisations for their vital support:

- Ministry of Social Development
- Department of Corrections
- BlueSky Community Trust
- COGS (Community Organisation Grants Scheme)
- Infinity Foundation
- Jumble Around Inc
- N H Taylor Charitable Trust
- New Zealand Lottery Grants Board (National Community)
- Oceanbridge Shipping Limited
- The Southern Trust
- The Trusts Community Foundation
- The Warehouse Ltd
- Trust House Foundation
- Trust Waikato / Te Puna o Waikato
- United Way
- Z Energy Ltd

Our core funders:

- Northland / Waitematā
  - AK Franks Trust
  - The Oxford Sports Trust Inc
  - Lion Foundation
- Auckland
  - BlueWaters Community Trust
  - Four Winds Foundation
  - Mount Wellington Foundation
  - North & South Trust
- Counties Manukau
  - Dragon Community Trust
- Waikato
  - Hauraki District Council
  - Huntly Community Board (Waikato District Council)
  - Thames Coromandel District Council
  - Tindall Foundation Fund
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  - Acorn Foundation
  - Bay Trust
  - Hastings District Council
  - Izard Charitable Trust
  - Lions Club Tokoroa
  - Napier City Council
  - NZ Community Trust
  - Pub Charity
  - Rotorua District Council
  - Taupō District Council
  - Taupō Pakeke Lions
- Tauranga
  - Police
  - Tauranga Golf Club
  - Whakatāne District Council
- Central
  - Constellation Communities Trust Ltd
  - Public Trust – John Beresford
  - Swann Dudding Trust
  - New Plymouth District Council
  - Palmerston North Community Services Council
  - The United Lodge of Wanganui
- Wellington
  - Circa Theatre
  - Kāpiti Coast District Council
  - Mana Community Grants Foundation
  - Masterton District Council
  - Masterton Lands Trust
  - Porirua City Council
  - TG Macarthy Trust
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  - West Coast Community Trust
- Southern
  - Community Trust Mid and South Canterbury Inc
  - Dunedin City Council
  - Lifeline Southland Inc
  - Meridian Energy
  - Netcon Limited
  - Southland Police

Ngā Taonga Te Aroha
having regard for one another and those for whom we are responsible and to whom we are accountable
Our financial position

Victim Support’s fixed income is insufficient to keep our services free for people affected by crime and trauma. Therefore we need to raise funds from our community. We are managing the financial challenges we face as demand for our services continue to expand.

Victim Support is in a satisfactory financial position at the end of the reporting year. We experienced an operating deficit of $155,075 compared with a deficit of $143,374 in the previous year, an increase of $11,700.

While ‘Other income’ appears to incur a significant reduction, a $200,000 contribution from government agencies towards our Bereavement Service is now included under ‘Central Government funding’. Our ‘Fundraising and grants’ has recorded a reduction in fundraising income. This is mainly due to increased competition from an ever-diminishing source of available funds for distribution.

Drawing on a small reserve to fund the deficit enabled us to deliver critical services to victims. Expenditure continues to be contained within this constrained environment because of an overall reduction in expenditure.

Summary statement of financial performance
For the year ended 30 June 2015

Sources of income

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Government funding</td>
<td>10,143,998</td>
<td>9,915,500</td>
</tr>
<tr>
<td>Fundraising and grants</td>
<td>778,769</td>
<td>1,010,098</td>
</tr>
<tr>
<td>Other income</td>
<td>190,306</td>
<td>477,879</td>
</tr>
<tr>
<td><strong>Total income</strong></td>
<td><strong>11,113,073</strong></td>
<td><strong>11,403,477</strong></td>
</tr>
</tbody>
</table>

Areas of expenditure

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Board</td>
<td>112,125</td>
<td>81,000</td>
</tr>
<tr>
<td>Staff related expenses</td>
<td>6,403,446</td>
<td>6,480,567</td>
</tr>
<tr>
<td>Volunteer expenses</td>
<td>339,784</td>
<td>381,128</td>
</tr>
<tr>
<td>ICT</td>
<td>391,548</td>
<td>406,568</td>
</tr>
<tr>
<td>Administration expenses</td>
<td>210,936</td>
<td>200,909</td>
</tr>
<tr>
<td>Domestic travel and accommodation</td>
<td>305,100</td>
<td>311,929</td>
</tr>
<tr>
<td>Communications and fundraising</td>
<td>131,611</td>
<td>210,252</td>
</tr>
<tr>
<td>Training</td>
<td>568,558</td>
<td>555,240</td>
</tr>
<tr>
<td>Victim Assistance Schemes</td>
<td>2,733,498</td>
<td>2,749,154</td>
</tr>
<tr>
<td>Organisational development</td>
<td>71,542</td>
<td>170,104</td>
</tr>
<tr>
<td><strong>Total expenditure</strong></td>
<td><strong>11,268,148</strong></td>
<td><strong>11,546,851</strong></td>
</tr>
</tbody>
</table>

Net surplus/(deficit) | (155,075) | (143,374)

Less transfer to Victims Services Reserve (1) | 0 | 0

Surplus/(deficit) transfer to General Funds | (155,075) | (143,374)

Summary statement of movements in general funds
For the year ended 30 June 2015

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Funds at start of period</td>
<td>1,766,406</td>
<td>1,909,780</td>
</tr>
<tr>
<td>Net surplus/(deficit) for the period</td>
<td>(155,075)</td>
<td>(143,374)</td>
</tr>
<tr>
<td>Transfer from Information Management Systems Reserve</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Transfer to Accumulated Funds</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Transfer from General Funds</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Transfer to Victim Services Reserve</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>General Funds at end of period</strong></td>
<td><strong>1,611,331</strong></td>
<td><strong>1,766,406</strong></td>
</tr>
</tbody>
</table>

Summary statement of financial position
As at 30 June 2015

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Funds</td>
<td>1,766,406</td>
<td>1,909,780</td>
</tr>
<tr>
<td>Accumulated Funds</td>
<td>689,699</td>
<td>844,774</td>
</tr>
<tr>
<td>Victim Services Reserve (1)</td>
<td>511,619</td>
<td>511,619</td>
</tr>
<tr>
<td>Information Management Systems Reserve</td>
<td>410,013</td>
<td>410,013</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3,079,048</strong></td>
<td><strong>3,206,706</strong></td>
</tr>
</tbody>
</table>

Liabilities

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Liabilities</td>
<td>1,467,717</td>
<td>1,440,300</td>
</tr>
<tr>
<td><strong>Total General Funds &amp; Liabilities</strong></td>
<td><strong>3,079,048</strong></td>
<td><strong>3,206,706</strong></td>
</tr>
</tbody>
</table>

Assets

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current assets</td>
<td>2,735,709</td>
<td>2,826,799</td>
</tr>
<tr>
<td>Non-current assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fixed assets</td>
<td>343,339</td>
<td>379,907</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td><strong>3,079,048</strong></td>
<td><strong>3,206,706</strong></td>
</tr>
</tbody>
</table>

Note 1. The Victim Services Reserve has been set aside from funds that were provided by the Ministry of Justice which are earmarked for victim services and are not available for general purposes.

This summary report has been extracted from the audited financial report of New Zealand Council of Victim Support Groups Incorporated, where an unmodified audit opinion was issued. It may not contain sufficient information for a full understanding of the financial affairs of the Council. Copies of the full financial report can be obtained from the Chief Executive, New Zealand Council of Victim Support Groups Incorporated, PO Box 3017, Wellington 6140.

These are the summarised financial statements of The 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.

These summarised Financial Statements have been prepared in accordance with generally accepted accounting principles.

The audited Financial Statements have been authorised to be issued by the Board on 22 September 2015.
To the Members of New Zealand Council of Victim Support Groups Incorporated

The accompanying summary financial statements, which comprise a summary statement of financial position as at 30 June 2015, a summary statement of financial performance and summary statement of movements in general funds for the year then ended and related notes, are derived from the audited financial statements of the New Zealand Council of Victim Support Groups Incorporated. We expressed an unmodified audit opinion on those financial statements in our report dated 22 September 2015.

The summary financial statements do not contain all the disclosures required for full financial statements under generally accepted accounting practice in New Zealand. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of the New Zealand Council of Victim Support Groups Incorporated.

Board Members’ Responsibility For The Summary Financial Statements

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

Auditor’s Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures which were conducted in accordance with International Standards on Auditing (New Zealand) (ISA (NZ)) 810, Engagements to Report on Summary Financial Statements.

Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the summary financial statements are free from material misstatement.

Other than in our capacity as auditor we have no relationship with, or interests in the New Zealand Council of Victim Support Groups Incorporated.

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of the New Zealand Council of Victim Support Groups Incorporated for the year ended 30 June 2015 are consistent in all material respects with those financial statements in accordance with FRS-43.

Grant Thornton New Zealand Audit Partnership
Wellington
22 September 2015

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