




Annual Report

1 JULY 2023– 30 JUNE 2024

“Empowering individuals of all ages to identify and embrace healthy, respectful relationships, and inspiring them to believe in a life free from violence - this is what we do.”

RANGITAHĪ KAIMAHI





**“Aviva was a safe space
- for the first time in
my life, I felt I could be
open about my feelings.
I could talk through
my disappointment,
shame, and fear without
any judgment.”**

SEXUAL VIOLENCE WHAI ORA

Vision

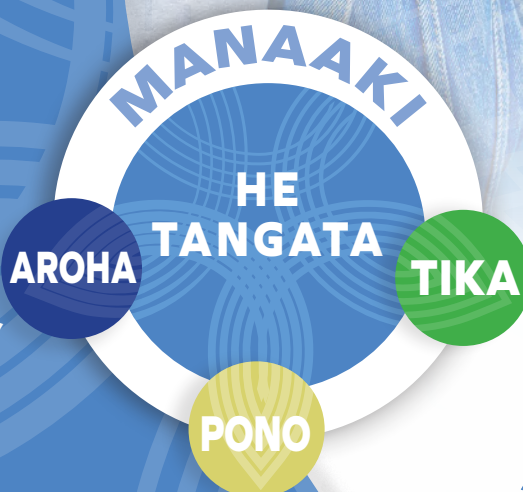
**A society free from the harms
of family and sexual violence.**

Mission

**To support whānau and
communities to live free from
violence.**

Values

**Together, we strive to create
safe homes for all individuals,
whānau and communities,
through the principles of
aroha, pono and tika.**



Chair's Report

Nau mai, tautī mai

As I take time to reflect on the year, I am in awe of the many courageous journeys of change supported by the Aviva community. Change is a struggle. As kaimahi (staff), management, funders, supporters, volunteers, and Board we have been able to support our whai ora (clients) and their whānau. At every level, Aviva's mahi is empowered by the aroha filled hearts of everyone involved.

I wish to take this chance to acknowledge our Rangatira, General Managers Gwenda and Nicki; our trustworthy kaitiaki (guardians), who have embodied the insight, experience and knowledge needed to support their teams. Ka pa tō mahi, kōrua.

I wish to recognise our board chair, Penny Kibblewhite who took on the mantle to lead this amazing organisation last year. We look forward to welcoming Penny back after time with whānau and her new pēpi (baby). I also wish to recognise the contributions of every board member who freely gave their time and energy to support this complex organisation. A special thanks to Marian Johnson who leaves after many years of diligent service on the board.

Our fiscally responsible approach has kept us resilient to many of the shocks affecting the sector. This can only be sustained by the ongoing support of our wonderful donors, supporters and funders. They have entrusted us, and we will respond with transparency and gratitude for the enormous difference it has made possible in so many lives.

This year it was with immense pride that Aviva was recognised as a finalist in the New Zealander of the Year, Community Category. At the centre of this document, you'll see a celebration of this, and many other successes we've had this year. You will also see quotes from kaimahi and whai ora about what Aviva means to them. I encourage you to reflect on these two parts in particular, as they are at the heart of all we do. Violence hasn't gone away - we are busier than ever - but as we reimagine what is possible and dare to dream of a violence-free Aotearoa, we come one step closer. Together, I believe it's possible to make this dream a reality.

Ekant Veer

Acting-Chairperson

relationships

We accept all people and their whakapapa as they are; and where they are on their journey.

We honour the principles within Te Tiriti o Waitangi.

integrity

We work to best practice, offering an ethical, transparent and client centred approach.

social justice

We engage in opportunities for courageous conversations through challenging times.

We take a stand against social injustice.



FY2024 Key Statistics



2024
2,267
Total number of whai ora - tamariki, rangatahi and adults supported to overcome family violence or sexual assault

2023
1,741



Average days in service per whai ora

2023
72



2024
5,618
Early Engagement
Calls for support via Aviva's 24-hour 0800 line

2023
6,337



2024
736
Adults/ReachOut
Adults supported to overcome experience or use of family violence

2023
581



2024
308
Tamariki/Rangatahi
Tamariki and rangatahi 18 and under, supported to overcome experiencing family violence

2023
225



2024
70
ReachOut/Seuga
People supported to overcome use of violent behaviour

2023
121



2024
492
Sexual Violence
People supported to overcome sexual violence

2023
416



2024
54
Whānau Resilience
Long term support for whānau to overcome enduring effects of family violence

2023
17



2024
56
Microfinance
Financial wellbeing conversations held

2023
232

Contract ended in June 2024

General Managers' Report

He mānawa tītī – celebrating the endurance of our people

As we celebrate the growth and progress of Aviva, it is only right to acknowledge the immense challenges of the last few years and the impact they have had – on whai ora, kaimahi, and our whole community.

Thank you to our kaimahi. We acknowledge the challenging economic climate, global instability, and the complexities of our mahi (work), which are reflected in both the increased number of referrals and the significant rise in the average duration of service for our whai ora, which has more than doubled. We understand that this is not easy – though you make it look so! We celebrate and mihi your resilience, perseverance, passion and purpose, and the positive impact you have on the lives of our whai ora. You bring light into their lives, you are amazing, you are appreciated!

We acknowledge our Sexual Violence kaimahi, who have had a significant year with high profile cases. The heavy sentencing of the Jaz brothers, where the team supported those affected, was a monumental moment for sexual violence cases in Aotearoa. They then continued on to offer in-court support for those testifying in the enquiry into abuse in state care. We extend a mihi to the team not only for their mahi, but for their professionalism and reputation in the judicial world.

Key achievements

This year marked the first time in our history that 30% of our staff have been with us for five years or more. This has brought Aviva and our whai ora stability, and we hope it reflects the commitment and support we, as an employer, provide in return to our kaimahi.

We finished the first year of a new three-year strategic plan with goals and values of tika, pono and aroha, and inducted a fresh-faced new Board. We are so impressed with their enthusiasm and commitment. In October 2023, the Board (and Nicki) not only performed in, but won Aviva's inaugural Lip-Sync Battle fundraiser. Fittingly, as the audience voted for their favourite performance, Aotearoa voted in a new government.

Challenges and commitments

Like many providers in this sector, we face challenges. The national Pay Equity Scheme for social workers is an overwhelmingly positive recognition of their mahi. However, its implementation creates uncertainty around contract continuity at the expected Pay Equity level, and creates inequity within organisations and the sector at large; not all roles fall under, or are fully funded under the scheme.

Nonetheless, Aviva is committed to sustaining the same level of service delivery and continuing to meet the needs of our whai ora; this is supported by the reassuring constancy of our workforce. Yet it would not be possible without the support of our government, philanthropic funders, and supporters. This year we were also incredibly heart warmed by the generosity of an unexpected bequest.

Community recognition

Last but not least, the highlight of our year was the 2024 Kiwibank New Zealander of the Year awards. We were thrilled to have our mahi acknowledged and celebrated, as one of three finalists for the Mitre 10 Community of the Year category. The category recognises groups that come together to make an outstanding impact on communities they serve. The awards gave us a platform on which to be seen and heard at a national level, and it was an inspiring night where we heard hopeful and positive stories from across the country. Although we were not named the winner, it was an honour to stand alongside the worthy winners - the Cyclone Gabrielle Volunteers - and all the other nominees striving to make Aotearoa a safe, caring place to live.

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





Celebrating Success

2024 KiwiBank New Zealander of the Year Awards

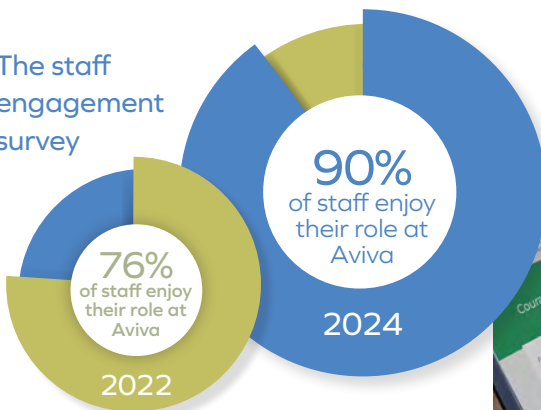
Learning and growth

We are really proud of our kaimahi – not only for their dedication to whai ora, but to their own continued development. This year in particular, we have seen all staff throw themselves into cultural development. Both Te Reo Māori classes and weekly waiata practices are now a regular thing, not only led by staff, but well attended.

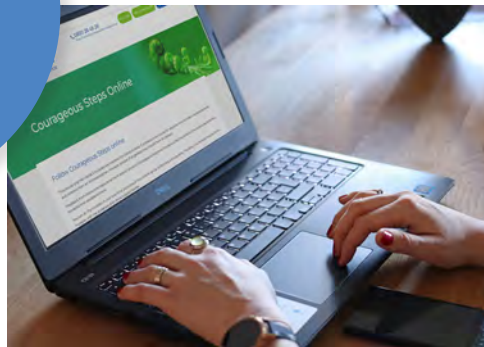
While these results are encouraging, the survey also identified areas for further growth. One-third of employees indicated working beyond their contracted hours, suggesting a need for workload management and work-life balance initiatives.

The insights from this survey will inform Aviva's ongoing efforts to enhance employee satisfaction, wellbeing and support organisational goals. By addressing areas of concern and building upon existing strengths, Aviva aims to create a positive and supportive work environment that empowers staff to deliver on Aviva's mission of supporting whānau and communities.

The staff engagement survey



The staff engagement survey, conducted in June 2024, revealed a positive trend in employee satisfaction. With a 83% participation rate, the survey highlighted significant improvements in various key areas since 2022.



Expanding our group education offering

Financial Year 2024 saw some exciting new updates to our family violence education programmes. At the start of the year, we launched an

online version of *Courageous Steps*, to increase its accessibility for clients who are unable to attend a group. We celebrated the “release” with a screening of some of the content, and acknowledged the kaimahi who contributed to its development and success.



Staff reported increased alignment with Aviva's vision, a clearer understanding of performance metrics and rewards, reduced stress and overtime, improved managerial feedback, and stronger team cohesion. Negative behaviours, such as unreasonable workloads, have also decreased.

The Family Violence team also began providing Aōraki Rōpu, which has the same content as *Courageous Steps*, but is adapted to meet the needs of adults with barriers to learning in a traditional group setting – for example, intellectual disability, brain injury or neurodiversity. We have really appreciated the support of Enabling Good Lives agency in the development and implementation of this group.



Lip-sync battle - October 2023

Our Rangatahi team launched their ten-week youth programme, *He Pito Mata* ('Awakening Potential'), and doing some great work with rangatahi who have experienced family violence or may be at risk of using harm themselves.

Seuga doing us proud at Pasifika Proud

Our Seuga team were invited to give a presentation at Pasifika Proud's National Forum, and received recognition from both MSD and Oranga Tamariki, with support for research and evaluation, and funding to deliver sexual violence prevention workshops in the Pasifika community. Not only does this demonstrate the uniqueness of the service, in a landscape in which Pasifika communities are often under-resourced; it is also testament to the strength of the team's reputation in the sector.



Driving change

We saw the justice system and public alike recognising the severity of sexual offending, and were heartened by being approached to help do something to end sexual violence. This resulted in a campaign, which was an open letter to the survivors. In April, we developed the *Asking For It...To Stop* campaign to coincide with Sexual Assault Awareness Month.



We worked with PR Company Great Scott to create content, used our social media platforms to share it and used our media connections to secure over \$60,000 in free advertising in Canterbury for the campaign. Press attention and social media engagement was overwhelmingly positive, and we received positive feedback from other sector experts about its content.

Lip-sync battle - a night to remember

Back in October 2023, this event finally happened. And we had a blast! After three cancellations, it truly was worth the wait. Eight acts from across Ōtautahi took to the stage, imitating The Spice Girls, Disney villains, Shania Twain and more.

The winners were The Spice Board whose choreography, energy and sheer entertainment factor were top notch. The audience was moved to tears by the heartwarming performance by our star fundraisers, Mads n' Mum, and Tonia's Salt n' Pepper team were incredibly well-deserved runners up. The event raised \$17,000 and we are truly grateful to everyone who made it happen.

One audience member described what they liked best about the night as, "pure, light fun 'cause life can be so heavy out in the world."

We couldn't have put it better ourselves.

Kia ū ki te pai, kia whai hua ai -
Hold on to what is good and good things will follow

Treasurer's Report

The Aviva Board of Governance presents the financial statements for the year ending 30 June 2024. We extend our heartfelt gratitude to the Aviva team and our supporters for their dedication, which has allowed us to make a significant impact in our communities.

FY24 has been marked by substantial growth, driven by increased revenue, prudent cost management, and strategic investments. Total income reached \$5.8 million, up from \$4.6 million in FY23. Key contributors to this growth include:

- Continued revenue growth from our service provision.
- Improved returns from short-term investments.
- Ongoing support from donors, philanthropic partners, and government contracts.
- Bequests received of \$1,018,500.

Total expenses increased to \$4.7 million from \$3.6 million in FY23, primarily due to:

- Rising staff and volunteer-related costs to meet service demand and pay equity requirements.
- Investments in professional development and infrastructure.

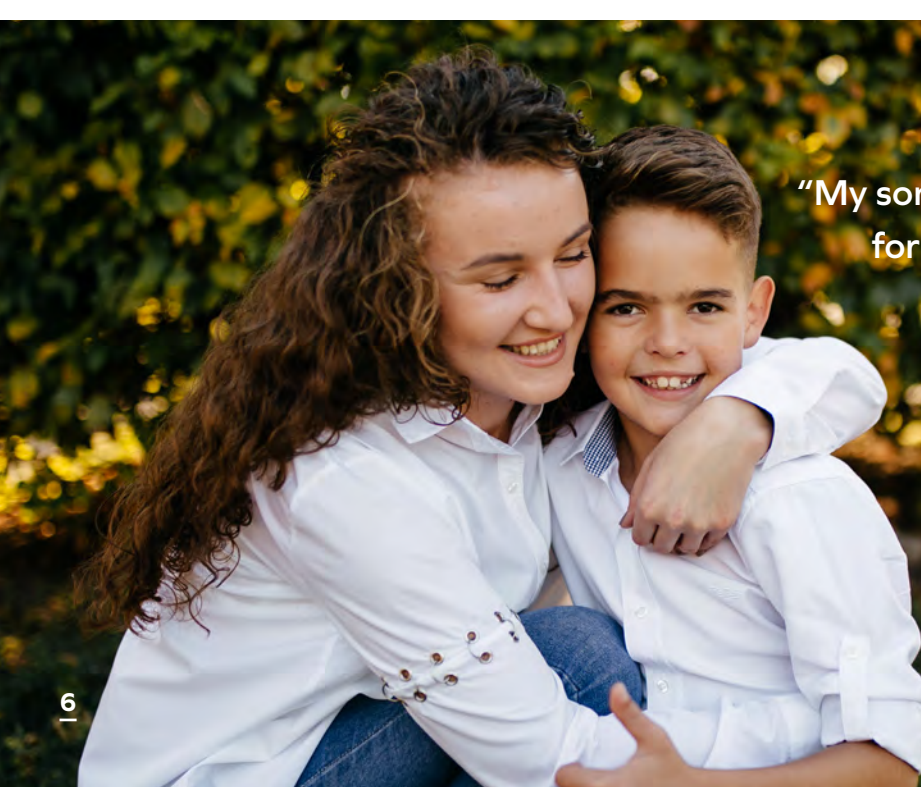
As a result, Aviva is reporting a surplus of \$1.15 million, compared to \$966,531 in FY23, strengthening our financial position and allowing for enhanced investment opportunities. Our accumulated funds totalled \$3.46 million at the end of FY24, reflecting our commitment to financial stability and long-term sustainability.

This increase in surplus is also in light of management successfully implementing the pay equity settlement in FY24, ensuring fair pay for all eligible kaimahi, which remains a priority in fostering an equitable workplace.

Looking to FY25, the Board will focus on building long-term sustainability through strategic investments and service development, positioning us to grow our early intervention and prevention services.

Once again, we wish to thank all our funders, supporters, and partners for their contributions that fuel our mission, and we acknowledge our auditors, BDO, for their support in maintaining the integrity of our financial reporting. We are excited about the future and remain committed to creating meaningful change for those we serve.

Anna Flynn
Treasurer



“My son and I have both learnt tools for staying safe. I can see Lucas beginning to stand up for himself now too, and I’m so proud of him for that.”

MOTHER OF LUCAS, AGE 9

Statement of Comprehensive Revenue and Expenses

For the year ended 30 June 2024

	2024	2023
Revenue	\$	\$
Donations, fundraising and other similar revenue*	1,371,299	1,324,275
Revenue from providing goods or services	4,148,217	3,117,764
Interest and other investment revenue	250,405	66,192
Other revenue	56,632	49,237
Total Revenue	5,826,553	4,557,464
Expenses		
Expenses related to public fundraising	7,979	72,162
Volunteer and employee related costs	3,834,416	2,699,125
Costs related to providing goods or services	202,818	157,203
Bad Debts	4,148	5,267
Other expenses	626,272	657,176
Total Expenses	4,675,633	3,590,933
Surplus / (Deficit) for the Year	1,150,920	966,531
Other Comprehensive Revenue and Expenses	-	-
Total Comprehensive Revenue and Expenses for the Year	1,150,920	966,531

* Note: includes significant bequests FY24 \$1,018,500 (FY23 \$866,945).

\$1 million bequested in FY24 must be used for property investment and cannot be allocated to service delivery.

Statement of Changes in Net Assets/Equity

For the year ended 30 June 2024

Description	Accumulated Surpluses or Deficits	Reserves	Total
Opening Balance	1,789,627	521,841	2,311,468
Total Surplus / (Deficit)	1,150,920	-	1,150,920
Closing Balance	2,940,547	521,841	3,462,388


Friends and Supporters

Nā tō rourou, nā taku rourou ka ora ai te iwi

With your food basket and my food basket the people will thrive

We extend our heartfelt gratitude to our generous sponsors and supporters whose unwavering commitment has made our work possible. Your contributions have enabled us to provide essential services to our whai ora and make a positive impact on countless lives. Thank you for your continued support and belief in Aviva's mission.

- Accident Compensation Commission
- Air Rescue Services Ltd
- Aotearoa Gaming Trust
- Arise Church
- Canterbury Women's Legal Association
- Catholic Diocese of Christchurch
- Chargeurs Wool (NZ)
- Christchurch Aunties
- Christchurch Casino
- Christchurch City Council
- Community Trust of Mid & South Canterbury
- Cowdy and Co Ltd
- David Ellison Charitable Trust
- Dove Charitable Trust
- Enlightened Solutions
- Estate of Robin MacDonald Smith
- Further Faster
- Gattung Foundation
- Helen Stewart Royle Charitable Trust
- Home Construction
- Inner Wheel of Christchurch
- James Maxwell Heron Charitable Trust
- John Seaton
- Jones Foundation
- Keith Laugesen Charitable Trust
- Kelliher Charitable Trust
- Kiwi Gaming
- Launch Foundation
- Life Church
- Lion Foundation
- Lions Club of Christchurch Host Charitable Trust
- Lions Club of Christchurch Pegasus
- Lions Club of Rangiora
- Lions Club of Rolleston & Districts
- Lois McFarlane Charitable Trust
- Lottery Grants Board (Dept of Internal Affairs)
- Mainland Foundation
- Maurice Carter Charitable Trust
- Mayors Welfare Fund
- MediaWorks
- Ministry of Justice
- Ministry of Social Development
- Moon Under Water
- New Zealand Community Trust
- NZ Charitable Foundation
- One Foundation
- Oranga Tamariki
- Pasefika Proud (MSD)
- Pub Charity Inc
- Rātā Foundation
- Research First
- Rotary Club of Cashmere
- Roy Owen Dixey Charitable Trust
- The Methodist Church of NZ
- Twigger Women's Refuge Endowment Fund
- Waiwetū Trust
- Zonta Club of Christchurch South
- Zonta Club of Waimakariri



“We support individuals and whānau to not only become safe, but begin a journey towards a fulfilling violence-free life.”

AVIVA KAIMAHI



“...their GP and I can see a change in the way they articulate their feelings. They’re more confident, comfortable kids. Thank you.”

HEALTH IMPROVEMENT PRACTITIONER



“Just reach out. No matter how isolated and helpless everything may seem, there is someone who will stand beside you. To me that’s what Aviva represents.”

REACHOUT WHAI ORA

“I thought it was going to be horrible but it’s actually really good. And not just because she gives us candy at the end. It’s really good.”

TAMARIKI, AGE 8



“Consent is about mutuality and what each person wants to happen. It’s not just a tick box of yes or no, it’s a joining together of one another’s wants, needs and desires.”

SEXUAL VIOLENCE KAIMAHI

“Teens often come to Aviva with complex needs. When they leave feeling more capable, with more tools and skills to navigate their world – that’s a big win.”

RANGATAHI KAIMAHI



“My advice to anyone going through family violence of any sort is – don’t be ashamed, it’s not your fault, and you’re not alone.”

FAMILY VIOLENCE WHAI ORA



aviva
annual report
2023-2024

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BOARD MEMBERS

Penny Kibblewhite (*Chair*)
Ekant Veer (*Acting Chair*)
Anna Flynn (*Treasurer*)
Marian Johnson
(*Resigned 14/08/23*)
Karen Cameron
Harrison Cooper
Jordan Tomkins
(*Shadow Member*)

SECRETARY

Fauve Ilott

AUDITOR

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North Christchurch 8013