

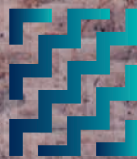
tautoko mai

SEXUAL HARM SUPPORT

Bay of Plenty | Waikato

Annual Report 2023

HEALING ▣ EDUCATION ▣ PREVENTION





Manaakitanga

Having a workplace where everyone is welcome, demonstrates integrity and shows respect towards one another.



Ngā Tūmanako

Supporting hopes, dreams and aspirations whilst leading by example.



Mana Motuhake

Practicing self-empowerment and self-determination by way of accountability and responsibility.



Kaitiakitanga

Providing a safe supportive environment including participation and effective communication.



Whakapakari

Striving upwards to be the best you can be through education, ethics and professionalism.

Te Whakakitenga

VISION

A Society Free from Sexual Harm and Violence



Kaupapa

PURPOSE

Providing education and prevention to people, whānau and communities. Supporting all people impacted by sexual harm to live their best life through healing.

Contents

Chair's Report – Phil King	4	Integrated Services for Sensitive Claims	9
CEO's Report – Blair Gilbert	5	Sexual Assault Assessment and Treatment Services	10
Social Change	6–7	Non-Fatal Strangulation and Suffocation Service	11
Prevention	6	Cultural Equity	12
Partnerships	6	Operational Excellence and Innovation	13
Consent Education	7	Financial Report	14–15
Royal Commission	7		
Client Journey	8		
Crisis Support Service	8		



Chair's Report

Phil King

Tēnā koutou katoa

Thank you once again to all trustees, funders, staff and supporting organisations for your support and work this year.

The vision of a society free from sexual violence and harm continues to be at the heart of everything we do.

We have also delivered Safe and Together training nationwide for a range of government and social sector organisations.



The Board and I are very grateful to all staff, contractors and supporting agencies for the great results you achieve every day.

Thank you.

Supporting this, the year has seen some big steps forward in the delivery of our updated strategy. Continuing to be guided by the five values of Manaakitanga, Kaitiakitanga, Ngā Tūmanako, Mana Motuhake and Whakapakari, we have expanded our work in prevention and education with an updated schools-based consent education programme, and expansion of our education work focused on the needs of people with intellectual disabilities.

We have been busier than ever delivering core services across the Bay of Plenty and Waikato regions as well as leading national coordination of support services for the Royal Commission of Inquiry into Abuse in State and Faith Based Care.



CEO's Report

Blair Gilbert


Tēnā koutou katoa

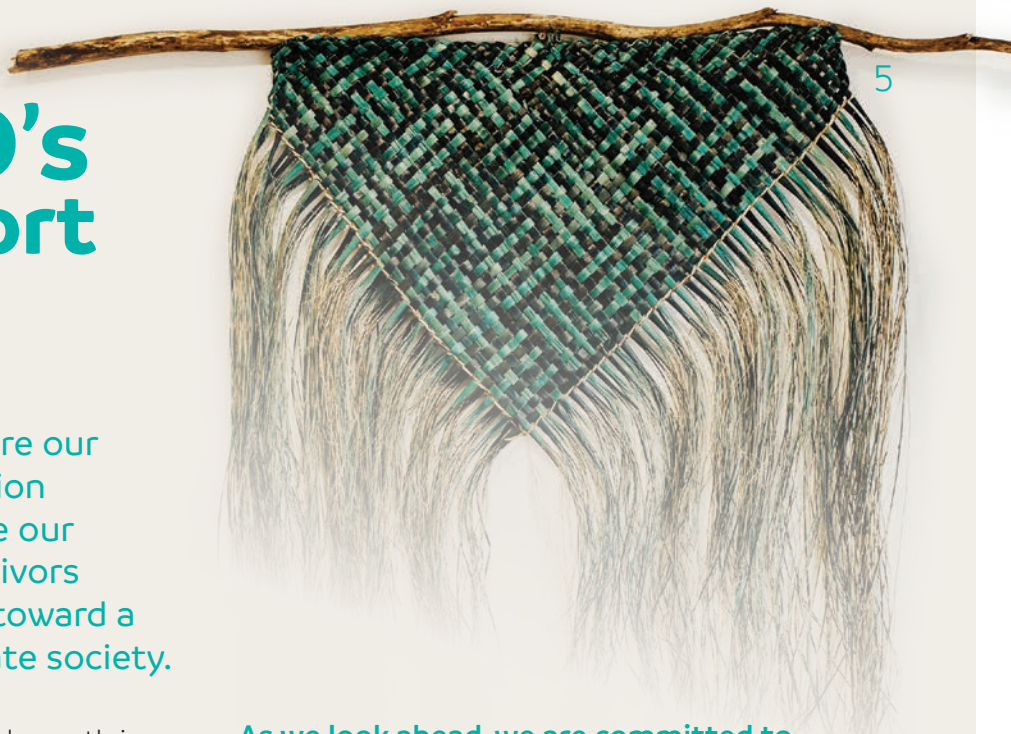
It is with gratitude that I share our progress, challenges, and vision for the future as we continue our vital work in supporting survivors of sexual harm and working toward a safer and more compassionate society.

2022/23 has been a year of continued growth in numbers of people we have supported and the workers we have provided high quality training to. We are striving to reach out to communities we have not previously engaged with, including people with disabilities and the culturally and linguistically different.

Often, we are told that the work we do is difficult, and it certainly has its challenges. More than that though, we are enormously privileged to be with people during very tough times in their lives. We know that the work we do makes a difference, because we get to see the change in people and hear their feedback to that effect.

Continued growth has meant adapting our structure to account for our increased workforce so that we can continue to operate in an efficient and effective way. This year two new senior leadership roles were created to support our strategic direction of ensuring both cultural equity and delivery of safe and professional services to all the people who use our service. We have welcomed to our team Mel Werder as the Head of Therapeutic Services, and Shelly Paul as our Kaiwhakahaere Equity and Māori Leader.

 *Together, we can create a world where every survivor receives the support they deserve, and where sexual harm is eradicated.*



As we look ahead, we are committed to achieving the following goals:

- **Expanding our reach in our region to support even more survivors.**
- **Strengthening partnerships with local and national organizations and agencies to enhance our services.**
- **Advocating for changes in legislation and societal attitudes surrounding sexual harm.**
- **Increasing our outreach and prevention efforts.**

But, our work is far from over. Sexual harm remains a pervasive issue, and the need for our services has never been greater. We invite you to stand with us in this critical mission. Your support, whether through donations, volunteering, or spreading awareness, makes a profound difference in the lives of survivors.

As I take my leave from Tautoko Mai I have reflected on what an honour it has been to lead this organisation for the past almost 5 years, during a period of tremendous growth and impact. I leave in good heart and will carry all the amazing work with me, and this whakatauki expresses how interdependent we all are:

 **Mā mua ka kite a muri,
mā muri ka ora a mua**

*Those who lead give sight to those who follow,
those who follow give life to those who lead*

Social Change

Tautoko Mai has continued to strengthen its work in prevention and shifting culture change to reduce the harm caused by sexualised violence.

We have done this through:

Prevention

We have continued to deliver Safe and Together and Understanding Sexual Violence both locally, and nationally. In addition, we were invited by MSD to train sexual violence agencies nationally with contracts to provide court support in the Criminal Justice system to assist them to provide support to victims.

We have delivered the following training:

- **Safe and Together*** (300 attendees)
- **Understanding sexual violence**
- **Understanding Criminal Justice**

**Includes 4 day Core, 1 day Overview and 1 hour briefing*

As well, we hosted several one-off seminars for kaimahi in BOP including:

- **45** Understanding Parental Alienation In Domestic Abuse Cases
- **63** Pinepine Te Kura
- **25** Creating Collaborative Partnerships in Sexualised Violence Groupwork
- **359** Coercive Control in Women and Children's Lives

*“Amazing sooo supporting staff!!!
They are so dedicated, their support
will stay in my heart forever!
Thank you, thank you!!”*



We have also presented to the TOAH-NNEST and SSPA conferences.

Partnerships

We have partnered with Safeguarding Children to deliver their introductory programme to workforces locally, including ECEs, sporting bodies etc.

For the third year running we joined Zonta's campaign of 16 Days of Activism which included public billboards and posters in local bars promoting safety.

With ACC, we have offered Narratives for Change to the Sexual Violence sector. We provide sector representation on the Waikato Rohi ISR governance group and advised the Ministry of Justice on the configuration of the new courthouse build in Tauranga.

We continue our strong relationship with HOBEC who provide monthly pro bono advice to our clients with legal issues. We also co-sponsored with them, and the Incubator, the Secret Keepers exhibition, a public event raising awareness of child sexual abuse through the work of sculptor, Catherine Daniels.

Consent Education

Tautoko Mai has continued to deliver healthy relationship and consent education in the Bay of Plenty following ACCs decision to cease funding for this.

Early in 2023, we partnered with Empowerment Trust to create new sessions, using the learning we had gained through Mates and Dates. We remain in eight Bay of Plenty secondary schools, with two also delivering Whanaungatanga Ora to their special education classes. For the 4 school terms in 22/23 we have delivered 828 sessions of consent education in mainstream schools and 179 Whanaungatanga Ora sessions.

We continue to receive an average of 1-2 disclosures per week of sexual harm, allowing for schools and agencies to provide the necessary support. Of these disclosures a number were identified as in need of immediate support for previously undisclosed harm.

Whanaungatanga Ora continues to see solid relationships being built with CCS Disability Action, Idea Services and Explore. We have built a trusted reputation to provide one-on-one sessions with the disability community where clients are not suited to group sessions. This area is continually evolving and we are able to adapt accordingly to meet demand.

IMAGE CREDIT: Felix Lam/Unsplash.com

Royal Commission

The Royal Commission of Inquiry is looking into what happened to children, young people and vulnerable adults in state and faith-based care in Aotearoa between 1950-1999. The aim of this Inquiry is to do no harm and to understand and address the harm caused in the past as we strive towards an abuse free Aotearoa.

Survivors who register with the Inquiry share their experience of abuse with the Royal Commission and are offered well-being support pre, during and post this experience. Since July 2021, Tautoko Mai have overseen the wellbeing support offered to survivors, nationally.

In November 2022, the well-being support offered to survivors was extended beyond talking therapies, to include Rongoā Māori and massage. In the last financial year we provided 2,419 wellbeing sessions.

Tautoko Mai have developed valuable partnerships with support agencies and individual contractors to deliver the support outside of the Bay of Plenty and Waikato. We work with 14 partner agencies and more than 70 individual practitioners to provide wellbeing support in their local communities.

In April 2023, the Government announced the extension of this Inquiry and the Commission must deliver its final report and recommendations by 28 March 2024. As an interim response to the Abuse in Care Inquiry recommendations to date, the Department of Internal Affairs has set up the Survivor Experiences Service to enable survivors to continue to share their experiences. This service commenced on the 1 July 2023 and will remain in place for at least two years.

Tautoko Mai will continue to provide well-being support until the completion of the Royal Commission Abuse in Care Inquiry and through the Survivor Experiences Service.

Client Journey

“The whole team that I interacted with was great and I appreciated how nice the rooms /physical environment was.”



Crisis Support Service

Tautoko Mai provides Crisis Support Services, to all age groups, in both the Bay of Plenty and regional Waikato.

These services are delivered by an internal specialist team of counsellors and social workers and is funded by MSD. A total of 976 clients were supported during 2022/23, up 9% from the previous year. Those who completed often progress through to longer term therapeutic support to continue their healing.


The ever-changing environment of a Court system impacted by COVID-19 has meant a greater need to deliver our court support services with speed and flexibility. Responding to demand means support is offered to the wider whānau of our clients and staff will travel extensively across the motu when needed.

Our service delivery model demonstrates a more integrated response between social workers supporting whānau in court and the ability to offer counselling services pre or post Criminal Justice processes. This year Tautoko Mai received additional funding to provide Court Support in the Bay of Plenty (BOP). 80 clients received court support in the last financial year in both BOP and Waikato.

The clients accessing Tautoko Mai crisis services will often have multiple, complex, needs so Tautoko Mai works collaboratively with other agencies to ensure the client receives complete wrap around services. During 2022/23 a total of 211 clients (22%) were referred to other services, including sensitive claims support.

Our team of skilled practitioners continue to build their Kete of knowledge through on-going professional development. Our services are responding to a greater demand in referrals of people under the age of 18 years. We recognise that they need workers with specialist skills and knowledge to work with them. This year we have built our capacity and capability to respond to the needs of children and young people, through funding support from Oranga Tamariki.

We continue to focus on providing greater access to services amongst our rural and remote communities and the new premises in Kirikiriroa meant we have been able to strengthen relationships with local and rural stakeholders and funders.

 *We continue to show innovation in the way that we meet our client's needs, with the delivery of an online group to support parents of children who have experienced sexual harm.*

976

Clients
supported
during 2022/23

Integrated Services for Sensitive Claims

The ACC/ISSC contract has continued to grow from strength to strength since its inception in 2014.

This financial year the number of contracted treatment providers has grown to 94. Tautoko Mai has aimed to be the supplier of choice through our efficiency in responsiveness and continued individual support to treatment providers.

At the beginning of the financial year the waitlist for clients seeking an ACC treatment provider grew to over 200 and remained a challenge. Through a targeted and equitable response to the waitlist, we have

been able to reduce this to 25 by the end of the financial year.

Referrals for our ISSC service are received through multiple channels; ACC, family/whanau, GP's, Oranga Tamariki, Police, community services, schools, self-referrals and transitioning from Tautoko Mai existing services. In the last financial year, we supported 628 clients to receive long term ACC therapy.

Received long term ACC therapy

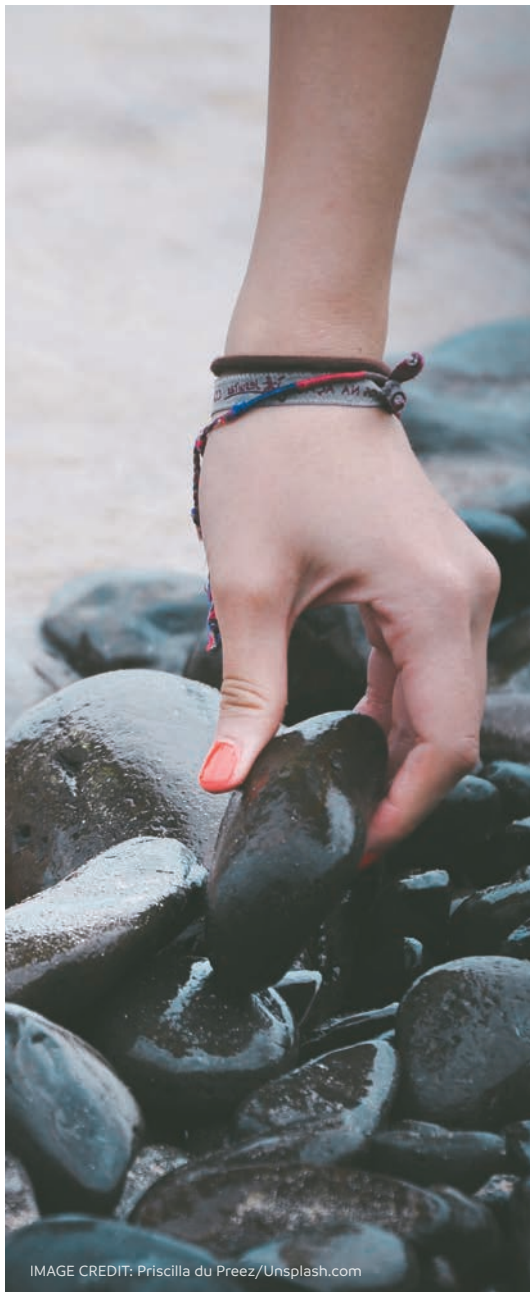


IMAGE CREDIT: Priscilla du Preez/Unsplash.com

Tautoko Mai aims to be the supplier of choice through our efficiency in responsiveness and continued individual support to treatment providers.



IMAGE CREDIT: Vasile Tiplea/Unsplash.com

Sexual Assault Assessment and Treatment *Services*

Tautoko Mai continues to provide medical services in the Western and Eastern Bay of Plenty.

SAATS accredited medical professionals run weekly clinics in Tauranga, and monthly clinics in Whakatāne. Specialist Paediatric Consultants provide monthly clinics to children and adolescents. These clinics offer medical care and support to those who have been sexually assaulted or abused. Funding for the service is through ACC and Te Whatu Ora.

On call forensic roster

The focus this year has been on recruitment with the aim of having a separate Whakatāne on call roster. We have recruited two doctors and four nurses who are on the pathway to joining the roster.

We now have six doctors and eight nurses in the Western Bay of Plenty, and three doctors and two nurses in the Eastern Bay of Plenty. This team is supported by five Crisis Support Workers.

Nursing and medical services provided to Tautoko Mai clients over the following periods:

1 July 2022 – 30 June 2023

302

engagements
with clients

69

Forensic
examinations

1 July 2021 – 30 June 2022

394

engagements
with clients

36


Forensic
examinations

Non-Fatal Strangulation and Suffocation Service

Tautoko Mai has partnered with the Family Harm Police team to provide a medical assessment (by a MEDSAC NFSS accredited Doctor) for those who have experienced strangulation or suffocation by a family member.

The past year has seen growth in the number of NFSS examinations in our region. Tautoko Mai has 4 accredited examiners available to provide services.

 *Tautoko Mai continues to strengthen its relationship with the Police. It is expected that the number of referrals and examinations will grow over the next 12 months with increasing engagement with Police in the EBOP.*

 *“I would love to acknowledge everyone that was involved with me, I was up and down and you didn't flinch and helped me in every way you could.”*

1 July 2022 – 30 June 2023



1 July 2021 – 30 June 2022



Cultural Equity Report

**Mā te whakarongo, ka mōhio
Mā te mōhio, ka mārama
Mā te mārama, ka mātau
Mā te mātau, ka ora**

*Through listening,
comes knowledge*

*Through knowledge,
comes understanding*

*Through understanding,
comes wisdom*

*Through wisdom,
comes wellbeing*

Tautoko Mai is committed to deliver on our strategic plan, where all people and communities have ease of access for successful outcomes and supportive services that provide prevention and healing. We have been extending our service to refugee and migrant communities, supported by a grant from Tauranga City Council. We will ensure that our services honour Te Tiriti o Waitangi and we will work toward strengthening our Te Ao Māori approach in all that we do.

In May 2023, our Kaiwhakahaere Equity and Māori Leader joined our team, to provide leadership, support and advice to contribute to the uplift of our collective cultural capability. This role is responsible for the leadership of our Rōpū Hapahapai, a group of kaimahi formed to support Tautoko Mai toward a pathway of biculturalism.

“If it's wasn't for you (everyone that had a part in this) I would not be alive, I honour and respect you all.”



Operational Excellence and Innovation

We exited the 'Covid era' and began the year with a revised strategy committed to an inclusive and equitable client journey and a deeper emphasis on prevention.

Strategic objectives, Operational Excellence and Innovation are key to support this commitment and ensure we continue to be a sustainable organisation that is consistent yet adaptive to the changing ways in which we work.

Operational Excellence is about ensuring that how and where we work is as effective and efficient as possible and our staff have everything they need to be able to do the work while maintaining their focus on our clients. Our effort throughout 2023 was to ensure our buildings, vehicles and technology continue to be fit for purpose in our growing environment and identify areas for improvement.

We set up an adjacent premises to our Tauranga office in Hamilton street for administrative staff, which will also accommodate our Forensic and Medical facilities. Our Eastern Bay facilities expanded to a permanent room 3 days per week to better support clients from the Ōpotiki area. Sadly, in October, our Hamilton office was badly damaged in a fire and we could no longer operate from it. This unexpected and challenging event had a silver lining meaning we relocated to warm, spacious and inviting premises in a more central location.

We have increased our vehicle fleet to be better support our outreach initiatives and continue to improve our technological environment to keep pace with the organisations changing needs.

Our main focus on Innovation in 2023 is fostering a culture of continuous improvement to drive positive change.



We recognise that innovation is a collaborative process and we continue to embrace this culture into 2024.

Financial Report

For the Period 1 July 2022 to 30 June 2023

Total revenue was \$9.0m, up \$0.9m (11%) from the previous year. This is largely driven by a significant expansion of the services provided under the national agreement with the Department of Internal Affairs to support the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions (+193%). Other key contributors to the increase in revenue, was a new agreement with the Ministry of Social Development to provide Court Support Services in Tauranga and Rotorua (+100%), combined with increased interest and dividends from the investments (+372%).

To deliver the increase in services required an increase in expenses of \$1.6m (23%) to \$8.6m. The increase was predominantly related to increased employee costs (0.8m) and increased provider costs associated with the delivery of the Royal Commission contract.

The accounts reflect a solid financial position, with healthy cash reserves; a total of \$4.1m was held in investments at year end. This financial security ensures Tautoko Mai's ability to continue to provide its much-needed services.

Statement of Comprehensive Revenue and Expenses

Tautoko Mai Sexual Harm Support Services Trust

For the year ended 30 June 2023

	Notes	2023	2022
Revenue from Non-exchange Transactions			
Contract Income – Non-exchange		-	20,000
Donations & Bequests		1,516	11,144
Other revenue		45,053	965
Total Revenue from Non-exchange Transactions		46,569	32,108
Revenue from Exchange Transactions			
Grants		127,461	8,000
Investment Income		196,052	41,527
Other Revenue		125,181	63,432
Revenue from providing goods or services		8,527,110	7,973,960
Total Revenue from Exchange Transactions		8,975,804	8,086,920
Total Revenue		9,022,373	8,119,029
Expenses			
Costs related to providing goods or services		5,326,844	4,512,310
Depreciation and Loss on Disposal		70,926	64,659
Finance costs		24,828	2,319
Volunteer and employee related costs		3,182,641	2,408,020
Other expenses		7,037	7,002
Total Expenses		8,612,276	6,994,311
Total Comprehensive Revenue and Expenses		410,097	1,124,718

Statement of Financial Position

Tautoko Mai Sexual Harm Support Services Trust

As at 30 June 2023

	Notes	30 JUN 2023	30 JUN 2022
Assets			
Current Assets			
Cash and cash equivalents	6	1,089,630	980,086
Receivables from exchange transactions	8	384,272	548,135
Receivables from non-exchange transactions		10,727	(214)
Prepayments		28,617	8,002
Other Current Assets		3,230	-
Total Current Assets		1,516,476	1,536,008
Non-current Assets			
Investments	7	4,122,298	3,580,399
Property, Plant and Equipment	9	725,141	677,915
Work in Progress – Fixed Assets		129,279	1,440
Total Non-Current Assets		4,976,718	4,259,754
Total Assets		6,493,194	5,795,762
Liabilities			
Current Liabilities			
Payables under exchange transactions		365,879	378,788
Employee costs payable		183,079	93,515
Unused donations and grants with conditions		245,976	228,044
Other current liabilities		581	2,228
Total Current Liabilities		795,515	702,574
Total Liabilities		795,515	702,574
Total Assets less Total Liabilities (Net Assets)		5,697,679	5,093,188
Net Assets			
Funds settled		1,000	1,000
Accumulated comprehensive revenue and expenses		5,699,990	5,289,893
Reserves		(3,311)	(197,705)
Total Net Assets		5,697,679	5,093,188

This poem was written by one of Tautoko Mai's clients, and is published with permission.

All my words...

*There was once a murder,
But this one has a twist.
The victim was my innocence,
Stolen through his fist.*

*It wasn't a normal crime scene,
There was no blood or gore.
Because this one was my body,
While I laid down on the floor.*

*The only evidence left,
Were his fingerprints on my soul.
I tried to scrub them off,
But he ruined me as a whole.*

*There were no witnesses,
Besides my two very own eyes.
But they never really saw that well,
They couldn't even see through his lies.*

*Just like most murders,
There were many tears shed.
Though they weren't from my family,
But from me instead.*

*He didn't leave any clues,
There was not a single trace.
Except for memories inside me,
Which I can never erase.*

*The police never found my body,
Because it's still around
I'm a prisoner in my own skin,
I'm lost but can't be found.*

*There was only one weapon,
It was an extension of him.
And as he attacked me with it,
My heart became so grim.*

*This wasn't a normal murder,
Oh, why can't they see?
The girl inside my body,
Is no longer me.*

*There never was a funeral,
Because no one knew I died.
I guess that's just what happens,
When you keep it all inside.*

Author: Anonymous

tautoko mai
SEXUAL HARM SUPPORT
Bay of Plenty | Waikato

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www.tautokomai.co.nz

We acknowledge the ongoing support of our board members who volunteer their time to ensure we maintain our resources and governance obligations.

Phil King — Chair
Terese James — Deputy Chair

Prue McCallum — Trustee
Kevin Wellwood — Trustee
Michael Luke — Trustee
Christie McGregor — Trustee