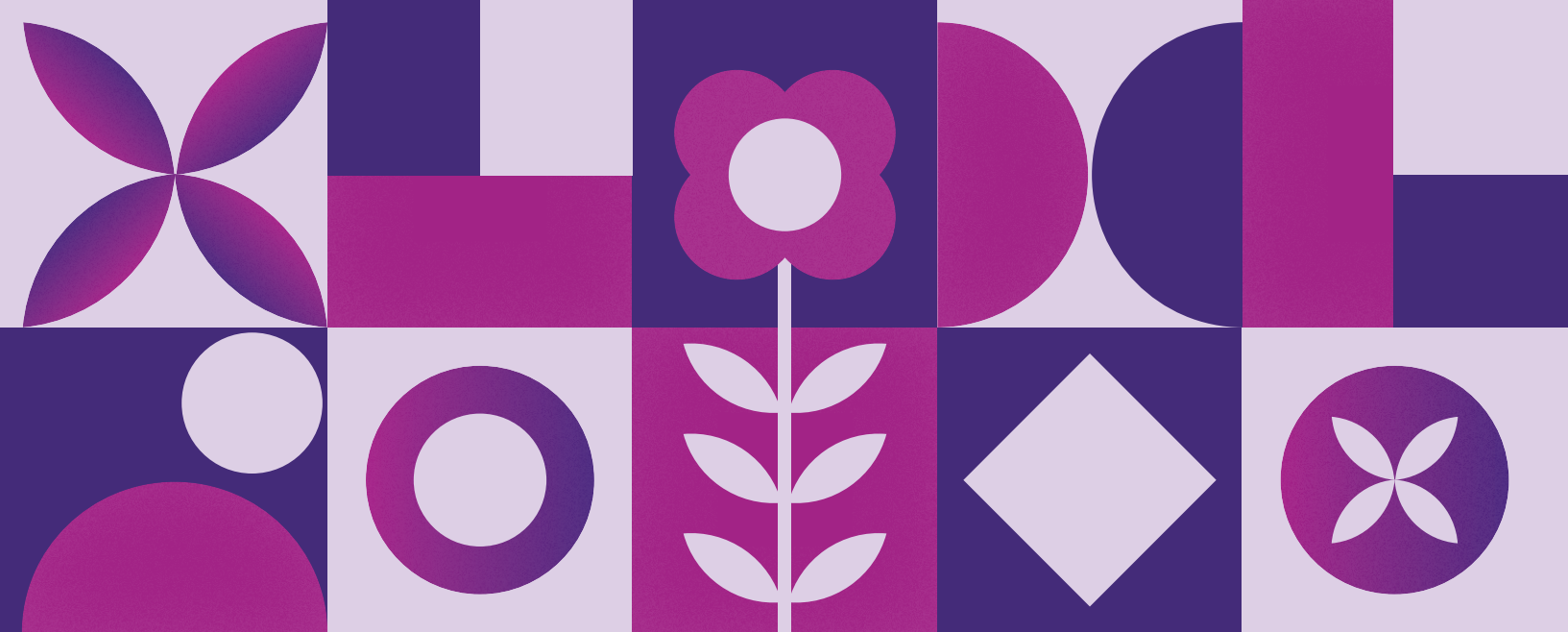




WOMEN'S REFUGE

ANNUAL REPORT 2024-25

NATIONAL COLLECTIVE OF INDEPENDENT WOMEN'S REFUGES INC
NGĀ WHARE WHAKARURUHĀU O AOTEAROA

A high-angle, top-down photograph of a diverse group of approximately 15-20 people of various ages and ethnicities. They are all leaning in towards the center, with their hands clasped together in a huddle. The image is overlaid with a semi-transparent purple filter. The background appears to be a light-colored, possibly tiled floor.

**With grateful thanks
to our key partners &
supporters this year**

Accor Group

ANZ

Contact Energy

EightyOne

Friends of Women's Refuge Trust

Dame Miranda Harcourt

Judy Bailey

Ministry of Housing and Urban Development

Ministry of Justice

Ministry of Social Development

New Zealand Lottery Grants Board

Share my Super

The Warehouse Group

Whakarongorau Aotearoa

CONTENTS

Chief Executive's Report	3
Te Taumata O Te Kōwhai	5
Our Structure	7
Our Vision, Purpose & Values	8
Winter Appeal	9
Projects & Policy	11
Transitional Housing	16
Whānau Protect	17
Te Kāhui Hineora	18
Mahi Ngātahi	19
He Tangata Our People	23
Statistical Report 2024 25	25
Summary Financial Reports	27

CHIEF EXECUTIVE'S REPORT



As we move into Spring, I hope everyone is enjoying the arrival of much needed sunshine

As I have said in previous annual reports, rates of family violence remain distressingly high. Despite this, we continue our work with government and other sectors to push for meaningful and sustainable change. There is much still to be done, but I remain hopeful.

As I reflect on another year at Women's Refuge, I also find myself thinking about the

fast-approaching end to a very significant chapter in my own life. After more than ten years in this role, and more years than I like to remember within the Women's Refuge movement, I will be stepping down as Chief Executive at the end of 2025.

This hasn't been an easy decision – this movement and the people in it have been at the centre of my life for a long time. But I leave with immense pride in what we've achieved together, and with deep confidence in the strength, resilience, and leadership across our organisation. It has been one of the great honours of my life to serve this movement.

I'm also excited that my successor has been appointed, with Naomi Ogg taking on this challenging role at the end of the year. Naomi, a descendant of Ngāti Kauwhata, has worked within Women's Refuge for more than a decade now.

Naomi brings an exceptional combination of frontline experience, policy knowledge, and a deep understanding of systems change. Her contribution to the Family Violence sector has focused on family violence and community wellbeing, always grounding her work in kaupapa Māori

values and a steadfast commitment to the safety and dignity of wāhine, tamariki, and whānau. Her leadership is marked by integrity, connection, and a long-standing dedication to our movement. I know she will serve this organisation and the people within it with great care, compassion and strength. I look forward to being able to support Naomi, and all of you, through the year ahead.

To the incredible team at National Office: thank you. Your steadfast dedication, loyalty, professionalism, and aroha underpin everything we do. I also want to acknowledge and thank Te Taumata o Te Kōwhai Core Group for their wisdom, leadership, and unwavering commitment over the past year.

To every advocate, refuge manager, support worker, volunteer - thank you. The mahi you do each day, often unseen and unheralded, changes lives. It has been a privilege to support your work!

I also want to extend a heartfelt thank you to our many donors and sponsors. Despite challenging economic conditions, your generosity continues to sustain and uplift our work.

Special thanks to Contact Energy, who quite literally keep the lights on in many of our services and continue to fund groundbreaking research aimed at shifting the paradigm around family violence. Your partnership is both vital and visionary.

Thank you also to The Warehouse, Eighty-One, and the committed and amazing women of the Friends of Women's Refuge Trust. Your support is essential – and deeply appreciated.

Dr Ang Jury ONZM
Chief Executive



TE TAUMATA O TE KŌWHAI



Pictured left to right are:

Jodie Harris, Louise Waterworth, Ashleigh Olsen, Zona May Heta, Rachel Black, Naomi Ogg, Hana Kakoi, Leannah Kaye, and Te Inupō Farrar

Tēnā koutou katoa,

E mihi ana ki a koutou e whakapau kaha ana ki te whakakore i te tukino ā-whānau. Ahakoa ngā wero, e kaha ana tātou ki te tū kotahi, ki te tautoko i a tātou whānau, me te waihanga i tētahi ao haumaruru ake mō ngā uri whakatipu.

We want to acknowledge each of you who give so much of yourselves to eliminate family violence. Despite the challenges, we continue to stand together — supporting whānau, lifting up communities, and creating a safer world for future generations.

As Co-Chairs, it is our privilege to present this year's annual report.

The past year has brought its share of challenges, but also many moments of progress and hope. We've seen the resilience and courage of survivors, the commitment of our kaimahi, and the strength of our partnerships across the sector. These remind us daily why this mahi matters so much.

We know the pressures on whānau, communities, and those working in the family violence sector are very real. Demand for services continues to grow, and the issues we're facing are complex. That makes it even more important that we stay strong, innovative and united. Despite these pressures, there is a lot to be proud of. We are nearing the completion of our current Strategic Plan with most of our goals achieved. At the same time, we have begun shaping our new strategic plan for 2026–2030. We are grateful to everyone who shared their thoughts and perspectives to help shape this plan — your voices matter, and they guide us as we set a path for the years ahead.

We also want to acknowledge a very significant milestone for our organisation. Our Chief Executive, Dr Ang Jury, will retire at the end of 2025. Ang has given so much of herself — her energy, her wisdom, and her aroha — to this kaupapa. She has walked beside us through challenges and successes, always keeping the needs of whānau at the centre. We are thankful for her leadership, and her commitment to our

mahi. While it is hard to imagine this work without her, we know her influence will continue to be felt for many years to come. We wish her the very best in her retirement and look forward to building on the foundation she leaves as we move forward to the next chapter of our work. Thank you to everyone for their support over the past year. We want to especially acknowledge the fantastic efforts of the National Office team. Under Ang's guidance their dedication, expertise, and commitment have been instrumental in advancing our strategic goals and ensuring that our organisation remains responsive, connected, and future focused.

We also extend our heartfelt thanks to Te Inupō Farrar, our kuia, for her wisdom, guidance, and support. Her presence grounds our work and reminds us to hold fast the values that keep people, whānau, and community at the centre of all we do. Thank you to all our kaimahi for the incredible mahi you do and for the support you provide to your representatives on Te Taumata o Te Kōwhai Core Group. We could not achieve what we do without the

contributions from each and every one of you. We are grateful for your passion and commitment which is the backbone of this organisation. We also extend our thanks to our funders, partners, and communities, whose trust and collaboration make this work possible.

Family violence remains one of the most pressing social issues of our time. Yet we are hopeful. Together, we are building safer homes, stronger communities, and a future where all people can live free from violence.

Ngā manaakitanga,



Zona May Heta

Te Taumata o Te Kōwhai Core Group
Māori Co-Chair



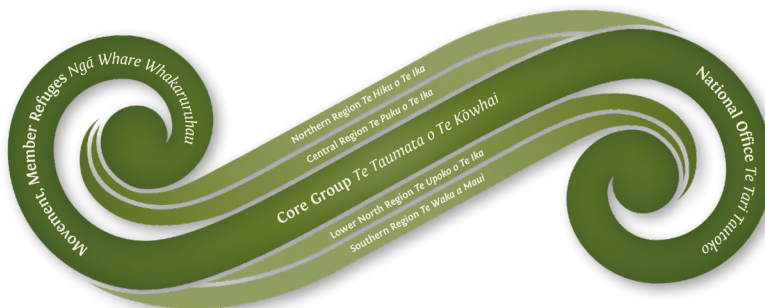
Rachel Black

Te Taumata o Te Kōwhai Core Group
Tāiwi Co-Chair

OUR STRUCTURE

The National Collective of Independent Women's Refuges (NCIWR) is the umbrella organisation for 41 affiliated refuges located throughout Aotearoa.

The governing body of our organisation is Te Taumata O Te Kōwhai Core Group. For the 2024-25 financial period the four regions were represented by the following women.



NORTHERN

Māori – Zona May Heta
Tauwiwi – Jodie Harris

CENTRAL

Māori – Ashleigh Olsen
Tauwiwi – Leannah Kaye

LOWER NORTH

Māori – Naomi Ogg
Tauwiwi – Louise Waterworth

SOUTHERN

Māori – Hana Kakoi
Tauwiwi – Rachel Black

OUR VISION, PURPOSE & VALUES

Our Vision

Leadership that influences the prevention and elimination of domestic violence.

Our Purpose

To liberate women, children, families and whānau from family violence by providing quality services and social commentary.

Our Values

- **Whakapapa:** Relationships built on kinship and reciprocity.
- **Tikanga:** Practising with integrity.
- **Wairua:** Honouring diversity.
- **Tapu:** Promoting self-understanding and development.
- **Mauri:** Maintenance of the individual identity and values within a collective.
- **Mana:** Inspirational leadership.

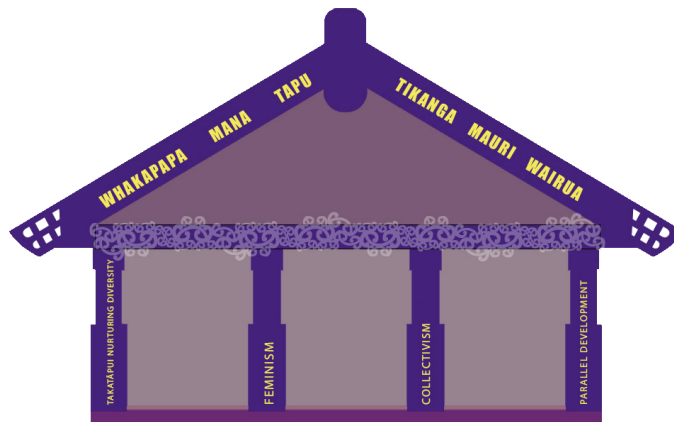
Four cornerstones underpin our values

Parallel Development

A model based on partnership consistent with Te Tiriti o Waitangi, promoting services by Māori for Māori. Tangata whenua and Tauīwi working in partnership and supporting development side-by-side.

Collectivism

Maintaining the values of collectivism within the organisations via shared responsibilities, encouraging all to have a voice, working as an organisation and supporting others.



Feminism

We oppose all forms of oppression against women, acknowledge the existence of gender-based violence and celebrate women's contribution to society.

Takatāpui Nurturing Diversity

Supporting women's choices around sexuality and identity, working to eliminate all forms of discrimination against women.

WINTER APPEAL



Together we raised **31,160 Cups of Kindness** which means **\$155,800** is going directly to supporting women and children escape family violence.



Cups of Kindness

This winter appeal Women's Refuge invited everyday New Zealanders to turn their daily ritual into an act of generosity.

Instead of buying a coffee, we asked people to donate the cost - just \$5 to support women and children experiencing family violence.

A skipped cup could mean warmth, comfort, and security for someone facing one of the hardest moments of their life. While the gesture may feel small, the impact is real and lasting.

Beyond raising funds, the campaign brought communities together to show solidarity and support. Donors were encouraged to share a photo of their coffee at home, symbolising that they had skipped their usual bought coffee for the day to contribute to the campaign.

Everyday acts like this, or gifting a \$30 Kindness Bundle, became powerful gestures of care. Each bundle included a \$5 coffee, \$5 biscuit, and a \$20 safe night donation.

We are incredibly grateful to all our supporters and partners who purchased a Cup of Kindness or Kindness Bundle to provide a woman and her children the chance to build a life free from family violence.



Gift a Safe Night and we will too

Alongside our winter appeal, we were incredibly fortunate to have Contact Energy run a dedicated campaign in support of Women's Refuge.

For every \$20 Safe Night donated, Contact matched it up to 10,000 Safe Nights. This generous support has doubled the impact of every donation, ensuring even more women and children have a safe place to stay, warmth, and security when they need it most.

As part of the campaign, Contact launched two interactive bus stops in Auckland and Wellington to raise awareness. The bus stops featured motion sensors with audio from Women's Refuge managers, highlighting the real difference Contact's support makes through providing free power and broadband to refuges. This support has been instrumental in extending our reach and impact.

Contact also funds our unprecedented Safer When, Safer How research, which is helping us strengthen our evidence base and advocate for lasting change at national level.

We are deeply grateful to Contact for their unwavering partnership. This campaign not only amplified our winter appeal but also helped spark conversations about family violence and the need for safe nights.

PROJECTS & POLICY

The creation of a fit-for-Refuge risk tool

Over the past year, Women's Refuge has prioritised raising awareness and improving responses to traumatic brain injury (TBI) within the context of family violence. We have integrated two TBI screening questions into Nāhana Tūraru the new national risk information tool, published the research report 'Safer When, Safer How? Traumatic Brain Injury and Intimate Partner Violence in Aotearoa' and developed a practice poster for kaimahi on being brain trauma informed.

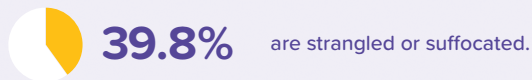
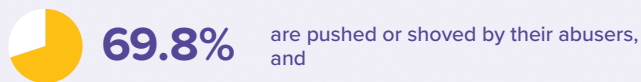
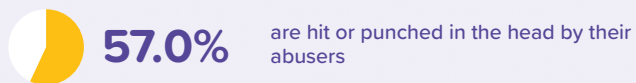
The report reveals the high prevalence of TBI among victims and its profound, long-term impact on safety, wellbeing, and recovery. We argue that TBI and family violence intersect in ways that intensify victims' risks and entrapment: TBI diminishes victims' physical, cognitive, and emotional resilience, undermines their ability to seek help or leave, and increases their vulnerability to further violence. Since its release, the report has been widely disseminated and cited, nationally and internationally, across the family violence, health, and disability sectors, signalling broad uptake of the insights.

We presented these findings at the 2025 Taiuiwi Caucus, where they were met with strong engagement and calls for change. Following this, we designed a practice poster for kaimahi on how to recognise and respond to TBI, and we continue advocating for improved pathways to assessment and care within health and justice systems.

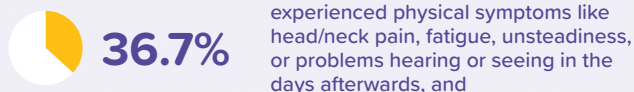
This work is an example of how Women's Refuge is leading nationally on an under-recognised but critical issue. By naming and addressing the invisible but devastating impacts of brain trauma in the context of violence, we aim to ensure victims receive the care, respect, and support they need to heal and to reclaim their lives.

Women's Refuge data* show that of women accessing support for IPV:





Of those hit or punched in the head,



*Of 1250 risk assessments completed with new Women's Refuge clients in 2024.

The creation of a fit-for-Refuge risk tool

Historically, family violence “risk assessment” meant assigning a level of danger such as “some,” “high,” or “critical” on a continuum. The process was cumbersome and clinical. It reduced lived experience to a number and rarely looked beyond physical danger to capture what mattered most to victims.

This year saw the introduction of a new tool for recording and responding to family violence risk, Nāhana Tūraru – The Risk to Her. Developed through co-design with advocates and past Refuge clients, it rests on a single principle: everything we do, and how we do it, should benefit the women who come to Refuge for help. Instead of rating or ranking risk, it records women's stories of violence, links these to the specific risks they are facing now, and provides a blueprint for advocacy. More of the risks that stem from the violence, including the insidious and non-physical ones, can now be explicitly named and then effectively disrupted.

Nāhana Tūraru has now been used with more than 4,700 new Refuge clients, with positive feedback. Kaimahi report that the tool aligns well with a relational approach and enables them to name more of the risks their clients are left with, from immediate threats to their safety to the longer-term risks of disrupted housing, poorer health, economic insecurity, and social isolation. This shift away from “assessing” risk is a radical one. It ensures that all information collected about risk is relevant, purposeful, and anchored in the realities of women's lives – and is part of, rather than a precursor to, supporting their safety.

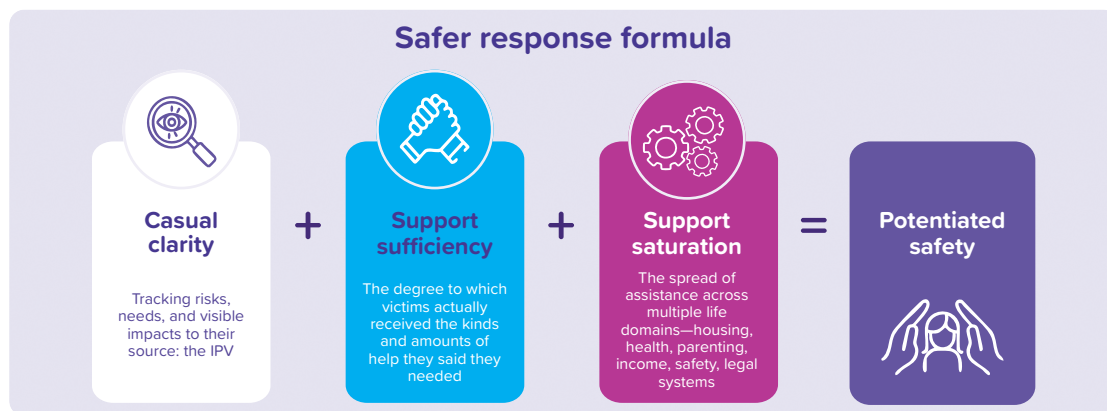


Safer When, Safer How – reframing risk and safety

This year Women's Refuge released Safer When, Safer How, the largest study of its kind in Aotearoa and the first to put numbers to the hidden toll of family violence and the effort victims expend in seeking help. The 1707 victims shared that when the violence was at its worst, they spent an average of seven hours each day anticipating or managing their partner's behaviour, while losing an average of nine hours of sleep, rest, and downtime. Help-seeking put similar demands on victims' capacity, energy, and time. On average, they had to access five different services, invest 12 hours a month, and stay engaged for about nine months. Even when violence ended, the negative impacts on physical health, emotional wellbeing, and sense of safety often lasted over a decade. These numbers make visible the devastating imprint that violence leaves in its wake.

The report challenges the idea that risk reduction is a task for victims of violence. The risk, in all its forms, was a product of someone else's violence, and tended to grow over time unless adequately responded to. The data showed that specialist family violence support, particularly through Refuge, often had the power to disrupt the trajectory of risk, showing that when responses to risk are timely, practical, and grounded in an understanding of violence, they can stop a temporary crisis from hardening into lasting loss. Most victims told us Refuge made a difference to how safe they felt, affirming our core purpose. Yet the research also shows that lasting safety depends on more than immediate protection; it also relies on restoring what the violence took away. Meeting needs such as rest, recovery time, and coping capacity is essential to disrupting longer-term risks and rebuilding wellbeing.

Safer When, Safer How, generously funded by Contact Energy, is both groundbreaking and practical. It reframes what counts as risk, expands what counts as safety, and offers evidence with the potential to reshape how services and systems respond to family violence in Aotearoa.



Policy Advocacy

Women's Refuge is proud to use the platform of our national collective to elevate the voices of victims and advocate for change on a structural level. We do this primarily through policy submissions, consultation with government and other agencies, and public speaking.

It has been one of our busiest years for policy engagement – some of the highlights include:

Facilitating two workshops at the Stronger Together conference for Financial Mentors from across the country

We were asked to present training on family violence at a conference for Financial Mentors from across Aotearoa. Following this, we were invited to be part of the New Zealand Banking Association community forum, meaning we can advocate for the importance of having a family-violence informed lens in that space.

Submissions on takatāpui/rainbow rights

Refuge is proud to be a takatāpui and LGBTQIA+ friendly service as we believe that everyone deserves the right to freedom of identity, liberation from violence and oppression, affirmative support, and safety. As such, we have submitted on several bills stating this position and advocating for the rights of takatāpui and rainbow people to be recognised and upheld.

Speaking at the 5th World Conference of Women's Shelters

We were accepted as speakers at the 5th World Conference of Women's Shelters to present on Refuge's new approach to risk (see: the creation of a fit-for-Refuge risk tool). The session was well attended and well received by the international audience.

Consultation

Over the past year we have worked with a variety of government and non-governmental organisations to represent the voice of Refuge and our clients. This has included contributing to the Risk and Safety Practice Framework and providing feedback on an interagency protocol for responding to family violence risk with The Centre for Family Violence and Sexual Violence Prevention (formerly Te Puna Aonui). We have worked with GPs, justice system professionals, Netsafe, FinCap, Vine (formerly the New Zealand Family Violence Clearinghouse), Christians Against Poverty, Headway, academics, and journalists across the year providing Refuge input in a variety of settings.

Submission on the Treaty Principles Bill

We recommended that the bill be abandoned immediately – colonisation (past and present) is one of the primary drivers of family violence in Aotearoa and we feel this Bill would amplify the problem. We argued that this Bill was an act of ongoing colonial violence that undermines the Government's role as a treaty partner.

As it came through Te Whanganui-a-Tara, we joined the Hikoī mō te Tiriti to march on Parliament in solidarity.



Policy Advocacy group

We set up a Family Violence Policy Advocacy shared space with members from multiple non-government organisations to collaborate and share information relating to family violence issues. This space has primarily been used to share draft submissions, coordinate policy recommendations, and stay on top of any emerging issues from across the motu.

Recording Refuge's Herstory

Over the past year, Women's Refuge has been recording the stories of those who built and sustained our movement. The Herstory Project is capturing the voices of wāhine toa and long-serving kaimahi who carried Refuge through its earliest years, as well as those who have given decades of service in their own communities. So far, around fifty people have been interviewed, representing Refuges in every region of Aotearoa. Their stories have been recorded in audio and/or video, often accompanied by photographs, transcripts, and supplementary material.

Each account honours the contribution of individuals who helped make wāhine and tamariki safer, while also documenting the collective kaupapa that binds Refuges together – and the inspirational and at times tumultuous journey from the inception of Refuge to the present. The project is more than an archive; it protects and nurtures the very essence of Refuge, which is represented within the courage, resistance, and care that created space for women and children in the face of social hostility and against enormous odds. For newer kaimahi, these stories provide a direct link to the Refuge Movement's foundations and strengthen our collective sense of identity and continuity. For the wider sector, they make visible the extraordinary persistence of grassroots activism that has reshaped – and then paved the way for - how family violence is understood in present-day Aotearoa.

The voices captured will inform future generations, celebrate the leadership of those who came before, and ensure our history remains connected to the struggles and achievements of the present.

An illustration of seven women of various ethnicities and ages shown in profile, facing right. They are wearing different styles of clothing and jewelry, representing diversity. The women are arranged in a slightly overlapping line.

**WANT TO PROTECT
REFUGE'S HERSTORY?**

**WHAT IS YOUR
REFUGE HERSTORY?**

TRANSITIONAL HOUSING

The Transitional Housing Programme, funded by the Ministry of Housing and Urban development enables providers to provide short term accommodation with wrap around support, to whānau experiencing homelessness.

This past year, we have seen many policy changes at several government agencies, which have impacted how people are able to be supported, and how they navigate the systems. Our ability to continue securing funding and provide certainty to our Refugees has also been affected greatly.

Our Transitional Housing teams have had to adapt quickly to continue ensuring good outcomes for their communities. Despite all the challenges, they have successfully strengthened their connections to other local services to ensure people who need housing support get the help they need.

In the past financial year, 13 affiliated Refuges across the country have supported over 600 families (1315 individuals), with 25.3% successfully moving into private rentals, and 49.9% in social housing.



Our National Office team has focused on a few different things this year:

- Advocating with government agencies to highlight the need for housing support in communities, and extend funding wherever possible.
- Creating spaces for Transitional Housing advocates across the country to engage with each other regularly. For example, we have:
 - Organised an introduction to Psychological First Aid training with the Red Cross.
 - Online forums to discuss topics that are top of the mind for advocates.
 - Home Star refreshers to share best practices.
- Attending more housing related events to connect with other providers across the housing continuum and learn from each other.

WHĀNAU PROTECT



The Whānau Protect Programme, funded by the Ministry of Justice, plays a key role in providing support and resources for family violence victims and their children to remain free from violence while remaining in their own homes. This service is for high-risk victims who are currently experiencing repeat family violence that is likely to cause serious injury or death.

Whānau Protect is a six-month service that includes a monitored safety alarm and a home safety improvement. When the alarm is triggered, the police are notified and the unit activates an audio recording. The recording may be used by police for the purpose of investigation and prosecution against the perpetrator.

The home safety improvement involves a safety assessment of the property to identify areas of weak security that the perpetrator may use to quickly gain entry to the property. The security of these areas is then improved by a Whānau Protect contractor and a safe room is established. This room is intended as a place for the victim to shelter while waiting for the police to arrive in the event the offender attempts to gain entry to the property.

For the period **1 July 2024** to **30 June 2025** the Whānau Protect team have processed 1474 client referrals for the service.

There are 40 affiliated Refuges
and
8 non-affiliated Refuges

who provide service to clients across the country.

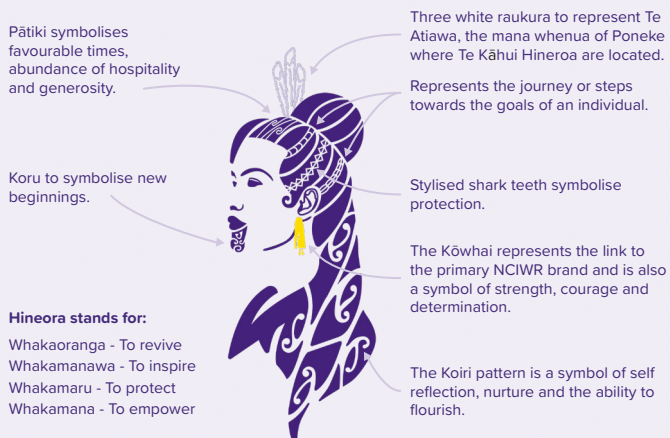


TE KĀHUI HINEORA

Whakarerekē o Ingoa – Transition to Te Kāhui Hineora

Our team has been on a journey of revival, bringing fresh visibility to who we are and the work we do. With this, we are proud to embrace our new name, Te Kāhui Hineora — inspired by Hineora, a powerful depiction created by a Māori illustrator, with rich symbolism, Taraipine Ngawhika-Foote, from Ngāti Kahungunu.

Hineora represents the essence of all wāhine. She is a symbol of strength, courage, nurture and protection — like the Kōwhai tree, she is sacred, with deep roots and connection, she is able to withstand challenges, she mirrors resilience and renewal.



*“Me aro koe ki te hā o Hine-ahu-one”
“Pay heed to the dignity of women”*

Te Ara ki Hawaiki Roa wānanga

Te Kāhui Hineora delivered six successful wānanga over the year:

- **Four whānau wānanga** – two held in Porirua, one with Te Whare Oranga Wairua, and two with Te Rau Āwhina – Tokoroa Women’s Refuge.
- **Two kaimahi wānanga** – both held in the Southern Region, delivered separately for Tangata Whenua and Tauīwi.

The delivery of these wānanga across the movement continues to activate Ngā Tuarā Tōtara Whakamaru – the Māori Growth Strategy. Providing āhurutanga, a safe and supportive space to confidently embrace Te Ao Māori, te reo me ōna tikanga (the world of māori, the Māori language and its customs).

*“Tūngia te ururua, kia tupu whakaritorito o te harakeke”
“Clear the undergrowth so that the new shoots of the flax will grow”*

Kōkihi Ngā Rito (KNR)

It was wonderful to visit in April and May, seven Refuges delivering Kōkihi Ngā Rito. KNR has come a long way thanks to the tremendous efforts of the Kaiārahi Tamariki in their work with tamariki. It was reassuring to see that the principles guiding this kaupapa are being strongly upheld. At Te Roopū Whakaruruhau o Ngā Wāhine in Palmerston, we had the privilege of meeting one of the KNR tamariki and her māmā. Their feedback was deeply moving and highlighted how fully Kōkihi Ngā Rito is being brought to life in practice.

KNR is now in its third year of a four-year agreement with MSD, with delivery currently funded for six Refuges. Our focus is on securing funding beyond the current agreement so that additional Refuges can join and extend the reach of this kaupapa.

*“Koha atu, Koha mai”
“Allowing the tamaiti to share and receive in a way that is best for them”*



David Ussher and Dave Frederickson
after completing the Tour Aotearoa trail

RIDE FOR REFUGE

In January this year, David Ussher and his friend Dave Frederickson (Freddie) set out to cycle the Tour Aotearoa (TA) Trail. To participate in the trail, riders are encouraged to support a charity of their choice. David chose Women's Refuge, using the ride to raise awareness and funds for families affected by family violence.

Kicking off from Cape Reinga on January 12th, David spent nearly a month pedaling through stunning landscapes, iconic kiwi landmarks, and the occasional headwind before reaching bluff on February 9th.

Reflecting on his ride, David shared *"In sponsoring Women's Refuge for my TA ride, my goal was to highlight the great work WR does but to also raise awareness of the consequences that family violence has on the wider community."*

Thanks to David's dedication and resilience he raised an incredible \$3,200 for Women's Refuge. These funds directly support women and their children in need of safe housing, warm meals, and life-changing advocacy to live a life free from violence.

PEARLS WITH PURPOSE

Earlier this year, Michael Hill Jeweller partnered with Women's Refuge to help provide safe, secure, and supportive accommodation for women and children experiencing family violence.

For every pair of freshwater pearl stud earrings sold, Michael Hill generously donated \$20 to Women's Refuge - an initiative that raised \$20,000 in January 2025. These funds were allocated to our Safe Nights programme, allowing us to provide 1000 Safe Nights for women in need.

While the summer holidays are joyful for many, they can be dangerous for those living with family violence. Over the December-January period we saw an increase of 3780 women and children needing our assistance. Michael Hill's donation came at a critical time and helped us meet that need when it mattered most.

We're extremely grateful to Michael Hill and their customers for supporting our mahi and helping us provide safety, care and hope for women and children during some of the hardest times in their lives.





Grace McCarthy and Kasey McDonald
with AirNZ backpack donations

HELPING YOUNG MINDS TAKE FLIGHT

Over the summer, Air New Zealand generously collected over 350 school supplies through its “Give a Backpack” campaign. This initiative provided essential items such as school backpacks, drink bottles, lunchboxes, sunhats and other resources to help tamariki prepare for the new school year.

With the ongoing rise in the cost of living, contributions like these are more meaningful than ever. Not only does this initiative ensure our tamariki are equipped for learning, but it also helps ease the financial pressure on the

women in our services, many of whom are already stretched providing for their whānau.

Beyond the practical support, campaigns like this show our tamariki that their communities are behind them, encouraging them to step into the classroom with confidence. Knowing they have the right tools for school makes a real difference in their sense of belonging and readiness to learn.

A huge thank you to Air New Zealand for their commitment to supporting Women's Refuge.

SHARE MY SUPER MAKING A DIFFERENCE

Share My Super is a generous initiative, giving superannuants in Aotearoa the opportunity to donate some of their superannuation to support children in need. Through this initiative, contributions go directly to the Women's Refuge Super Kids Fund, which helps tamariki and rangatahi access childcare, schooling, and extracurricular activities.

“Kaley’s school was going on camp, and she was doing her best to help her mum cover the cost - she even ran a small fundraiser herself. When I asked her why she wanted to go, she

said, ‘It will be a cool experience with my new friends, and I will get to do so many things I never have before.’ She also told me, ‘I hope Mum can save enough, but if she can’t, I’ll happily stay at school. It’s not Mum’s fault’. Thanks to the Super Kids Fund, Kaley got to go to camp - and she had the most amazing time.”
- Women's Refuge Advocate

We are deeply grateful to Share My Super and who chooses to give in this way. Your support enables kids to grow their skills and experience the simple joy of having fun.



PACKED WITH HEARTFELT CARE: A NEW PARTNERSHIP WITH ACCOR



Sofitel Wellington team packing gift bags for the essentials drive

This year, we're proud to announce a new partnership with Accor, the largest hotel operator in New Zealand, as we work together to make a real difference in the lives of women and children experiencing violence in Aotearoa.

Women's Refuge has come on-board as Accor's inaugural New Zealand charity partner under the Group's reimagined Accor Community Fund with a renewed focus on connecting communities with heartfelt care.

While our journey with Accor is just beginning, we've already achieved meaningful impact together. Accor has supported our mission through promoting our annual campaign across their hotels to raise awareness and fund Safe Nights for those escaping violence.

In addition to raising awareness, Accor staff collected essential items such as shampoo, conditioner, toothpaste, sanitary products, and other necessities for women and children seeking refuge. Each essentials pack was thoughtfully assembled, complete with a heartfelt note of encouragement to remind recipients that they are not alone.

Accor Pacific Chief Operating Officer, Adrian Williams, said: *"The Accor Community Fund is about coming together with purpose and compassion to support causes that matter deeply to our teams and our communities. Our partnership with Women's Refuge marks the beginning of a long-term commitment to addressing domestic violence, an issue that affects too many. We're proud to take action alongside such a passionate and impactful organisation."*

We are incredibly grateful to be Accor's chosen charity in New Zealand, and we're excited about the future of this partnership. With more initiatives on the horizon, we look forward to continuing this important work together—creating safer futures, one step at a time.

Thank you, Accor, for standing with Women's Refuge and the whānau we support.



PVH PARTNERSHIP

We are so grateful PVH Brands Australia and New Zealand, the home of global brands Calvin Klein and Tommy Hilfiger, chose Women's Refuge as their charity partner for the holiday season.

Each year, PVH associates across the region come together to fundraise for organisations making a real difference in their local communities. During this campaign, Calvin Klein and Tommy Hilfiger customers were invited to round up their purchases and donate the difference in support of women and

children experiencing family violence.

Thanks to the generosity of PVH teams and their customers, this initiative raised over \$40,000 for Women's Refuge.

These funds will directly support our work in providing meals, safe accommodation and support for women and children in need. We are immensely thankful to PVH, Calvin Klein, Tommy Hilfiger, and all who donated for the shared commitment to helping families rebuild their lives free from violence.



Eastern Women's Refuge team
accepting restored car

A CAR THAT CHANGES LIVES

Earlier this year, Sidney Clow (Matamata Panel Works) and Victoria Hine (A1 Autofinish) teamed up with AA Insurance to restore and generously donate a car to Eastern Women's Refuge as part of their Accelerate Action campaign.

Having reliable transport is a game-changer for the women and children in our services. For women leaving violent situations, it can make all the difference in accessing safe accommodation, attending appointments, and receiving the care they need.

With this donation, Eastern Women's Refuge

is better equipped to provide crucial support and give women and children escaping family violence a chance to start fresh.

Eastern Women's Refuge manager Annie Tupaea said: "Eastern Women's Refuge are feeling especially grateful for the donation by AA Insurance. This van has meant that we are able to transport a mama and her tamariki safely with the bonus of having room to move comfortably. The van coming to us was very timely because our current van had its days numbered and with limited resources we would have been struggling to replace this very essential item in our refuge."

HE TANGATA OUR PEOPLE

Ehara taku toa i te toa takitahi,
engari kē he toa takitini

My success should not be bestowed
onto me alone, it was not individual
success but the success of a collective



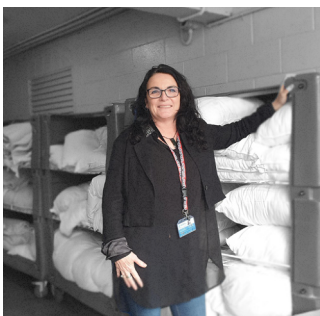
National Office team collecting Monday Haircare
donations



Susan Barker and David Russell-Jones
receiving donation at the Reader's Digest
Awards



Transitional Housing team at
Community Housing
Aotearoa's conference



Seiona Chambers accepting
bedding donations from Accor



Eastern Women's Refuge
receiving AA car donation



Dr Natalie Thorburn and Mental Health and
Addiction Minister Matt Doocoy



Brent from Hitachi presenting Dr Ang Jury with a donation of \$2,000



Kasey McDonald, Kylie Johanson and Grace McCarthy at the Accor Pacific Leaders conference



Diane Woodhouse, Jahneal Chapman and Maria Burgess celebrating the launch of their new team name "Te Kāhui Hineora"



Linda Thompson receiving backpacks and school supplies from David Alley AirNZ, Sustainability Specialist



Mid-South Refuge receiving "This is not yours to carry" books for tamariki



Research team at the 5th World Conference of Women's Shelter in Sydney



Rhys Blissett ran 137km to raise funds for Women's Refuge



Statement of Service Performance

FY24: July 1, 2023 through June 30, 2024

FY25: July 1, 2024 through June 30, 2025

Bednights delivered across safe houses, whānau protect and transitional housing

FY24
399,447



FY25
414,525

FY24
9,664

FY25
9,743



Women and Children
supported

FY24
2,282

FY25
2,624



Women and Children
supported in our **residential**
services

*Referrals for services that are now closed are included in FY25 figures to include all as delivered services.

FY24
4,828

FY25
4,272



Women supported in our
community services

FY24
31,803

FY25
31,176



Police referrals **supported**

FY24
1,387

FY25
1,527



Women supported in our
whānau protect services

FY24
21,708

FY25
21,829



Crisis line calls received

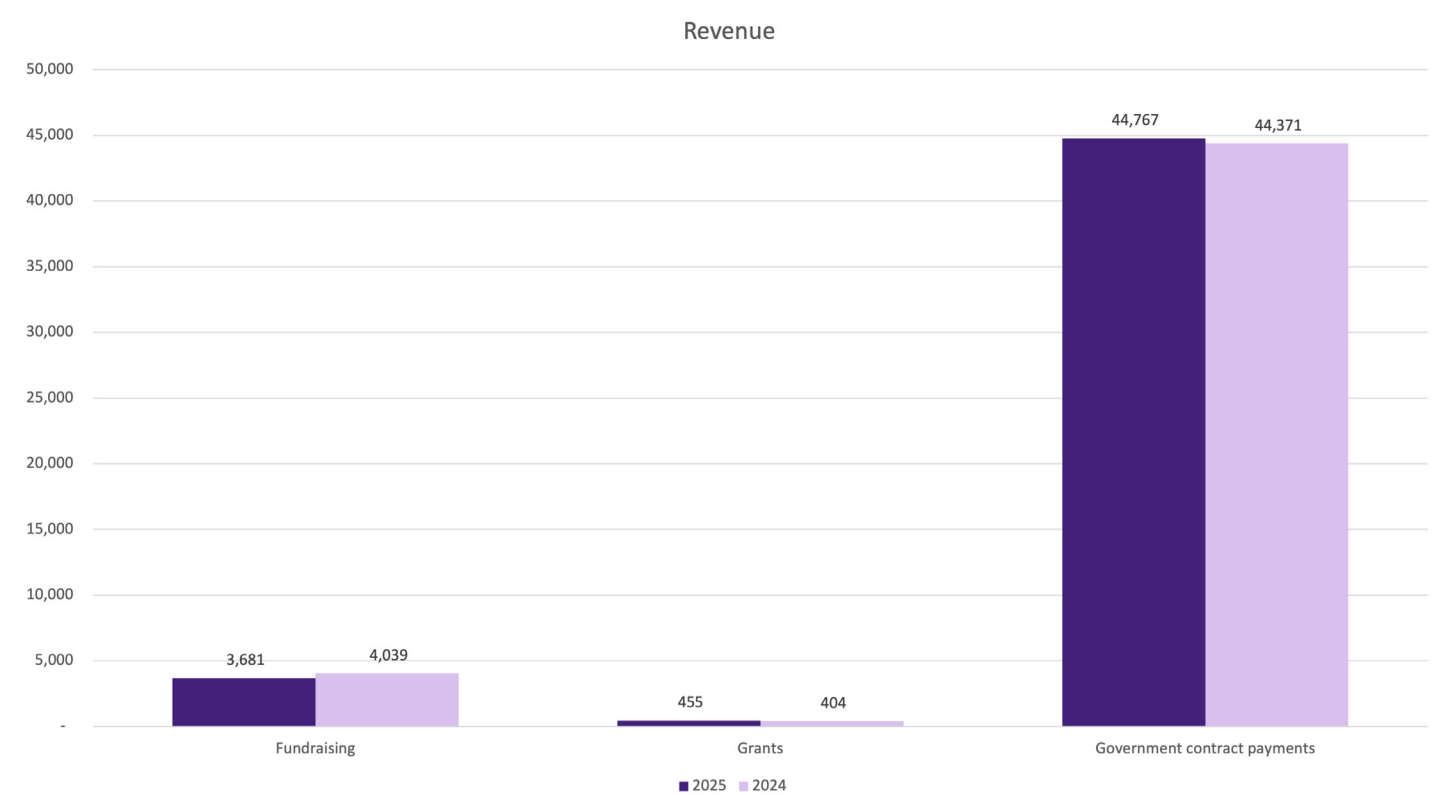
SUMMARY FINANCIAL REPORTS



Income Statement | For the year ended 30 June 2025

	2025 \$(000'S)	2024 \$(000'S)
REVENUE		
Revenue from non-exchange transactions		
Fundraising	3,681	4,039
Grants	455	404
Government contract payments	44,767	44,371
Total revenue from non-exchange transactions	48,903	48,814
Revenue from exchange transactions		
Dividend income	61	60
Interest income	1,268	1,387
Other revenue	996	1,526
Total revenue from exchange transactions	2,325	2,973
TOTAL REVENUE	51,228	51,787

SUMMARY FINANCIAL REPORTS



SUMMARY FINANCIAL REPORTS



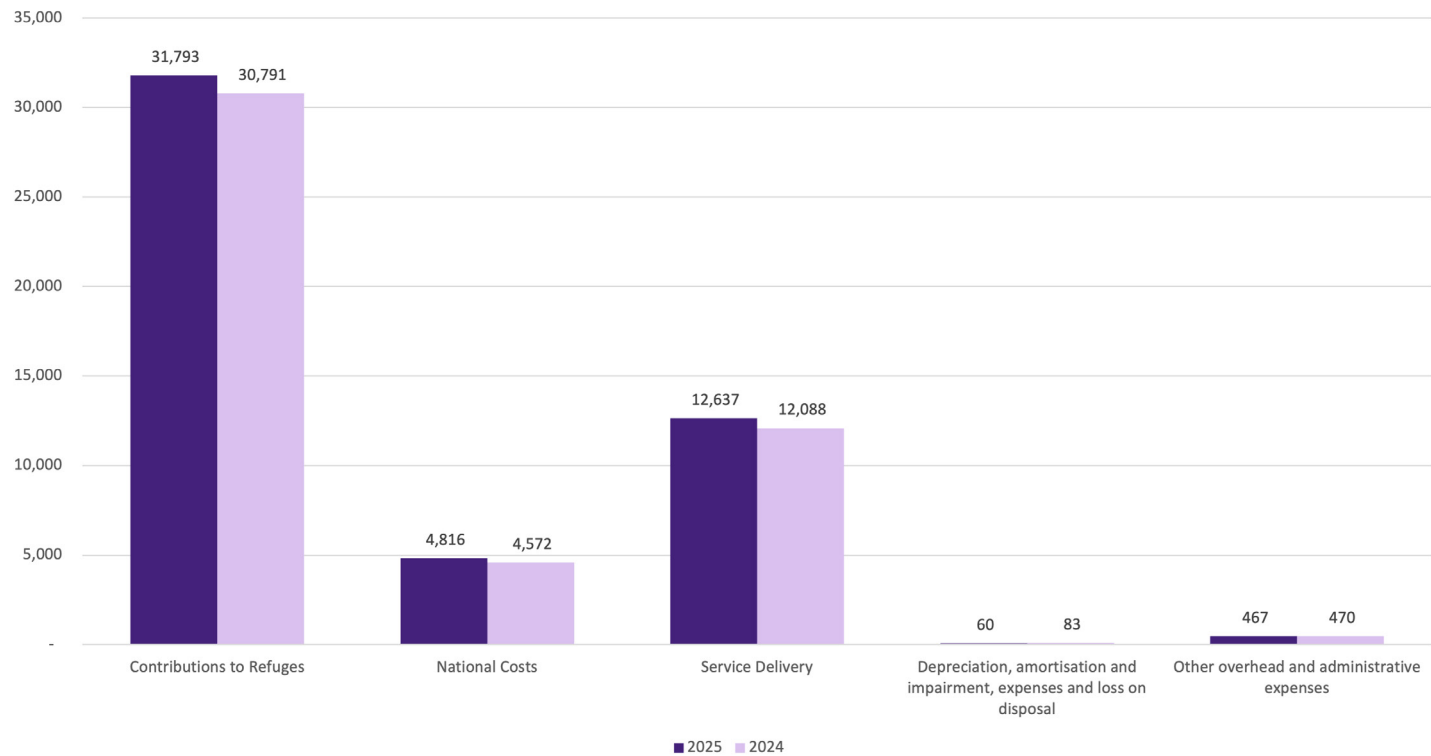
Income Statement | For the year ended 30 June 2025

	2025 \$(000'S)	2024 \$(000'S)
EXPENSES		
Contributions to Refuges	31,793	30,791
National Costs	4,816	4,572
Service Delivery	12,637	12,088
Depreciation, amortisation and impairment expenses and loss on disposal	60	83
Other overhead and administrative expenses	467	470
TOTAL EXPENSES	49,773	48,004
SURPLUS FOR THE YEAR	1,455	3,783
Gain/(loss) on revaluation of investments		
- Current year fair value gain/(loss)	(23)	46
TOTAL COMPREHENSIVE REVENUE AND EXPENSES FOR THE YEAR	1,432	3,829

SUMMARY FINANCIAL REPORTS



Expenditure





SUMMARY FINANCIAL REPORTS

Statement of Financial Position | As at 30 June 2025

	2025 \$(000'S)	2024 \$(000'S)
ASSETS		
Current		
Cash and cash equivalents	11,474	10,683
Term Deposits	9,900	9,500
Receivables from exchange transactions	462	507
Receivables from non-exchange transactions	184	470
GST receivable	196	634
Prepayments	105	15
Total current assets	22,321	21,809
Non-current		
Property, plant and equipment	119	151
Intangible assets	1	1
Other non-current financial assets	870	893
Total non-current assets	990	1,045
TOTAL ASSETS	23,311	22,854
LIABILITIES		
Current		
Payables under exchange transactions	2,984	4,187
Employee entitlements	357	321
Deferred revenue	411	220
Total current liabilities	3,752	4,728
TOTAL LIABILITIES	3,752	4,728
NET ASSETS	19,559	18,126

SUMMARY FINANCIAL REPORTS

	2025 \$(000'S)	2024 \$(000'S)
EQUITY		
General funds	3,311	3,746
Designated funds	14,948	13,053
Restricted funds	430	434
Revaluation reserve	870	893
TOTAL EQUITY	19,559	18,126

These financial statements have been authorised by the Core Group on 21st August 2025.



Zona May Heta
Chairperson

Rachel Black
Chairperson

Dr Ang Jury
Chief Executive

SUMMARY FINANCIAL REPORTS



Statement of Changes in Net Assets | For the year ended 30 June 2025

	\$(000's) General Funds	\$(000's) Designated Funds	\$(000's) Restricted Funds	\$(000's) Revaluation Reserve	\$(000's) Total equity
Balance 1 July 2024	3,746	13,054	433	893	18,126
Opening balance	3,746	13,054	433	893	18,126
Surplus for the year	1,455	-	-	-	1,455
Other comprehensive revenue and expenses	-	-	-	(23)	(23)
Total comprehensive revenue and expenses	1,455	-	-	(23)	1,432
Transfer to/(from) equity reserves in the year	(1,891)	1,894	(3)	-	-
BALANCE 30 JUNE 2025	3,311	14,948	430	870	19,559

SUMMARY FINANCIAL REPORTS



Statement of Cashflows | For the year ended 30 June 2025

	2025 \$(000'S)	2024 \$(000'S)
Cash flow from operating activities		
<i>Cash was provided from/(applied to):</i>		
Fundraising, donations, grants and bequests	3,994	4,584
Government contracts	45,386	44,332
Receipts from goods and services provided, exchange transactions	1,394	1,585
Payments to refugees and suppliers	(47,106)	(43,165)
Payments to employees	(3,785)	(3,623)
Net GST paid	437	(346)
Net cash from operating activities	320	3,367
Cash flow from investing activities		
<i>Cash was provided from/(applied to):</i>		
Investment in term deposits (maturity exceeds 3 months)	(400)	(4,500)
Purchase of property, plant and equipment	(27)	(32)
Net cash used in investing activities	(427)	(4,532)
Cash flow from financing activities		
<i>Cash was provided from/(applied to):</i>		
Interest and dividends received	898	1,038
Net cash from financing activities	898	1,038
Net increase/(decrease) in cash and cash equivalents	791	(127)
Cash and cash equivalents, beginning of the year	10,683	10,810
Cash and cash equivalents at end of the year	11,474	10,683

SUMMARY FINANCIAL REPORTS

Summary Extract for the Statement of Accounting Policies | As at 30 June 2025

Reporting Entity & Basis of preparation

These are summary financial statements of the Ngā Whare Whakarangahau O Aotearoa National Collective of Independent Women's Refuges Incorporated for the year ended 30 June 2025.

These financial statements contain summary financial information and specific disclosures that have been extracted from the full financial statements which were authorised for issue by the Core Group on 21st August 2025. Summary financial statements do not include all of the information and disclosures that are included in the full financial statements and therefore cannot be expected to provide as complete an understanding as would be gained from reading the full financial statements.

Full financial statements (which have been audited) are available upon request from the Society's National Office.

Presentation Currency and Rounding

The summary financial statements have been present in NZD\$ and have been rounded to the nearest thousand. They have been presented on a going concern basis.

Comparatives

Comparative amounts have been reclassified to conform to the current year's presentation.

Statements of Compliance – full financial statements

The full financial statements have been prepared in accordance with Tier 1 Public Benefit Entity (PBE) reporting standards as issued by the New Zealand External Reporting Board (XRB). They comply with New Zealand equivalents to International Public Sector Accounting Standards (NZ IPSAS) and other applicable Financial Reporting Standards as appropriate to Public Benefit Entities.

SUMMARY FINANCIAL REPORTS

The following specific disclosures have been extracted from the full financial statements:

	2025	2024
Expenses		
Audit fees	29	26
Rent of premises	246	247
	275	273
Designated funds	14,948	13,053
Restricted funds	430	434
Investment Revaluation Reserve	870	893
TOTAL	16,248	14,380

Designated funds

Designated funds are funds that have been set aside by the Core Group and NCIWR for specific purposes.

Restricted funds

Restricted funds are funds that have been set aside for specific expenditure criteria.

Investment Revaluation Reserve

This reserve records the movements in fair value of available-for-sale financial assets. Upon sale of available-for-sale financial instruments, the accumulative balance of fair value gains/(losses) related to that asset are reclassified to the surplus or deficit for this year.

Commitments

There are no material commitments as at balance date (2024:nil)

Contingent assets and contingent liabilities

NCIWR has received a claim of up to \$150,000 and will vigorously defend the claim. As at the date of approval of these financial statements the outcome is unknown (2024: nil).

Subsequent events

In July 2025, NCIWR was the victim of a payment diversion fraud. As a result, \$548,220 was transferred from NCIWR's bank accounts to the fraudulent bank accounts. As at the date of approval of these financial statements, no funds have been recovered (2024: nil).

SUMMARY FINANCIAL REPORTS



	2025 \$(000'S)	2024 \$(000'S)
Operating leases are held for premises used for office space, motor vehicle, photocopier lease		
Non-cancellable operating leases are payable as follows		
Less than one year	284	283
Between one and five years	614	882
More than five years	-	-
TOTAL	898	1,165

	2025 \$(000'S)	2024 \$(000'S)
Operating leases are held for premises used for transitional housing lease commitments		
Non-cancellable operating leases are payable as follows		
Less than one year	3,185	3,282
Between one and five years	1,464	3,234
More than five years	-	-
TOTAL	4,649	6,516

Related party transactions

Related party transactions arise when an entity or person(s) has the ability to significantly influence the financial and operating policies of the entity.

The Society has a related party relationship with the 41 affiliated members together with its Core Group members and other key management personnel.

Related party disclosures have not been made for transactions with related parties that are within a normal supplier relationship on terms and condition no more or less favourable than those that it is reasonable to expect the entity would have adopted in dealing with the party at arm's length in the same circumstances.

Transactions with related parties

The following transactions were carried out with related parties:

Key management compensation

The Society has a related party relationship with its key management personnel. Key management personnel includes the Core Group members and senior management.

SUMMARY FINANCIAL REPORTS



Key management personnel includes the following expenses:

	2025 \$(000'S)	2024 \$(000'S)
Salaries and other short-term benefits	1,250	1,248
Core group meeting fees	29	31
Total remuneration paid	1,279	1,279
Number of FTEs recognised as key management personnel	10	10

Close family members of key management personnel are employed by the Society on normal employment terms. The total aggregate remuneration paid to close family members of key management personnel was \$97,149 (2024: \$68,041)

Transactions with affiliated members

The Society has a related party relationship with its 41 affiliated members who are contracted to deliver services from time to time on behalf of the Society.

Transactions with affiliated members is as follows:

Payments to the affiliated members for delivery of contracted services of behalf of the Society	30,307	29,287
Payments to the affiliated members of fundraising receipts	1,771	1,732
Payments to the affiliated members for Transitional Housing contract services	3,991	4,432
Payments to the affiliated members for Whānau Protect contract services	972	963
Total value of services provided by affiliates	37,041	36,414
Receipts from the affiliated members for registration fees	16	19
Receipts from the affiliated members for affiliation fee	62	60
Total value of services provided by the Society of affiliates	78	79

SUMMARY FINANCIAL REPORTS



Report of the Independent Auditor on Summary Financial Statements

To the Members of National Collective of Independent Women's Refuges Incorporated

Opinion

The summary financial statements, which comprise the summary statement of financial position as at 30 June 2025, the summary statement of comprehensive revenue and expense, summary statement of service performance, summary statement of changes in net assets and summary statement of cash flows for the year then ended, and related notes, are derived from the audited financial statements of National Collective of Independent Women's Refuges Incorporated (the "Society") for the year ended 30 June 2025.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial statements, in accordance with PBE FRS 43 *Summary Financial Statements* issued by the New Zealand Accounting Standards Board.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by New Zealand Equivalents to International Public Sector Accounting Standards (NZ IPSAS). Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon. The summary financial statements and the audited financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial statements.

Other Information

The Core Group are responsible for the other information. Our opinion on the summary financial statements does not cover the other information included in the annual report and we do not and will not express any form of assurance conclusion on the other information. At the time of our audit, there was no other information available to us.

In connection with our audit of the summary financial statements, if other information is included in the annual report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the summary financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed on the other information that we obtained prior to the date of our auditors' report, we concluded that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated 21 August 2025.

The Core Group's Responsibility for the Summary Financial Statements

The Core Group are responsible on behalf of the Society for the preparation of the summary financial statements in accordance with PBE FRS 43 *Summary Financial Statements*.

The title "Partner" conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is the Crowe Australasia external audit division. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.



Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised) *Engagements to Report on Summary Financial Statements*.

An associated entity of the firm provides software consultancy services to the Society. Other than in this capacity, and our capacity as auditor, the firm has no other relationship with, or interests in, the Society.

Crowe New Zealand Audit Partnership

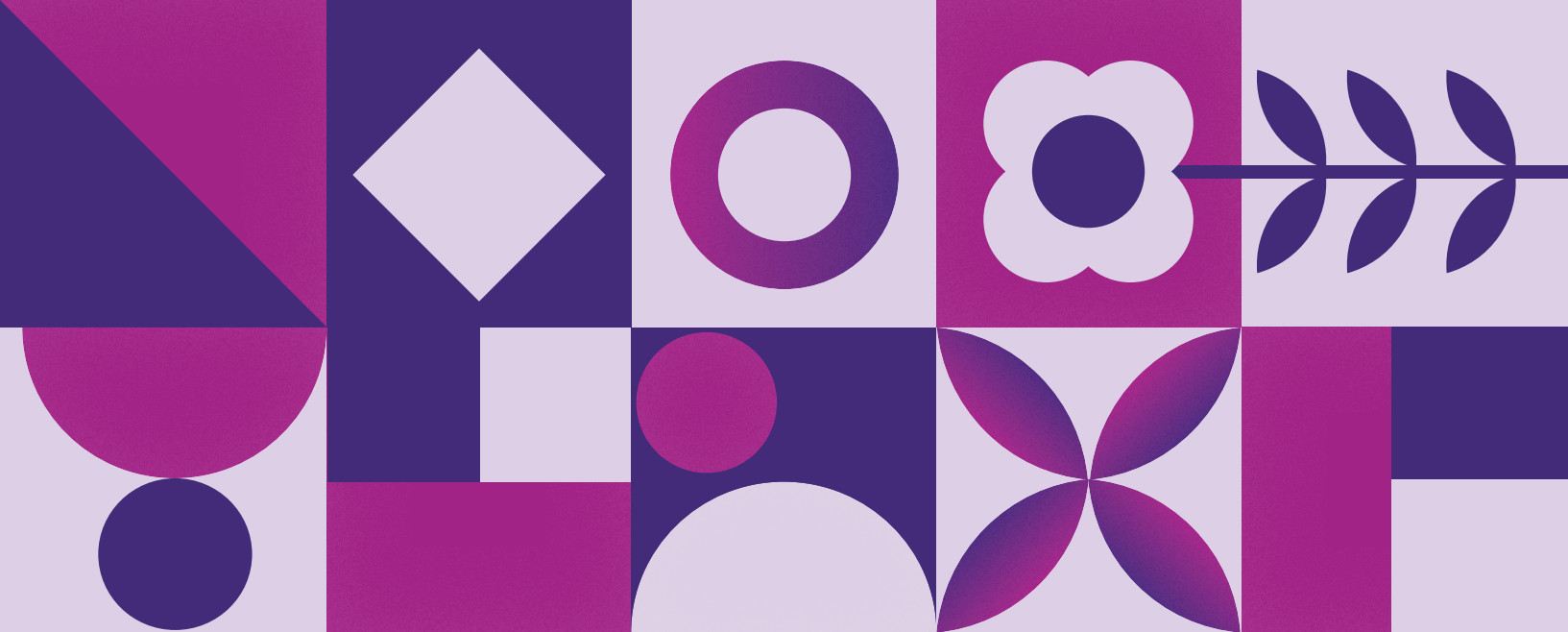
CHARTERED ACCOUNTANTS

2 October 2025

The title "Partner" conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is the Crowe Australasia external audit division. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

Businesses, charities, government agencies and individuals who support us

Air New Zealand	AMP	ASB	Base.IT	Beautyspot
BNZ	Captain James Cook Charitable Trust	Crowe	Datastory	DōTERRA Healing Hands Foundation
Dynamix Healing Hands Foundation	Findex	Fonterra	Give Back Health	GoGenerosity
KidsCan	Kiwibank	Kintyre Trust	KPMG	La Petite Chocolat
Latitude Financial	Lilash	Michael Hill Jewellers	Millane Charitable Trust	Milou Beauty
Monday Haircare	Monsoon Creative	National Council of Women	Nikau Foundation	Netsafe
Outward Bound	Pet Refuge	Purely baby	Polly Gillespie	PVH Brands
Robyn & Leo Lonergan	Rotary Wellington	Sell my Cell	Somar Web Design & Development	Spark
Simplicity Trust	Terracycle	Tindall Foundation	Trustees for Helen Stewart Royle Fund	Uber
Vevoke	Wild Bamboo	West Georgia Trust	Xero	Zonta



WOMEN'S REFUGE

www.womensrefuge.org.nz
0800 REFUGE (0800 733 843)
@womensrefugenz

