



NATURAL DISASTERS

the after shock

New Zealanders have been exposed to natural events and disasters over recent years – some might say more than our fair share.

Be it earthquakes, tsunami threats, flooding, fires, volcanic activity, landslides or health crisis, natural disasters do happen, managing to often catch us by surprise.

We see the images in the media. Images of cracked buildings, roads bumped, twisted or blocked, paddocks smothered in water and sludge, livestock missing, rooves gone, houses slipped down hills – the list goes on.

While we're shocked and sympathetic at the immediate and visual impact of the event, the unfolding events can have significant effects on a person's or family's life. For some, the enormity of the impact sinks in well after the cameras have rolled, with lives unexpectedly turned upside down.

A family's home may be severely damaged, repair arrangements may be costly, prohibitive or tied up in red tape. Homes may be uninhabitable. Businesses may have closed due to building damage, jobs lost, livelihoods seriously impacted. People may be nervous having to return to work in a multi-story building following a quake. The family breadwinner may have suffered injury and be hospitalised or unable to work. Children and family members may be scared. A new



disaster such as another earthquake, can renew the fear and stress to those who've previously suffered.

Any one of these issues, let alone a combination of several, can cause serious stress and trauma to a person and their family – and is a reality for many New Zealanders. Severe stress and trauma in a home can linger and present itself in other ways too, in some cases manifesting in to crime, family violence, and anti-social activity, placing even more stress on the families concerned and the overall community.

VICTIM SUPPORT PLAYS A UNIQUE ROLE BECAUSE WE SUPPORT VICTIMS OF BOTH CRIME AND TRAUMA.

Victim Support is a key component of the Civil Defence National Disaster Recovery programme. Our teams play a vital role following an emergency, providing a follow up welfare response, undertaking victim needs assessment and providing psycho-social support.

We were on the ground supporting victims following the Kaikoura quake, which was followed by a flood in the Wellington region. We were there at 1am as HMNZS Canterbury docked at Lyttleton Port and provided support and our emergency information packs to evacuees from Kaikoura. We were at the Waiaru Civil Defence Centre supporting those rural folk displaced and stressed following that quake. In Wellington we also teamed up as a key partner in a Wellington City Council initiative, providing support to people who've asked for help following the quake. In fact, we've supported 745 victims as a consequence of the November quake.

WE'RE 24/7, 365

Be it crime or trauma, Victim Support is here to help. We provide support to victims of crime, accident, suicide, sudden death and other trauma. And we're here 24/7, 365. We do this because no-one should have to suffer the effects of crime, trauma or suicide, alone. With support and guidance, people can get themselves back on track and fully functioning again.

Need support?
Call now
0800 842 846

In brief

- **THANKS HAWKES BAY REGIONAL PRISON!**
On White Ribbon Day last November, prisoners, guests, stakeholders and staff participated in the Chasing Sun Rays walk and run-a-thon at the prison. \$844 was donated to Victim Support – thanks to all who took part!
- **OUR CONGRATULATIONS AND GRATITUDE TO UPPER HUTT VOLUNTEER DIANA FISHER.**
Diana has celebrated 20 years of volunteer service to Victim Support. She's provided outstanding court support and spent many hundreds of hours sitting through hearings with victims. Thank you Diana for your incredible dedication to Victim Support – we're lucky to have you!





From Kevin's desk

We're in our 30th year of providing vital help and support to those affected by crime, trauma and more recently, suicide. I sincerely thank Kevin Joblin and our founding members for their foresight and determination to ensure that victims are well looked after. All our staff and volunteers do their utmost to support those affected by crime and trauma, that they have access to funding, relevant agencies, help navigating the justice system, support in court and to cope and recover, and I'm very proud and thankful to them all.



"While summer's for family fun, it's also a time of much tragedy."

While summer's for family fun, it's also a time of much tragedy. Accidents do happen, shattering lives (there were 31 road fatalities in January alone). Sadly, the holiday season also sees violence in homes and the community. Throughout this time, we're here to help, supporting and guiding people through what's suddenly the toughest time of their lives.

As the Kaikoura quakes struck last November we enacted our Business Continuity Plan due to an immediate evacuation of our National Office and 24/7 Contact Service in Wellington, with no lapse in service. We're a key component of the Civil Defence National Disaster Recovery programme, providing needs assessment and psychosocial support in the recovery phase of natural disasters. The earthquake and after-shocks caused injury and distress to many, who called upon our services. We supported people off the ships bringing people out of the Kaikoura region, and we had staff and volunteer Support Workers based at the Waiau Civil Defence Centre for several days, providing support to those displaced. You can read about Lindsay Squire on page 3, a Nelson based volunteer Support Worker who was in Kaikoura when the quake hit, and the amazing role he played while there.

Here in Wellington the quakes caused damage and chaos to many and we've supported traumatised local victims directly and via a Wellington City Council initiative.

We do this because it is our mission to support and care for the people of Aotearoa suffering from crime or trauma.

We work hard behind the frontline too, meeting regulatory obligations and raising funds to ensure our sustainability as we operate in a challenging financial environment where our government funding simply does not meet costs.

2016 saw us provide support to nearly 33,000 victims and already 2017 has seen us provide support to thousands, and we will continue to do so, as we have for 30 years.

Ngā mihi
Kevin Tso, Chief Executive

Are you prepared?

Natural disasters and emergencies do happen.

Are you prepared? Here's a few things to think about:

WHAT'S THE PLAN STAN? Do you have a plan for yourself or your family? What if disaster strikes during the day? Where will you meet? Do the kids know what to do? Do you have family or neighbours you need to check on?

DO YOU HAVE SUPPLIES? It's recommended to have supplies for 3 days minimum – at least 3 litres/person/day for drinking, plus water for cooking and cleaning. Then there's food, cooking, cleaning, sleeping equipment, torches, money, pets, medication and health essentials to think about.

PREPARED AT WORK? A personal emergency kit at work is a good idea – include sturdy walking shoes in case the roads are out.

GETAWAY KIT – it's recommended to have one to hand, in case you need to make a hasty exit.



For more information, checklists and an emergency plan template, go to

getthru.govt.nz

In brief

- **HELP FOR CANTERBURY** Following the Canterbury earthquake, the Military and Hospitaller Order of Saint Lazarus of Jerusalem, a chivalric, ecumenical Christian and charitable Order, selected Victim Support as a charity to support, for its work in Canterbury.

The Order, through its charitable arm, has donated \$30,000 over three years, enabling us to provide the essential support to those affected by traumatic events in the region, during a time of high need. In February, the Order donated an additional \$10,000 to support the vital work we're doing. We thank the Order for their kind and ongoing support over these years.

- **KEEPING VERISAFE - OUR SUPPORT IS AVAILABLE 24/7** which means our volunteer Support Workers might be in unfamiliar areas. We have safety systems in place but we're currently trialling Verisafe in Wellington – a smartphone app that allows safety check-ins for our Support Workers. They can discreetly advise if they are either at risk or need immediate help. GPS technology allows quick tracking of their location, and emergency authorities alerted if they fail to check-in.
- **OUR ANNUAL FUNDRAISER - THE VICTIM SUPPORT LOTTERY - IS CHANGING MONTHS.** This year's lottery tickets will go on sale in August. Do get in touch if you can help us sell tickets, all help greatly appreciated!
- **NOT CONTENT WITH BEING A VALUABLE VOLUNTEER SUPPORT WORKER,** Sean Edwards has organised another successful fundraiser at his Kiwibank office, raising funds for Victim Support. Thanks Sean and the Kiwibank team!

A TIMELY HOLIDAY

When Victim Support volunteer Lindsay Squire and his wife set out for a quiet break in Kaikoura, they had no idea they were about to find themselves at the centre of an historic civil defence emergency.



"I'm able to and I enjoy, helping people." Lindsay Squire



Retired and moved to Nelson from Christchurch, Lindsay wanted challenging volunteer work after he and his wife settled in to their new home.

He chose Victim Support, matching his desire to serve the community via stimulating volunteer work, with his people and disaster management experience from his Air New Zealand career.

The robust training completed, he's supported victims from a wide range of crime and traumatic incidents and feels being a Victim Support volunteer Support Worker definitely fulfils the challenge he was seeking.

"I didn't realise quite how involved being a Support Worker is. Every situation's different - every home you go in to you never quite know what you'll face, and you can't fix what's happened, but you can support them and be there for them," said Lindsay.

One November Sunday, Lindsay, his wife and a friend headed to Kaikoura for a short holiday. Once there, he put out the crayfish pots and hooked up the boat all ready for the next day.

Around midnight, the 7.8 magnitude earthquake hit Kaikoura, felt strongly across both islands, causing chaos and the loss of two lives.

With tsunami possible, locals and visitors fled up the hill for the night, in shock and fearful for what lay ahead. There, an American visitor just couldn't go back into his campervan, nor accept Lindsay's offer of his car to rest in. So, Lindsay provided a deckchair and a blanket so the man could camp up next to his car and be checked on during the night. He also met a young family with another baby nearly due, who were concerned about getting to hospital when needed with little petrol and stations closed. Lindsay returned later with a can of petrol he'd had at the holiday house.

With his wife and friend safe back at the house, Lindsay sought to help.

It so happened the local volunteer Support Worker was away, so Lindsay was our man on the ground.

People were displaced and in shock. Tourists were stranded. The constant fear of aftershocks hung in the air.

The Marae became an emergency centre and Lindsay spent much time there, supporting the inflow of people, ensuring their immediate welfare and providing psychological first aid to those suffering trauma.

He recalls an elderly British couple who were confused and unsure what was happening to them, a young man who was visibly shaken and in need of help. "A lot of people were helping others out, it wasn't just me," said Lindsay. "However once the initial shock settled down and people were looking after themselves, then we were able to go out and help some more."

Lindsay wasn't just operating as a volunteer Support Worker. While his actions reflected the values and empathy of Victim Support, he was also operating as a genuinely kind and caring New Zealander, helping out and supporting people for the remainder of his stay.

With roads closed, their stay was longer than intended and when they were able to leave, the car and boat were left behind.

Natural disasters can and do throw life up in the air but it's heart-warming to know there are people like Lindsay, trained, caring, empathetic and ready to support those in need when disaster strikes.

"I'm able to and I enjoy, helping people. It's what I've done all my life. It's just who I am, said Lindsay, and being a volunteer Support Worker has certainly provided the volunteering challenge I was looking for."

Want to make a difference in someone's life?

Call now to volunteer
0800 865 868

Northland's local heroes

Two Victim Support volunteers, Glenis Sutherland and Lynette MacDonald were awarded Local Hero status at the Kiwibank New Zealander of the Year awards.

Glenis has been with Victim Support for almost two years, based in Kaikohe. A former teacher at Northland College, Glenis is well known in the area and quickly became an invaluable Support Worker, providing excellent support to many victims. "Glenis has fitted in exceptionally well and been a great asset from day one," said Maggie Maihi, Victim Support's Mid North Service Co-ordinator. "I wouldn't lose her for the world!"

Based in Whangarei, Lynette has been a volunteer Support Worker for over 14 years. She is highly regarded, recently receiving a Certificate of Appreciation from Northland Police for her outstanding support to victims. "While Lynette has given outstanding service for many years, in recent times she's



Glenis Sutherland (left) and Lynette MacDonald.

supported victims in very trying and difficult circumstances, dedicated huge personal commitment, and we're all thrilled this has been acknowledged," said Mandy Kahotea, Victim Support's Whangarei Service Co-ordinator.

Congratulations Glenis and Lynette – you're both local heroes and thoroughly deserving of your awards.



THANK YOU *Trust Waikato!*



Victim Support Waikato Area Manager Maggie Crossan and Trust Waikato Chief Executive Dennis Turton.

Funding from Trust Waikato has helped make a positive difference in the lives of thousands of Waikato locals.

We were thrilled to receive a large grant from Trust Waikato in December which positively supports our provision of support services to those needing us in the Waikato. "Trust Waikato has been a tremendous supporter of Victim Support over several years, and we are truly thankful for their wonderful support," said Victim Support Chief Executive Kevin Tso.

"Local support like this is vital to ensuring Maggie and her team are able to provide consistent high levels of support and resources to victims in the Waikato area, anywhere, anytime."

No-one should face the aftermath of crime, trauma or suicide alone, and Victim Support's free services are available to all in the Waikato area, and nationwide 24/7, 365.

You can read more about Trust Waikato at trustwaikato.co.nz

EARTHQUAKE APPEAL - DONATE NOW!

Natural disasters affect people's lives in many ways. Apart from any loss of possessions there can be a heavy emotional toll, placing great stress and trauma on the individual and their loved ones.

Victim Support is here to help those suffering following the Kaikoura quakes. You can donate online anytime at victimsupport.org.nz/donatenow



Your contribution to Victim Support will help us to provide essential support and guidance to help victims recover from loss and trauma following the latest earthquakes because no-one should have to suffer through trauma alone.

HOMICIDE SUPPORT WORKERS

Forty of our volunteer Homicide Support Workers came together in mid-November for a mini-conference and training session.

While our volunteer Homicide Support Workers (HSWs) are highly trained, completing compulsory programmes and assessments, the meeting provided new opportunities to collaborate and share ideas.



"The weekend was very inspiring, particularly hearing the guest speakers." Sean, Tamaki East volunteer

"It's very beneficial to bring the team together," said Donna Fitzgibbon, Victim Support's Specialist Service Manager. "They work with people, families, whānau when they're suddenly at the lowest point in their lives. By coming together the team can collaborate, share learnings and differing perspectives, which everyone found very powerful."

Keynote speakers at the gathering were Kathryn Berkett, a Neuroscience trainer, and Alistair Spierling, from the Parole Board, who both provided new insight to the attendees, and a bereaved parent kindly shared her experiences, and the huge value of HSW support, care and availability.

"The weekend was very inspiring, particularly hearing the guest speakers," said Sean, who volunteers from our Tamaki East office. "The victim's experience was very powerful and I've already used information on how the brain works and impacts of trauma from Kathryn's presentation in my work," he added.

We'd love to have a sponsor for this bi-annual event – if you can help, call the fundraising team now on **0800 873 662!**

Have a story to share? We'd love to hear from you. Please contact us at NATIONALOFFICE@VICTIMSUPPORT.ORG.NZ

(Tear here)

Yes! Here is my donation to help victims of crime and trauma

Mr Mrs Miss Ms Other

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The Privacy Act of 1993 requires us to advise you that we keep contact information of supporters on file to help us with fundraising. If you do not wish us to keep your information, please let us know.

Donate via internet banking to: **BNZ 020500 0493163 00**

Please ensure that you use your details as reference along with the code NL0317, so that we may acknowledge your gift.

Value of donation \$30 \$60 \$125 Other \$

Gifts over \$5 are tax deductible.

Cheque. Made payable to Victim Support.

Credit card. Please debit this amount to my credit card.

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Name of cardholder

Card Number

Expiry date Signature

I wish to donate by **automatic payment.** Please send me details.

I wish to make a **bequest** to Victim Support. Please send me details.

I have left a **bequest** to Victim Support in my Will.

Please return this form to:

Victim Support, Freepost 100819, PO Box 3017, Wellington 6140