

WELLINGTON SEXUAL ABUSE HELP FOUNDATION

# ANNUAL REPORT 2021

01 July 2020 to 30 June 2021



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# KIA ORA



## **Kia ora e hoa mā**

Wellington Sexual Abuse HELP has been making a difference for people in the Wellington rohe for over 35 years. As this Annual Report shows, we are a much needed and valued service — Not only for our unparalleled 24-hour crisis support, counselling, and social services, but for the environment of empathy, respect, and professionalism we create for the people we engage with through delivering our services.

Over the past year, like many mission-driven community organisations, we've faced a number of challenges. With our ability to raise funds greatly limited due to COVID, we're proud to have continued to safeguard our organisation through careful financial management, while still being able to deliver a quality service.

Our Board welcomed a number of new members this year, with a range of sector-relevant skills and experience. They bring energy and fresh-thinking to shaping our strategy and plans for the long-term sustainability of Wellington HELP.

We're also proud to have successfully recruited our new Chief Executive, Sue Wood, who joined us in July. Sue has years of management and leadership experience in the health and social services sector, and her skills and experience will be pivotal in ensuring we're delivering on our vision.

In meeting the challenges over the past year we're a stronger organisation that's able to look positively into the future, but we can't do it alone.

I'd like to acknowledge the hard work of all our staff and volunteers for their commitment and dedication to delivering a quality service. Alongside our workforce, our organisation is built on a community of compassionate, caring people in the wider community who are committed to supporting our mahi. This annual report is a reflection of the values and vision of our community.

Ngā mihi nui,  
Bennett Quinn  
*Chair of the Wellington HELP Board of Trustees*

## Tenā koutou katoa,



As the new incoming Chief Executive of Wellington Sexual Abuse HELP Foundation, I am delighted to introduce you to our 2021 Annual Report, which sets out what we have achieved over this last year.

Wellington HELP provides an absolutely vital service in our community to the survivors of sexual harm and abuse. Sexual violence is often hidden or undetected in our communities, but we are finding increasing numbers of survivors are seeking our help and support. In the last year, our excellent and committed staff helped 22% more people, than in the previous year.

Sexual violence is widespread in our community and we are one of only a few services that offer a 24 hour, 7 days a week service, that responds directly to sexual harm. We are specialists in the field and provide a range of services from Crisis Support to Social Work to Counselling, all provided by our skilled, diverse and dedicated staff. This Annual report shows the important work we are doing and the difference we are making.

I was very pleased to be appointed as Chief Executive of this great organisation. In the short time I have been here, we have navigated the complexities of another lockdown and the ongoing pandemic. I have been in awe of the passion and skill that the staff bring to supporting our clients on their journey to recovery from sexual harm. With the Covid 19 lockdowns this year, we were still able to offer clients telehealth, keep in touch via phone, email and text. Staff worked remotely at home, using the available technology and management support.

This has been a year of challenges and change, but I would like to thank all the managers, team leaders, practitioners, counsellors and support staff for the hard work and dedication to the mahi they do. I would also like to acknowledge all those who have donated to Wellington Help over this year that supports us in supporting our clients.

We can look to the future with confidence and an enduring determination and commitment to the recovery and wellbeing of our clients and whanau of Wellington HELP. I am certain that together we will continue to develop and improve our services. We are helping more clients than before and will continue to strive to improve everything we do for the wellbeing of our clients, while always being guided by our core beliefs and values.

Stay Safe.

Ngā mihi nui,

Sue

*Chief Executive of Wellington HELP*

# OUR MAHI

Wellington HELP provide a range of specialised support services to help survivors of sexual violence. All our services are confidential and available to anyone and everyone who needs them- no matter your age, gender, sexual orientation or ethnicity.

Whether your experience was recent or not, if you need support we are here to HELP.

## **24/7 Crisis Support Line**

If you need to talk to someone, call our 24/7 support line on 04 801 6655 and press 0 at the menu.

We provide support every hour of every day through our crisis support line. You can contact our Crisis Team at any time for emotional support.

## **Call-out Support**

Our Crisis Team are available to attend medical and police appointments following a sexual assault. If you would like support through these difficult processes, you can contact us directly through our support line (**04 801 6655** and press 0 at the menu). If you have chosen to report your experience to the police, they often offer to call us for you. You do not need to report your experience to the police to access our support.

## **Social Work**

Our social workers provide you and your whānau with emotional and practical support. They will provide you with methods to help manage the impact of trauma and ensure your ongoing therapeutic needs are met. They can also help you access longer-term support that works for you.



# OUR MAHI

## Counselling

At HELP, we have a team of qualified and compassionate counsellors including ACC registered providers. Through therapeutic methods such as talking, art therapy or animal therapy our team helps you explore difficult thoughts and feelings you may be experiencing and help you move from surviving to thriving.

## Court Support

If you choose to report your experience and go to court, we have a Court Support Advocate who can be with you every step of the way. Their priority is your wellbeing and ensuring you feel safe and supported as they help you navigate court processes and systems.

## Education

We provide workshops through out our communities to help grow understanding around trauma, sexual violence, and the impact it can have on individuals, whānau and communities.

We provide vital education about how to respond to disclosures of sexual violence to the police, doctors, clinicians and organisations across Wellington. If someone reaches out for help, we want to ensure they get the support they need.

For further information about our services and education workshops, please contact [info@wellingtonhelp.org.nz](mailto:info@wellingtonhelp.org.nz)

“

*Help has been an incredible support to me. All of the people I have talked to have treated me with kindness and compassion and even more importantly like a person with knowledge and agency over my own healing.*

-Client of HELP

”

# OUR IMPACT

We supported **973** people this year

Here is how we supported them:



**906**

crisis calls  
received



**280**

crisis callouts  
attended



**3089**

social work  
interventions



**4096**

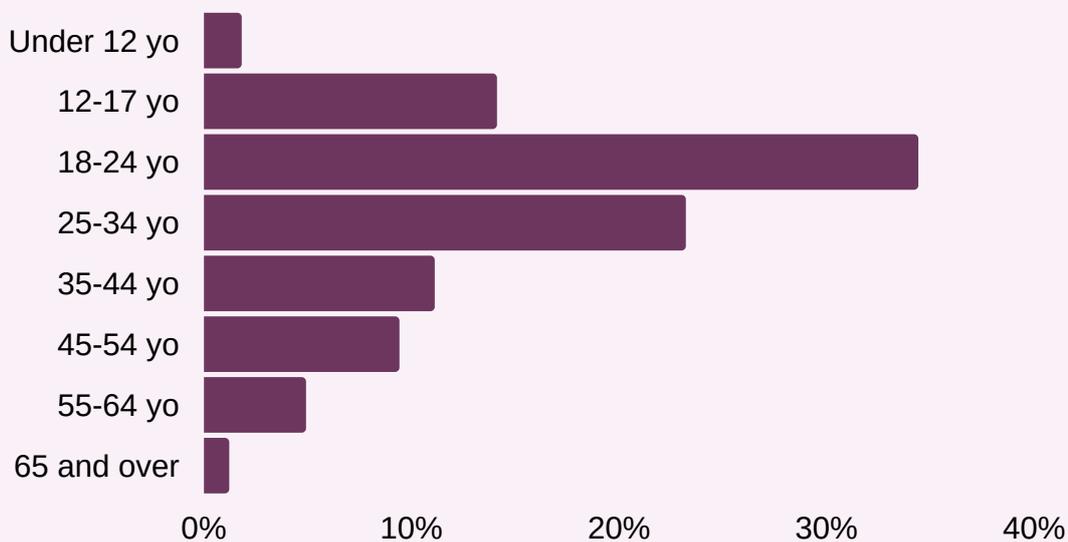
counselling  
appointments



# OUR IMPACT

## DEEPER DIVE

### Age of our clients



**16%**

of our clients are 17 years old or younger. This age group has seen a 7% increase from the year before

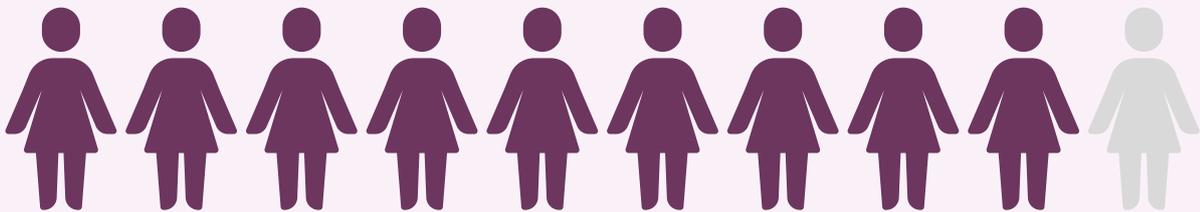
**57%**

of our clients range between 18 and 34 year old

# OUR IMPACT

## DEEPER DIVE

### Gender of our clients



**90%**

of our clients identify as female

**8%**

of our clients identify as male

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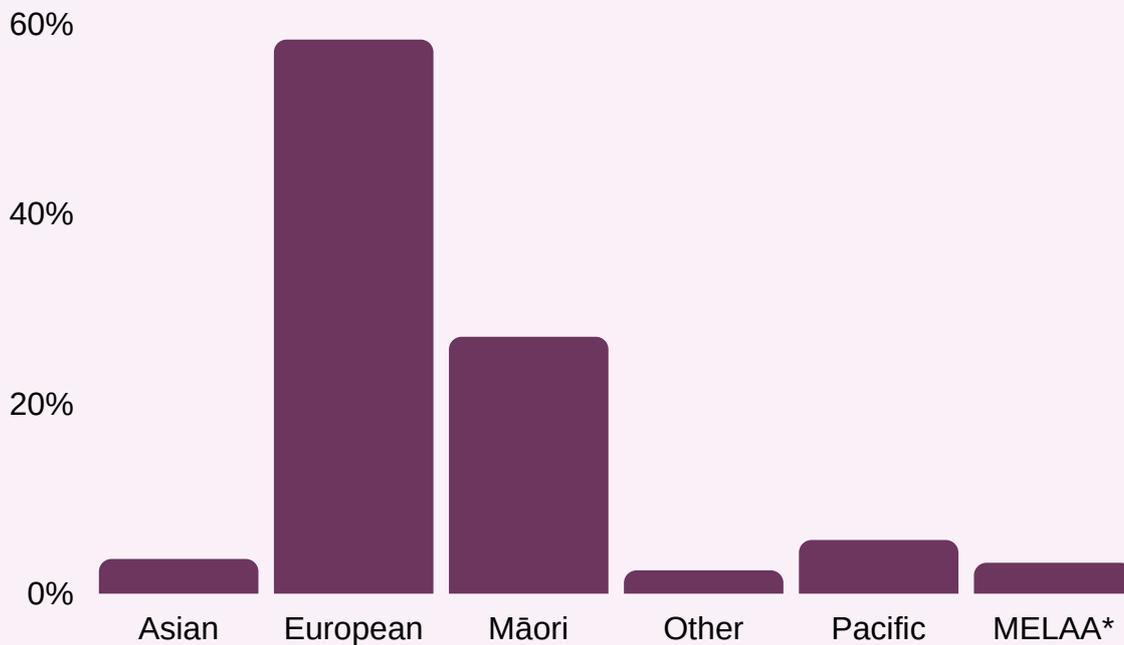
**2%**

of our clients identify as either non-binary, transgender, transman, transwoman or other

# OUR IMPACT

## DEEPER DIVE

### Ethnicity of our clients



**27%**

of our clients identify as Māori, this is an 11% increase from the year before

**58%**

of our clients identify as European, this is a 6% decrease from the year before

\*MELAA stands for Middle Eastern/Latin American/African

# OUR YEAR IN REVIEW

The world has continued to adapt with the ongoing presence of COVID-19 and so have we here at HELP. As changes in alert levels continued to restrict our ways of working and postponed our annual street appeal, we were still able to connect with our clients and offer support through telehealth. Although it was initially challenging to provide support online, we have adapted and are grateful to our clients for their patience and resilience as we continue to grow and form new habits together.

Whilst some clients found telehealth difficult due to privacy and safety concerns, others found it beneficial to not have to travel. Having to pivot and change with alert levels has highlighted the importance of being able to provide support in a variety of ways. It is essential that clients can access support in a way that is safe and accessible, whether that be online at home or in a neutral environment like our offices.

Our sector took a huge step forward in our journey towards a world free from sexual violence in November 2020 when Marama Davidson was elected the first Minister for Prevention of Family and Sexual Violence. This important decision highlights the prevalence of sexual violence in our country, and shows this governments commitment to make essential changes to prevent sexual violence. We look forward to seeing survivors' voices raised into key conversations and watching our sector grow over the next year.

“

*The team at Help have heard me, they're actively supporting my recovery process & they're there every step of the way with compassion, empathy and patience.*

*I feel I have my life, dignity and value back.*

*Thank you HELP!*

-Client of HELP

”

# HOW YOU HELPED

The support of our funders and donors helps us provide ongoing essential, specialised support to individuals, whānau and communities. Here are some of the ways you have helped us this year.

## Training and Supervision

In the last year, the number of people under 18yo accessing our support has almost doubled compared to the year before. Fortunately, due to Oranga Tamariki allowing us to carry forward part of our 2020 Covid funding we were able to send our clinical staff to training to gain a deeper knowledge and understanding of how to better support young people who have experienced trauma. Being able to access such an important training has ensured we are providing the best support possible to our fastest growing age group of clients.

Supervision is a fundamental service for our staff's wellbeing and is essential to support them in the work they do. TG McCarthy provided funding for staff supervision and training. Having access to these support systems helps our staff welfare and in turn supports them to support our clients to the best of their ability.

## Accessible Support

Wellington HELP has three offices across the Wellington region- Wellington City, Porirua and Kāpiti. We were fortunate enough to receive grants from the Ministry of Social Development, Pub Charities and Nikau Foundation to cover expenses for these offices such as rent and part-time staffing.

The Community Organisation Grants Scheme gave us funding towards a Social Worker to be based in Porirua. This contribution has meant we can provide more consistent and accessible support to the Porirua community.

Being able to provide safe spaces across various locations makes support more accessible for everyone in our communities.



## Specialised Support

Our Referral Coordinator role is one year in and is proving to be a huge help for new clients accessing our services. Two years of funding for this role was provided by the Wellington City Council, and we have seen the true value in the timely support we are able to provide clients because of this. This role helps survivors get the right support for them as quickly as possible.

We also received funding from the Ministry of Social Development for a Court Support Advocate. This role provides consistent support to survivors who choose to report their experience and are on their journey through the justice system. They are with the survivor

every step of the way- from police interviews to providing evidence in court. This journey can be challenging and having specialised support is key to helping them through the experience.

The Lottery Grants Board provided funding for Crisis Team daytime cover. This year our crisis line saw a considerable increase in calls by 122%. There is a huge number of people needing support throughout the day and night and having the extra cover has helped us be able to provide support to those who need it, when they need it.

## Improving processes

We were able to put a new system in place this year to help manage, store and organise data all thanks to The Lottery Grants Board. The Penelope Project has helped to create a one stop shop for information, it makes processes quicker whilst keeping confidentiality and privacy a top priority for our clients.

“

*Help has made a huge difference in my life. They created a safe space to come to with welcoming and understanding staff. They helped me understand that my journey wasn't always going to be linear and I would have ups and downs. My counsellor always made me feel safe, validated and always ensured me that confidentiality was important.*

”

-Client of HELP

# OUR SUPPORTERS

Wellington HELP would like to thank all our supporters

**Absolutely Positively**  
**Wellington City Council**  
Me Heke Ki Pōneke

 **Kāinga Ora**  
Homes and Communities

 **Lottery Grants Board**  
Te Puna Tahua  
LOTTO FUNDS FOR YOUR COMMUNITY

 **Nikau**  
FOUNDATION

 **MINISTRY OF SOCIAL DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

 **ORANGA TAMARIKI**  
Ministry for Children

 **Te Tūāpapa Kura Kāinga**  
Ministry of Housing and Urban Development

 **teas & infusions**  
from around the world

 **Te Tari Taiwhenua**  
Internal Affairs

**Pub Charity**  
Limited

IN PARTNERSHIP WITH  
**techsoup**

**NOPE**  
SISTERS CLOTHING

**COGS**  
Community Organisation  
Grants Scheme

 **ACC**  
PREVENTION. CARE. RECOVERY.

Te Kaporeihana Āwhina Hunga Whara

 **good bitches**  
BAKING

 **TOAH-NNEST**  
Te Ohaakii a Hine - National Network Ending Sexual Violence Together  
NGĀ KAITIAKI MAURI

 **MACARTHY TRUST**  
MANAGED BY PUBLIC TRUST  
THOMAS GEORGE  
ESTABLISHED 1912

*Thank you*

 [www.wellingtonhelp.org.nz](http://www.wellingtonhelp.org.nz)

 04 801 6655

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