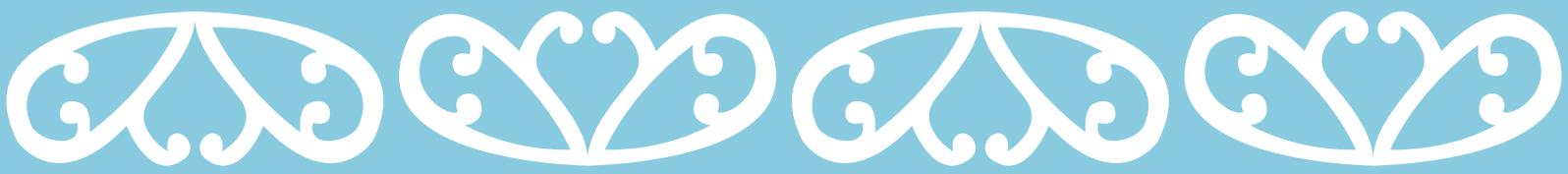


victims'
voices

*“Being there, telling me
what was going to happen next.
Making me feel safe.”*



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Facts and Figures

EARTHQUAKE

- 10,100+ people supported
- 430 staff and volunteers involved in the provision of support in Christchurch and across the country
- 12,000 hours direct support (doesn't include training, supervision, debriefing, travel time etc)

GRANTS

- Provided over \$1.2 million in grants to victims of serious crime

SUPPORT

- Supported 781 close family members of homicide victims
- Supported over 15,000 victims of serious crime
- Supported 492 families dealing with the completed suicide of a loved one
- Supported 2,327 families mourning a loved one killed in car crash, accident or other sudden death
- Received over 43,000 calls into the national Contact Service
- Supported 113 victims who attended Family Group Conferences in Waitakere

VICTIMS

- 98% of the people we worked with reported Victim Support services were helpful or very helpful overall

WORKERS

963 volunteers supported by 140 paid staff provided over 73,000 hours of direct support (doesn't include training, supervision, debriefing, travel time etc) – at \$30 an hour that's over \$2.2million worth of support work that would otherwise have to be paid for, with an average of 75 hours work provided by each volunteer.

TRAINING PROVIDED

- 465 people attended the three day Introductory Training Programme.
- 33 support workers attended specialist homicide training
- 35 staff attended staff homicide training
- Over 50 Service Co-ordinators attended debriefing and supervision training



Our Offices



Staff and volunteers deliver services in 65 communities throughout New Zealand – supported by 45 committees. This ensures we retain local links and relationships.

We are, in every sense, a grass roots organisation.



Every day kiwis
just like *you*

How did Victim Support help you?

"Victim Support lady came as soon as police notified. She was amazing. Listened, talked, let me feel angry, made it ok."

"It is enormous to know that you are not alone."

Children were able and confident enough now to attend the last parole hearing. Daughter was confident going with the Victim Support worker."

"Offered support for court attendance. I was extremely nervous; having a support worker gave me confidence. She sat with me, contacted me before the trial, organised financial assistance for mileage and accommodation."

"I had someone to talk to and it helped me make up my mind to move out of that relationship and the violence."

"I was a mess when I got here, needed help and guidance, and the support was awesome."

"Made me feel good to know someone whose primary role was to support me and not all the legal stuff."

"As we were travelling in NZ as tourists, they were especially helpful in helping us get things that we needed whilst in hospital and keeping us updated with the process of the case when we were out of the country. They kept in regular contact and were there to ask questions whenever we needed it."

"Being there, telling me what was going to happen next. Making me feel safe."

"Talked and listened, offered her own humanity."

"Victim Support provided support worker who speaks my language and helped me communicate with other services, such as liaising with hospital."

"They were there for us

and investigated and uncovered relevant community agencies who could assist with our children not sleeping or settling. Did a lot of phoning around for us to discover appropriate sources of assistance. Good advocacy."

"Emotional and practical support. Support at the following: lawyer, CYPS, and family group conference meetings, seeking information, protection order, counselling."

“By giving support. First at the police station. Being with me right through the process. I decided not to run away from the town where it happened as *she unknowingly gave me the courage to stay.*”

“Empowered me, made huge difference. Felt helpless and weak. Regained my power back.”

“They were ordinary people, told us about our options, told us what was normal, stood next to us.”

“I could say things to worker that couldn't say to others, was a very good listener.”

“Helpful to have someone direct and guide my path 'til I was able to find part of my life.”

“Support Worker was very good, very good at her job. Overwhelmed that VS turned up to help in only 15 minutes, very grateful.”

“If it wasn't for Victim Support and my support worker, I wouldn't have known where to turn to with funeral arrangements, finding alternative rental accommodation. Battling with insurance companies and EQC. At my age it was too much to cope with. Sandra helped me find alternative rental accommodation in Christchurch. She helped raise money for my move to be close to my daughter. She is a huge asset to Victim Support.”

“She has given me base to rebuild my life.”

“Knowing you're not alone right from the start.”

“Couldn't have done it without Victim Support! Crucial to recovery.”

“I think we had a great experience with Victim Support and it helped us tremendously during our situation, and even after the sentencing. I really cannot praise the staff enough. Me and my boyfriend thought the service was so good and we benefited so much, that we consider doing this ourselves in the future.”

“Someone that worked with us the whole way. Someone that knew the system and right people.”



Reflections on our year

It is not possible to reflect on the last 12 months without thinking about the Christchurch earthquakes and the Pike River tragedy. We'd like to open our report with an acknowledgement of the lives lost in these two events and the grief and trauma faced by so many. We also want to record our thanks to the hundreds of Victim Support workers who contributed to our response – in Christchurch, on the West Coast and across New Zealand.



We have seen how these terrible events have brought out the best in the people of New Zealand and that's also been true in Victim Support. We called on workers from throughout the country, knowing their training, skills and experience would equip them to work as part of a team. We were very proud of our people who were a credible and helpful part of New Zealand's response to our neighbours in times of great stress and loss.

Serious crime and sudden trauma rob people of their sense of security and safety. Helping people re-create or repair that sense of personal safety and recovery; helping people live with uncertainty and insecurity is one of Victim Support's toughest challenges. That was never more true than in the South Island this year.



OTHER HIGHLIGHTS OF THE YEAR

- The Board signed off on a new strategic plan that focuses on the quality of services, our relationship with NZ Police, services for Maori and our relationships with the communities we serve
- Bedding down the new Contact Service – increasing staff levels and training, and working across the organisation to ensure the right person was being sent to the right incident with the right information
- A new comprehensive Quality Standards Manual (QSM) introduced. The QSM is a one-stop guide to quality for our service delivery and volunteer management
- A new consumer evaluation process implemented with the support of the Lottery Community Research Fund and the Victoria University Crime and Justice Research Centre

- New training modules developed and delivered including; debriefing and supervision, homicide training for Co-ordinators, and new Introductory Training for support workers
- A Community Response Fund grant from MSD recognising the impact the global financial crisis has had on services and funding sources
- Lower Hutt Victim Support won the Health & Wellbeing category for voluntary community services at the Wellington Airport Regional Community Awards 2010
- A new Homicide co-victim peer support group introduced in Auckland
- Increased communication and understanding between all sectors of the organisation, especially Local Group Committee – paid staff – volunteers

We face two clear challenges for the future: as always the quality of our work is paramount. Keeping our promises to the people we work with and making sure we are finding ways to

meet the unique and diverse needs of victims in our community will always be a demanding focus.

At the same time we are facing unprecedented financial challenges. Providing quality services – even relying as we do on the passionate commitment of so many volunteers – always comes at a cost. Ensuring we have the resources we need to respond – especially from traditional sources like the government and philanthropic trusts – has never been harder. Over the next 12 – 24 months Victim Support will need to find new sources of income and new ways of working if we are to continue to ensure that victims of crime and trauma are in control of restoring their lives.

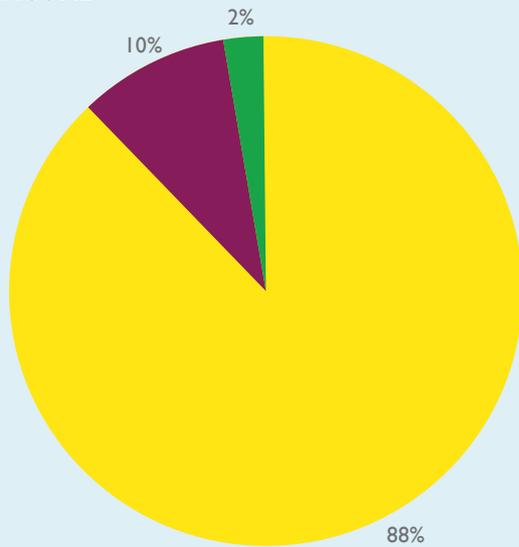
Lorraine Scanlon, Chair
Tony Paine, CEO

We have seen how these terrible events have brought out the best in the people of New Zealand and that's also been true in Victim Support.



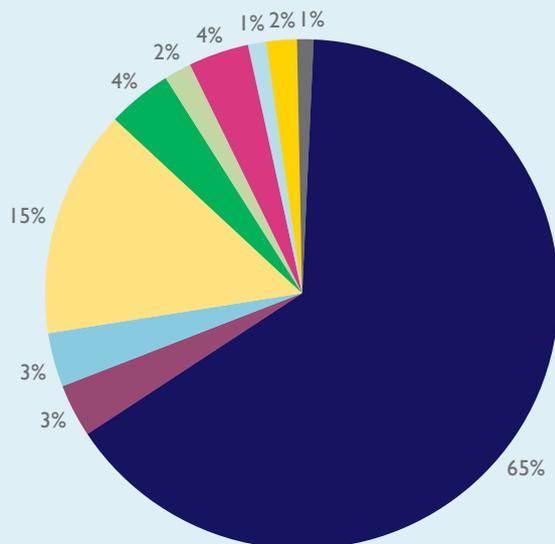
Our Finances

INCOME



- 88% Central Government Funding
- 10% Fundraising and Grants
- 2% Other Income

EXPENDITURE



- 1% National Board
- 65% Staff Related Expenses
- 3% Volunteer Expenses
- 3% ICT
- 15% Victim Assistance Schemes
- 4% Training
- 2% Communications and Fundraising
- 4% Domestic Travel and Accommodation
- 1% Organisational Development
- 2% Administration

SUMMARY OF FINANCIAL INFORMATION STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2011		
SOURCES OF INCOME	2010/11	2009/10
Central Government Funding	8,281,210	7,302,186
Fundraising & Grants	901,129	1,203,710
Other Income	231,341	187,350
TOTAL INCOME FOR YEAR	9,413,680	8,693,246
AREAS OF EXPENDITURE	2010/11	2009/10
National Board	67,227	62,868
Staff Related Expenses	6,271,089	6,394,621
Volunteers	298,915	365,741
ICT	348,055	324,202
Administration Expenses	222,767	253,838
Domestic Travel & Accommodation	370,808	369,351
Communications & Fundraising	171,164	156,389
Training	375,531	343,006
Victim Assistance Schemes	1,410,822	742,108
Organisational Development	98,203	9,656
TOTAL EXPENDITURE	9,634,581	9,021,781
Changes in Victims Funds Held	(130,295)	(166,679)
NET SURPLUS/(LOSS)	(90,607)	(161,856)

STATEMENT OF MOVEMENTS IN GENERAL FUNDS FOR THE YEAR ENDED 30 JUNE 2011		
	THIS YEAR	LAST YEAR
GENERAL FUNDS AT START OF PERIOD	1,290,554	1,452,410
Net Surplus/(Deficit) for the Period	(90,607)	(161,856)
GENERAL FUNDS AT END OF PERIOD	1,199,947	1,290,554

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2011		
GENERAL FUNDS	2010/11	2009/10
Accumulated Surplus	1,199,947	1,290,554
	1,199,947	1,290,554
CURRENT LIABILITIES	2,105,139	1,985,360
TOTAL GENERAL FUNDS & LIABILITIES	3,305,086	3,275,914
CURRENT ASSETS	3,130,882	3,098,295
NON-CURRENT ASSETS		
Fixed Assets	174,204	177,619
TOTAL ASSETS	3,305,086	3,275,914

This summary report has been extracted from the audited financial report of New Zealand Council of Victim Support Groups Incorporated. 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 Chief Executive, New Zealand Council of Victim Support Groups Incorporated, PO Box 3017, Wellington 6140.

These are the financial statements of New Zealand Council of Victim Support Groups Incorporated. New Zealand Council of Victim Support Groups Incorporated is an Incorporated Society established under the Incorporated Societies Act 1908. These financial statements have been prepared in accordance with generally accepted accounting principles.

These financial statements have been authorised to be issued by the Board on 27th of September 2011.

The IIMS Reserve has been set aside to fund the major development required to replace our case management database and update our other information systems. It is expected that this will happen over the next two years.

Local Group Committees



We rely on people like you

Take a few minutes...

to think about what it's like to be faced with a sudden and traumatic event – like the suicide or accidental death of a loved one – or being the victim of a brutal crime. Think how difficult it would be to have to face this alone.

You may have even experienced crime or trauma yourself. With your help we can make sure someone from Victim Support is there every time.

Our volunteers are ordinary people who do an extraordinary thing – they're everyday Kiwis, just like you, who have chosen to be there for people faced with a difficult situation. Every year they help more than 70,000 people across New Zealand, affected by crime and trauma.

Please help us make sure that these extraordinary people are always there. Your donation will be used to recruit and train our volunteers, so that no matter where you are, what time of day or night – if you need us, we're here for you.

Please consider making a donation to Victim Support. It's one way you can show you care.

*Tony Paine
Chief Executive*



*I'd like to become a
monthly supporter*

You can do this online at victimsupport.org.nz or
 Please post me an automatic payment form

I'd like to make a donation of

\$30 \$50 \$100 Other

Please send me a receipt.

Donations of \$5 or more are tax deductible.

Please enclose payment by cheque or complete your credit card details here.

You can also make a donation directly into our bank account: Victim Support BNZ 02 0500 0493163 00
Please enter your surname in the reference field.

Mastercard Visa American Express

Card number

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Name on card

Expiry date

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Signature

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Title Mrs Ms Miss Mr Dr

Name

--

Address

--

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Postcode

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Email

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Telephone

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Please post form and payment to:
VICTIM SUPPORT
PO BOX 3017
WELLINGTON 6140

*thank
you*

Thank you

VOLUNTEERS

The support and care provided to people affected by crime and trauma simply couldn't happen without the dedication and heart of Victim Support volunteers. Thank you for the commitment and care shown – all over New Zealand, day and night, 365 days of the year. We honour you.

LOCAL GROUP COMMITTEES

There are another group of unsung heroes that deserve acknowledgment. Local Group Committees all over the country support this important work. From Kaitaia to Bluff, these tireless individuals raise funds, help recruit volunteers and support local staff in their work in a variety of ways. Thank you for your tireless and long-serving efforts.

Victim Support would also like to thank the following organisations for their ongoing support:

NATIONAL

Ministry of Justice
Ministry of Health
New Zealand Lottery Grants Board
New Zealand Police
Sutherland Trust

NORTHERN REGION AND AUCKLAND CITY

COGS (Community Organisation Grants Scheme)
Guardian Trust
Lion Foundation
Waitakere City Council
WAVES Trust

COUNTIES MANUKAU

Auckland City Council
COGS (Community Organisation Grants Scheme)
Manukau City Council
Pelorus Trust
Rainbows End
Scenic Hotel Group

CENTRAL REGION

Cambridge Community Grant Board
COGS (Community Organisation Grants Scheme)
Eastern & Central Community Trust
Horowhenua District Council
Milverton Trust
Napier City Council
New Zealand Community Trust
Pirongia Community Grants
Pub Charity
Rotorua District Council
Te Awamutu Community Grant Board
The Lions Foundation
The Waikato Community Trust
Trillian Trust
Trust Waikato/Te Puna O Waikato
The Warehouse (Coromandel)
United Way
Waikato Community Trust
Wanganui District Council

WELLINGTON

COGS (Community Organisation Grants Scheme)
Hutt City Council
Hutt Mana Charitable Trust
Kapiti Coast District Council
Karori Lions Club
Mana Community Grants Foundation
Masterton District Council
Nikau Foundation
Pelorus Trust
Porirua City Council
Pub Charity
The Lions Foundation
Trust House Charitable Trust
Upper Hutt City Council
Wellington City Council
Wellington Community Trust

SOUTH ISLAND

COGS (Community Organisation Grants Scheme)
Christchurch City Council
Community Trust of Otago
Dunedin City Council
Marlborough District Council
Mataura Licensing Trust
Nelson City Council
Redwood Trust
Rotary Invercargill
Southland Community
Tasman District Council
The Canterbury Community Trust
The Community Trust of Mid & South Canterbury
The Community Trust of Southland
The West Coast Community Trust
United Way

Audit Report

To the Stakeholders of the New Zealand Council of Victim Support Groups Incorporated

We have audited the summary financial statements of the New Zealand Council of Victim Support Groups Incorporated for the year ended 30th June 2011.

RESPONSIBILITIES OF THE BOARD AND AUDITOR

The Board is responsible for the preparation of its summary financial statements in accordance with generally accepted accounting practice in New Zealand. It is our responsibility to express to you an independent opinion on the financial statements presented by the Board.

BASIS OF OPINION

Our audit was conducted in accordance with New Zealand Auditing Standards and involved carrying out procedures to ensure the summary financial statements are consistent with the full financial statements on which the summary is based. We also evaluated the overall adequacy or the presentation of information in the summary financial statements against the requirements of FRS-43: Summary Financial Statements.

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

UNQUALIFIED OPINION

In our opinion, the information reported in the summary financial statements complies with FRS-43: Summary Financial Statements and is consistent with the full financial statements from which it is derived and upon which we expressed an unqualified opinion in our report to the members dated 27th September 2011.

We completed our work for the purposes of this report on 27th September 2011.

GRANT THORNTON
WELLINGTON



Thank *you* for being there

CONTACT

VICTIM SUPPORT
NATIONAL OFFICE
180 MOLESWORTH ST
WELLINGTON

PHONE US

NATIONAL OFFICE: 04 474 8862
GET HELP: 0800 VICTIM (0800 842 846)
VOLUNTEER: 0800 VOLUNTEER
(0800 86 58 68)
DONATE: 0900 84 28 46

EMAIL US

NATIONALOFFICE@VICTIMSUPPORT.ORG.NZ

WRITE TO US

PO BOX 3017
WELLINGTON 6140

