

Wellington Sexual Abuse
HELP Foundation

20

ANNUAL REPORT

02





HE AHA TE MEA NUI O TE AO

**HE TĀNGATA
HE TĀNGATA
HE TĀNGATA**



What is the most important
thing in the world?
It is people, it is people,
it is people

20

ANNUAL REPORT
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01 JULY 2019 — 30 JUNE 2020

CONTENTS

- Welcome
- Our Purpose
- Our Mahi
- Our Impact
- Our COVID-19 Response
- Our Highlights
- Our Supporters



Kia ora e hoa mā

A very warm welcome to our annual report from Wellington HELP's Board Co-chairs Kaye and Ben.

The last financial year brought a great deal of change and challenge, not least the global pandemic. The isolation of lockdown and the emotions it has brought up for survivors means that we are feeling the impact of increased referrals, and a greater complexity in the cases of survivors accessing our services.

However, we have also experienced positive changes. Our team has grown significantly: we have taken on three new social workers, a new therapist and several new operations team members, who support our clinicians to do their important work with survivors. With these new recruits, we also benefit from a greater diversity of skills including language and cultural knowledge that allow us to better serve our diverse community. We have also moved into a new Kāpiti office and have more recently moved our head office to a new space in the Wellington CBD. And change continues to come. At the time of writing, we have said farewell to our outgoing Chief Executive, Conor Twyford as she moves on to pastures new, and will soon be welcoming incoming Chief Executive, Manahautu, Dr Jacqueline Parisi to the fold.

As the current year progresses we look forward to a period of stability for both our service and for the wider community.

We are taking this opportunity to share with you our highlights from last year, the statistics showing HELP's impact and the stories from our community. We hope you enjoy the read.

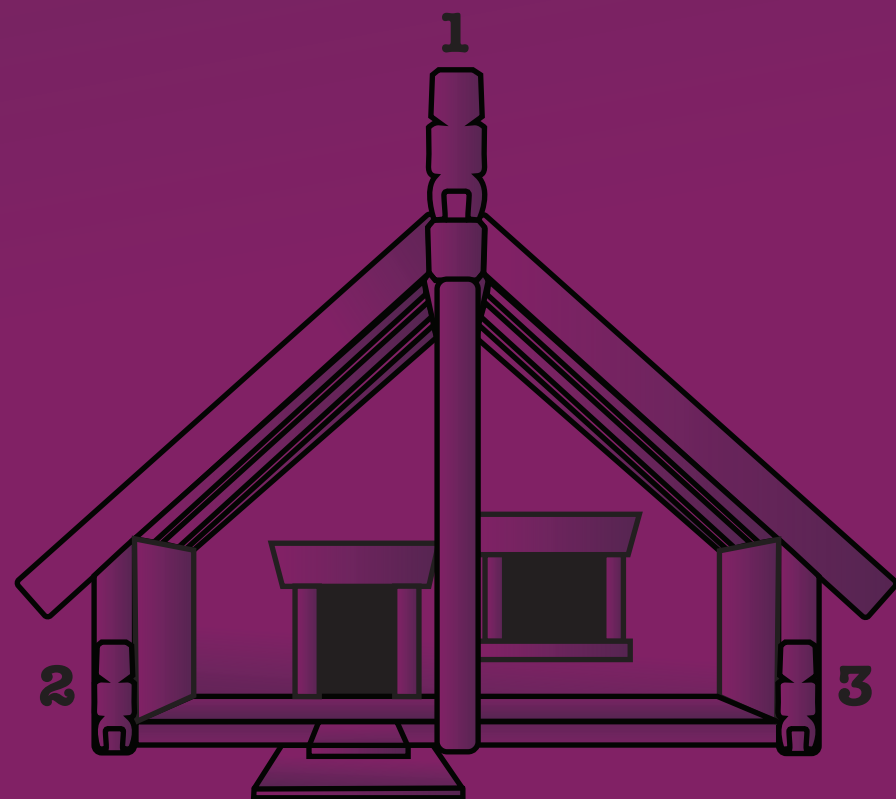
Thank you to everyone that supported our service last year: our community partners, funders, donors, those that attended events or volunteered for our neighbourhood appeal. Your contributions have been immensely valuable at this uncertain time.

He waka eke noa - we are all in the waka together.

Kaye Vaka'uta and Bennett Quinn

OUR VISION

A world free from
sexual violence



WGTN *Help* WHARE

Even in these uncertain times, the HELP whare remains strong and accommodates survivors, their family and whānau that seek our support

OUR MISSION

Wellington HELP support individuals, whānau and communities affected by sexual violence to move from surviving to thriving

OUR POU

There are three pou that provide the structure and integrity from which Wellington HELP serves the Wellington, Porirua and Kāpiti communities

1 Champions For Change

We lead conversations around sexual abuse with national and regional community groups; We share our expertise in sexual abuse response; We influence public policy

2 Helpful Service

We have a wrap around, high quality service and we support clients throughout their own journey; We offer a diverse range of services to meet the needs of individuals and whānau; We actively work towards developing ways to engage and work with Māori

3 Thriving Organisation

We build organisational and financial sustainability and integrity; We strengthen the skills and knowledge of HELP whānau; We track, account for and celebrate our work and learn from each other



Crisis

HELP's skilled team of Crisis workers provide a 24-hour-a-day service to survivors of sexual violence through HELP's support line.

Crisis Work Offers:

- **24/7 Support Line**
Whether your experience of sexual violence is recent or not, you can contact our Crisis team for emotional support at any time. Call 04 801 6655 and press 0
- **Call-Outs**
Our Crisis team is available to attend medical and police appointments following sexual assault. The police will often call HELP and ask us to attend interviews so that we can support survivors through this difficult process



Social Work

If you contact HELP through our 24/7 support line or are referred to HELP by some other means, you will be allocated a Social Worker who can provide you and your family whānau with confidential emotional and practical support.

Social Work Offers:

- Education around trauma and sexual violence. Social workers help you manage the impact of trauma and ensure your ongoing therapeutic needs are met
- Support through police processes or court processes
- Support at wellbeing appointments, such as GP appointments
- Support to access the appropriate longer-term service that works for you



Counselling

At HELP, we have a team of qualified and experienced counsellors, including Māori practitioners, who support people affected by rape, sexual abuse, and family violence.

Counselling Offers:

- An opportunity to build a relationship of trust with a counsellor
- A safe and confidential relationship within which to explore difficult and painful thoughts and feelings related to experiences of rape, sexual abuse, and family violence
- Support to understand the complex ways abuse may have affected life and relationships
- Support to explore and understand your own, or other peoples, responses to abuse
- An opportunity to develop new skills and resources for coping, and renewed capacity for self-determination



Education

HELP provides education for police, doctors, clinicians and organisations in our community.

Our education programmes are focused on reducing the impacts of sexual violence on individuals, family and whānau, and the wider community.

Organisations are currently feeling the trauma associated with the ongoing pandemic, and recognising the impact it has had on their colleagues. There is recognition that it is timely to upskill in order to deal with disclosures of sexual harm and domestic violence from colleagues.

HELP are able to provide workshops and seminars to organisations in the Wellington region.

For further information on our Advice and Education programme, please get in touch on 04 801 6655; info@wellingtonhelp.org.nz

POPOIA TE KAKANO KIA PUAWAI

Nurture the seed
and it will blossom

OUR IMPACT

OUR IMPACT

2019 - 2020

799
TOTAL
CLIENTS
SUPPORTED

409
CRISIS
CALLS
RECEIVED

204
CRISIS
CALLOUTS
MADE

2692
SOCIAL
WORK
INTERVENTIONS

4210
COUNSELLING
APPOINTMENTS
PROVIDED

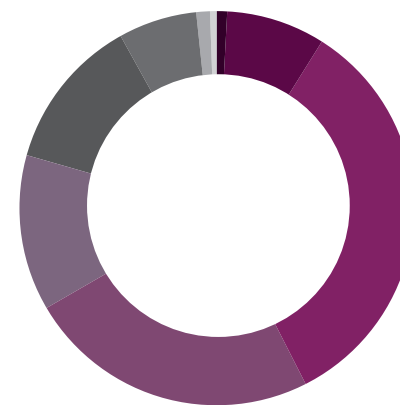
2018 - 2019

737
TOTAL
CLIENTS
SUPPORTED

289
CRISIS
CALLS
RECEIVED

163
CRISIS
CALLOUTS
MADE

2470
SOCIAL
WORK
INTERVENTIONS

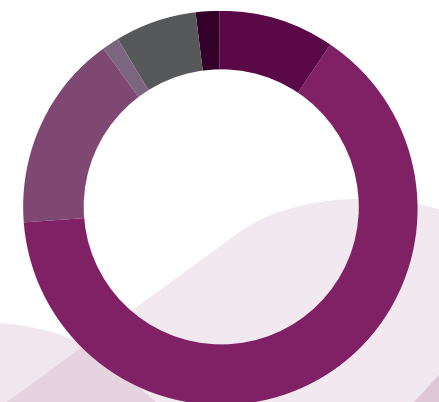


AGE OF CLIENTS

1.1% Under 12	24.3% 25 - 34	6.4% 55 - 64
7.9% 12 - 17	12.7% 35 - 44	1.1% 65 - 74
33.5% 18 - 24	12.4% 45 - 54	0.5% Over 74

ETHNICITY OF CLIENTS

9.5% Asian	6.6% Pacific
16.1% Māori	1.4% Other
64.5% European	1.9% MELAA (Middle Eastern/Latin American/African)



OUR COVID-19 RESPONSE

Unite
against
COVID-19

Supporting Survivors During Lockdown

On 23 March Wellington HELP closed our doors and our staff and contractors started working remotely. Similar to other agencies, we switched to telehealth which enabled us to support clients via phone and Zoom.

This was a challenge for everyone. Rather than delivering support within the comfort and safety of our therapy rooms, both staff and clients suddenly had to deal with the challenge of bringing therapy into their own homes.

For staff, this meant crossing boundaries between work and home life. For clients, the challenge of a lack of privacy and crossing boundaries between their therapeutic work and their family time.

Whilst it was a very difficult period, the opportunity to continue with social work and counselling support remotely was gratefully received by clients. This was particularly important where clients were in lockdown alone or had challenging home lives.

The Ministry of Social Development announced some additional funding

in response to the pandemic which was gratefully received by the sector. HELP were able to redistribute some of this funding to clients whose income and stability had been affected by the pandemic. We paid for groceries, transport costs, rent and bills for clients during the challenging period of lockdown. HELP have not had the additional resource to be able to support clients in this way previously, and it was good to be able to step in where necessary to ensure the safety and wellbeing of survivors.

At Alert Level 2, we once again opened our offices and began face-to-face sessions with clients. While telehealth continues to be funded, we will continue to offer it to our clients who are unable to attend an appointment in person.

This is a fantastic alternative when clients are too unwell to attend appointments, or struggle to visit our spaces for some other reason.

Bringing The Appeal To You

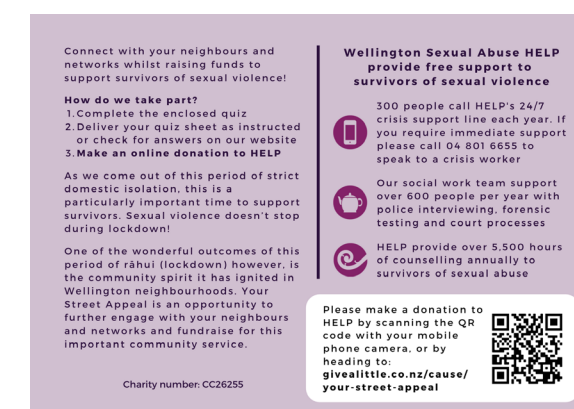
HELP's annual appeal was due to take place at the end of May. This event is our biggest fundraiser and last financial year our street appeal, Government House event and WISH concert brought in \$40,000 for our work with survivors.

In late March, when we went into lockdown, we knew we couldn't go ahead with the appeal as planned and would need to adapt quickly. Whilst our appeal is an important time for fundraising, it is also a key opportunity for advocacy and reaching people that might need our support.

We couldn't miss the opportunity to connect with our community, especially at such a trying time. So, rather than collect donations on the street our volunteers dropped leaflets and quizzes to 6,500 homes in Wellington, Porirua and Kāpiti. We asked people to take part in the quiz, check their answers online and then make a donation to support survivors.

Together with an associated event, the appeal raised \$10,000 for HELP.

We hope that family whānau also had important conversations about sexual violence as a result of receiving our leaflet in their mailbox.



OUR HIGHLIGHTS

Parliamentary Quiz | 12 Feb

With support from our Friends, HELP held a big quiz night at the Beehive in February. The evening, attended by 100 people, was MC'd by Hon Grant Robertson and Hon Kris Faafoi. The evening was great fun and generated almost \$12,000 for survivors.



Round The Bays | 18 Feb

We had around 70 people Run for HELP in 2020. This is the third year we have had a team in Round the Bays. We had some repeat runners as well as a bunch of newbies, all running and walking to support survivors, by raising funds through their own networks.



Ride for HELP | 20 Feb — 18 Mar

Dave Thornton took part in Tour Aotearoa, riding his bike from Cape Reinga 3,000km to Bluff. Dave raised a massive \$3,660 through his givealittle page. This is on top of the funds raised from the aforementioned parliamentary quiz, supported by Dave and Deb Thornton.



Your Street Appeal | 15 May — 30 Jun

Our team of 50 volunteers brought HELP's appeal to their own streets and neighbourhoods.



60KM walk from Wellington to Waikanae | 27 Jun



On 27 June, a team of Victoria University students, led by Emma de Jong, set out on a day-long walk from Wellington city to Waikanae.



From sunrise to sunset, the team walked a massive 60km along highways and through bushland, passing HELP offices in Wellington city, Porirua and Kāpiti along the way.



They raised a massive \$3,500 for survivors of sexual abuse!

OUR
SUPPORTERS

WE COULDN'T
HAVE DONE
THIS WITHOUT
YOU

Helping Survivors Seek the Right Support

Wellington HELP have long supported more survivors than we have had resource to cater for. More recently we have been in a position to employ more staff to support our growing numbers, but we were also very aware that some of the clients accessing our service may be better supported by other organisations in the community.

In June we received funding from Wellington City Council's COVID-19 response fund to support the employment of a Referrals Coordinator for the next two years. This dedicated role triages all incoming referrals - self referrals, referrals from family or whānau, police or another service - and redirects them as required. This could be within the service (either to crisis or social work) or to other services if their needs cannot be met in-house.

This new way of working ensures those seeking support are directed to the right service straight away. We are also developing stronger connections with other community organisations, all working towards the same goal of a safer and better supported Wellington Region.

**Absolutely Positively
Wellington City Council**

Me Heke Ki Pōneke

Group Work for Survivors and Their Whānau

Group work can be incredibly beneficial to survivors. It helps remove feelings of isolation often experienced by survivors and helps normalise emotions in a peer-to-peer setting. In October 2019, we received some funding from the ANZ Foundation to deliver group work. This spanned group training for clinicians, art and yoga therapy with clients and parental workshops with whānau of survivors.

A small group of clinicians were trained in Access Bars, another therapeutic technique that staff and contractors are now able to offer survivors. The art and yoga workshops took place in collaboration with City Gallery Wellington. They provided the space for us to carry out the workshop and even took our group on a tour of the gallery. The family whānau workshop was a huge success and was well attended by whānau looking to provide their young people with better support.

"I am so pleased I was able to participate in this group; it has opened a door for me to be able to express my fears, my experiences but also by knowing there are other families out there suffering and listening to them has helped me take a small step to my own recovery and hence to be able to support my son, something I have been failing at recently"

– Feedback from an attendee of the family whānau workshop



A Transformational Grant

Last September, Wellington Community Trust announced a Boost Grant of \$150,000 for an organisation delivering a transformative project. This was the opportunity HELP had been looking for to invest in a new fleet of laptops, furniture and accessories to improve our office and therapy spaces. We have always got by on the generosity of our community, with second hand furnishings and handed down hardware. But some of our PC's were a decade old and cost us a lot of money in maintenance. Some of that well-loved furniture was quite literally on its last legs. These capital costs aren't covered through government funding and so we can only invest in these items if we first fundraise for them.

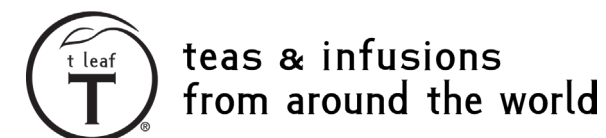
Following a grant application and presentation to the WCT Board, we were awarded a massive \$75,000 to transform our service. Little did we know how important the investment in hardware would be. When the country went into lockdown in March, HELP staff were able to continue working at home on their brand new laptops. Unlike other less fortunate services, our technical issues were minimal and we were able to focus on the most important thing - supporting our clients.

Following lockdown, the new hardware has allowed staff to continue working flexibly. And clients are pleased with the upgrade of furniture in our therapy rooms. Because when you are working through something tough, a comfortable and nurturing space can make the world of difference.



Supporting Survivors With a Cup of Something Lovely

A few years ago, we reached out to local brand tLeafT to see whether they wanted to partner with HELP. Since then tLeafT have provided a lovely range of teas for free to staff and clients at our Wellington city, Porirua and Kāpiti offices. We love being able to offer our clients a cup of something lovely when they arrive for their social work or therapy sessions. Big thanks to our friends at tleafT for their continued support of our community.



Other Supporters from This Year:

- ACC
- MSD
- Oranga Tamariki
- COGs Wellington
- COGs Whitireia
- Lotteries
- Housing New Zealand
- Four Winds Foundation
- John Illott Charitable Trust
- The Lion Foundation
- Pub Charity
- St Johns in the City
- Trust House
- Betty Campbell - WCC
- NOPESISTERS
- The Good Registry
- Vodafone

THANK YOU TO OUR FRIENDS

HELP receives significant funding from individual donors that contribute to our **Friends Frequent Giving Programme**

Your support is integral to our work

To find out more about our Friends programme visit www.wellingtonhelp.org.nz/donate



www.wellingtonhelp.org.nz



info@wellingtonhelp.org.nz



04 801 6655



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[@wgtnhelp](https://www.instagram.com/wgtnhelp)

CC26255
Registered Charity Number

If you need to
speak to someone

IMMEDIATELY

please call our
24/7 Support Line



04 801 6655

PUSH '0' AT THE MENU

to speak with a
crisis worker