



**Christchurch
Resettlement
Services**

Annual Report 2014/15

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CONTENTS

• CRS Directory	Page 4
• Board Members	Page 5
• AGM	
<i>Agenda</i>	Page 7
<i>Minutes of 2013/14 AGM</i>	Page 8
• 1. Chairperson's Report	Page 10
• 2. General Manager's Report	Page 11
<i>Highlights of the 2014/15 Year</i>	Page 14
<i>Work of the 2014/15 Year</i>	Page 15
<i>Bilingual Community Work</i>	Page 16
<i>Social Work</i>	Page 19
<i>CALD Counselling Service</i>	Page 26
<i>EQ Support Coordination Service</i>	Page 28
<i>Health Promotion</i>	Page 30
<i>Childcare Service and Bilingual Tutor</i>	
<i>- Living Well in Christchurch</i>	Page 36
<i>Administration & Accounts</i>	Page 38
<i>Key Relationships</i>	Page 39
<i>Looking Ahead to 2015/16</i>	Page 40
<i>Thanks</i>	Page 41
• 3. Financial	
<i>Finance Report</i>	Page 42
<i>Audit Report</i>	Page 43
<i>Financial Statements</i>	Page 45
• List of Figures	
<i>Figure 2.1 Staff Ethnicity 2014/15</i>	Page 13
<i>Figure 2.2 Client Status 2013/14 - 2014/15</i>	Page 19
<i>Figure 2.3 Client Age 2013/14 - 2014/15</i>	Page 21
<i>Figure 2.4 Client Ethnicity 2014/15</i>	Page 23
<i>Figure 3.1 CRS Funding 2013/14 - 2014/15</i>	Page 38

Christchurch Resettlement Services Inc.
Annual report for the year ended 30 June 2015

Incorporated Society: 661982
Charities Commission: CC27162

CRS DIRECTORY

Mission Statement ***“CRS exists to support people from refugee and migrant backgrounds living in Christchurch to settle successfully in New Zealand by providing a range of professional services that build on strengths to promote wellbeing and resilience”.***

Values Statement ***“We recognize the settlement journey in a NZ context, committed to the Treaty of Waitangi. We value the provision of a professional service delivered in a holistic, culturally responsive and collaborative way, with an emphasis on social justice which respects individual and community identity”.***

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Board Sandy Brinsdon (Chairperson)
Mastura Abd Rahman (Deputy Chair)
Raylee Kane
Martin Maguire
John Robinson
Henning Borchers
Lucy D'Aeth
Ali Maginness

General Manager Shirley Wright

Auditor BDO Christchurch

Banker Bank of New Zealand

Christchurch Resettlement Services Board Members

Sandy Brinsdon (Chairperson)

Sandy has been on the board of CRS for many years, she gained a strong interest in the refugee and migrant sector while a senior funder of health services, specifically impressed by the work of agencies such as CRS. Sandy clearly understands the complexities of the NGO sector from a number of view points but is also continually learning from those around her in an ever changing sector and environment. Being part of strong governance is important and her own business, BoardClarity Ltd, focuses on best practice Governance development and support. Sandy has undertaken considerable study around governance, spoken internationally and contributes as a trustee, director or governance coach to a number of boards.



Martin Maguire

Martin Maguire has been a board member for a number of years. Background in Local and Central Government. Interested in community development, developing successful multi ethnic communities, and environmental issues.



John Robinson

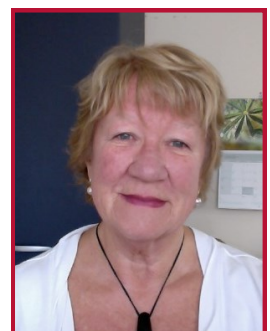
John Robinson has been in the Police for 26 years covering everything from Photography to Youth Aid, from Team Policing to the Highway Patrol. He is currently in charge of the Canterbury Police File Management Centre. He loves being part of the CRS board and seeing the passion and enthusiasm the CRS team bring to their many roles.



Raylee Kane

Raylee is a Pakeha New Zealander. She has travelled extensively overseas and has a professional and personal interest in issues for refugees and migrants. She has been involved in the social services for many years, as a practitioner of social work, a manager, policy advisor and in the most recent twenty years as an academic teaching social work at the University of Otago.

Her research, teaching and practice interests are in managing the impact of policy and organisational change in the field, professional ethics and supervision. She is currently involved with low income housing development in post earthquake Inner City Christchurch.



Mastura Abd Rahman (Deputy Chair)

Mastura has worked collaboratively with CRS on a citywide project “Refugee Women’s Day” since 2008. She has a high regard for CRS’ passion and commitment in supporting resettlement of refugees and migrants and in its culturally responsive social work services. Mastura’s background is in education and training and for the past 6 years, at Hagley Community College. She has moved from project management to leadership and management of the Refugee and Diversity Programme with staff and clients from diverse cultural backgrounds.



She also teaches adult learners in the After 3 programme at the College. Her research and practice interests are in education, community development, intercultural communication and diversity management. Mastura has lived and worked in Singapore and the UK before moving to New Zealand.

Henning Borchers

Henning was born and raised in Germany and has over the past 16 years worked in the Asia-Pacific region, focusing specifically on human rights, peace and conflict in South East Asia, where he spent several years working with minority groups.

With the Human Rights Commission (NZ) since 2013, previous engagements include research and advocacy with the Shwe Gas Movement on corporate investment and human rights in Bangladesh and Thailand and with Indonesian NGOs on conservation and conflict in Indonesia/Komodo National Park, human rights monitoring with Peace Brigades International (pbi) in Papua, Indonesia, and conflict transformation with forum ZFD (Civil Peace Service) in Mindano, Phillippines.



In New Zealand, Henning has volunteered as a Board member for Christchurch Resettlement Services, as human rights advocate with the NZ Indonesian Human Rights Committee, and has held a range of positions in lecturing, research and student support at the University of Auckland and AUT.

Lucy D’Aeth

Lucy D’Aeth moved from the UK to NZ in 1994. She has worked in community development and health promotion for many years, and is committed to an inclusive and healthy Christchurch.



Ali Maginness

Ali has had involvement with the CRS at different times for many years now, and remains impressed at the quality of service the CRS provides both its clients and their communities. She has a background in clinical psychology with a particular interest in working with clients who have experienced trauma, and over the years she has had the opportunity working with clients who are immigrants and refugees both here in Christchurch and in Tasmania.



Christchurch Resettlement Services Inc.

Annual General Meeting

23rd September 2015

1.00pm

AGENDA

1. Welcome - He mihi whakatau (Sally Pitama - Ngai Tahu)
2. Apologies
Guest Speaker - Sue Turner: The All Right? Campaign
With CALD Communities
3. Minutes of AGM, 24 September 2014
4. Matters Arising
5. Reports
 - Chairperson
 - General Manager
 - Finance
6. Election of Officers for 2015/16 year
7. Appointment of Auditor for 2015/16 year
8. Any other business

The meeting will conclude with afternoon tea.

, Christchurch Resettlement Services Inc.
Annual General Meeting
24 September 2014

Present: Ambika Kohli (Shakti), Amy Cho (ex CRS staff), Anne-Marie Reynolds (CRS member), Brendan Climo (MSD Child Youth & Family), Ciaran Fox (Community & Public Health), Delia Richards (Christchurch Migrant Centre Trust), Ellen Zhou (MSD FACS), Evelyn Nelson (CDHB Planning and Funding), George Clark (Chair, ChCh Migrant Centre Board), Gill Taylor (English Language Partners), Jo Bader (Senior Practitioner ESC), Jude Ryan-O'Dea (CECC), Karolin Potter (CRS member), Lesley Markham (PEETO), Lisa Burdes (CECC), Mia Lim (CPIT Refugee & Migrant Advisor), Mohamed Jama (Somali Community Leader), Mohamed Zareei (ESC Senior Practitioner), Murray Jones (Dove Trust), Patrick O'Connor (PEETO & CRS member), Penny Pan (Shakti), Sally Pitama (Ngai Tahu), Sera Thompson (Min. of Pacific Island Affairs), Sheun Fasheun (CRS supporter), Tatjana Parson (Network Waitangi Otautahi), Vaea Hutchen (MH Foundation), Wayne Reid (Pegasus Health, Wenonah Bolton, (ChCh Migrants Centre).

Board Members: Sandy Brinsdon (Chairperson), Martin Maguire, Raylee Kane, Mastura Abd Rahman, Lucy D'Aeth, Henning Borchers.

Staff: Shirley Wright (General Manager), Asha King (Earthquake Support Co-ordinator), Bishnu Pokhrel (Health Information Provider), David Atkinson (Office Manager), Denise Huisman (Social Worker), Elaine Bell (Student Social Worker), Falis Jama (Bi-lingual Worker & Health Promotion), Gail Moore (Senior Social Worker), Galawezh Noori, (ESOL, Bi-lingual Worker & PCW), Hanifa Mohammadi (Afghani Bi-lingual Community Worker & Childcare Support Worker), Jo Fasheun (Health Promotion Team Leader), Kowoon Byun (Earthquake Support Co-ordinator), Lauren Cordy (Childcare Team Leader), Lilia Garza (Student Social Worker), Lisa Logan (Health Information Provider Team Leader), Marita Perini (Administrator), Maryanne Cosgrove (Social Work Assistant), Melissa Sheehan (Earthquake Support Co-ordinator), Qaali Mohamed (Somalian Bi-lingual Worker), Salina Poudyal Dhakal (Nepalese/Bhutanese Bi-lingual Worker), Tesfaye Tesfaye (CRS cleaner), Vida Hazrati (CALD Counsellor), Wubet Ahmedin (Ethiopian Bi-lingual Worker), Zeinap Hussein (Somalian Bi-lingual Worker, HP Community Worker & PCW).

Apologies: Alastair White (Earthquake Support Co-ordinator), Ali Maginess (CRS potential Board member), Archana Tandon (Christchurch Multi-Cultural Council), Bertha Tobias (CRS member), Bridget Lange (CERA), Catherine Comber (Volunteer), Chris Boyd (Community & Public Health), Cindy Smith (Plunket), Eugenie Sage (Green Party List MP), Hon Gerry Brownlee (Minister for Cant'y EQ Recovery), Jenny Jo (CRS Interpreter), Joan Boyer (English Language Partners), John Robinson (CRS Board), Lana Hart (CECC), Laurel McDonald (The Southern Trust), Mayor Leanne Dalziel (ChCh City Council), Louise Edwards (Canterbury Community Trust), Lynnette Ebborn (Child, Youth & Family), Maria Fresia (Interpreting Canterbury), Dr Marian Hussein (CRS member), Sir Mark Solomon (Ngai Tahu), Melissa McCreanor (Pegasus Health), Dr Megan Woods (MP Wigram), Michael Kim (CALD Counsellor), Hon Michael Woodhouse (Minister of Immigration), Mitra Kumar Rai (CRS Bi-lingual Worker), Nancy Goh (Chinese Association), Nicky Wagner (MP Christchurch Central), Hon Paula Bennett (Minister for Social Development), Paula Smith (Lyttelton/Mt Herbert Community Ward), Rahima Ali (Somalian Bi-lingual Worker), Rex Gibson (ChCh Migrant Centre Trust), Richard Simmonds (CRS member), Robert Tobias (CRS member), Rose Henderson (CDHB SMHS), Sara Templeton (CCC), Shah Wali Atayee (Health & Disability Advocacy), Surinder Tandon (Christchurch Multi-Cultural Council).

Apologies moved and accepted:

Moved: Raylee Kane

Seconded: Lucy D'Aeth

Welcome: Sally Pitama (Ngai Tahu) provided he mihi whakatau. Sally talked about teaching and encouraging respect for all people from all cultures.

Speakers: Lucy D'Aeth and Ciaran Fox from the All Right? Wellbeing Campaign talked about their campaign and vision for the Christchurch people. This was followed by an exercise for people to express their all right-ness.

Minutes of the last meeting: AGM minutes of 25 September 2013 were presented and accepted by the meeting.

Moved: Raylee Kane

Seconded: Martin Maguire

Matters Arising: No matters arising

Reports:

Chair: Sandy Brinsdon took the Chairperson Report as being read, with an emphasis on:

- The need to be flexible and innovative around service delivery
- The level of high need within the community

General Manager: Shirley Wright summarised her Report :

Acknowledgment of the staff, their commitment and compassion whilst working with people from refugee and migrant backgrounds and, CRS commitment to outcome focused services resulting in meeting all our funding contract requirements.

Staff Members: Gail Moore (Social Work), Jo Fasheun (Health Promotion), Lauren Cordy (Child Care), Melissa Sheehan (Earthquake Support Co-ordination), and Galawezh Noori (Partnership Community Worker, Bilingual Community Worker and Bilingual Tutor) all provided stories and comments related to their work.

The reports of the Chairperson and General Manager were moved and accepted

Moved: Lucy D'Aeth

Seconded: Sandy Brinsdon

Financial: David Atkinson gave an overview of the financial report.

The finance report was moved and accepted.

Moved: Raylee Kane

Seconded: Martin Maguire

Board Elections for 2014/2015 year:

All present board members and Ali Maginness a new Board member were accepted onto the Board.

Moved: Patrick O'Connor

Seconded: Karolin Potter

Appointment of Auditor for 2014/2015 year:

It was moved that BDO Christchurch retain their appointment as Auditors for CRS.

Moved: Sandy Brinsdon

Seconded: Lucy D'Aeth

Other Business:

Karolin Potter asked the room for nominations for the Community Awards. She would like to encourage people from diverse ethnic groups to apply.

Raylee Kane thanks Sandy Brinsdon for her commitment and leadership of the CRS Board.

The Annual General Meeting closed at 2.45 pm



Chairperson's Report - September 2015

It's incredible how quickly another year goes by and we are again at the opportunity to reflect back on just what has been happening at CRS since June last year. I think this has been for us a year of consolidation, after some very tricky years establishing funding for essential services, even without new quota refugees coming to Christchurch. We have continued to deliver key and essential services to former refugees and migrants in the city.

I would like to acknowledge the huge support of our funders both established and new who have seen how important it is to continue to deliver these key services to the community. We know that funding is not given lightly and that you have high expectations of us as an organisation. This funding, along with your support and continued confidence in us is deeply appreciated. I would particularly like to mention the Red Cross, whom we have had a strong working relationship with but is now on board to support our key social work services which remain essential following the 2010 and 2011 quakes. Social work is at the core of all of our services, which together ensure that the best support is in place for families and individuals.

Our positive reputation for cross-sector collaboration has meant we have again been identified as a key partner agency contributing on many levels to strategic developments in our city. We are also pleased in this process to find an increase in the range of voices being heard from culturally and linguistically diverse (CALD) communities. These development opportunities are both a privilege and an important responsibility. While it adds extra pressure to CRS, especially for the staff, I am confident we will once again rise to this challenge.

As a board we have had a very settled year with no changes occurring. I would like to take this opportunity to thank all the board members for their professionalism and commitment to CRS; Martin, Raylee, John, Lucy, Ali, Henning and our deputy chair Mastura. You can read in the annual report just a little about this very diverse and highly skilled board who it has been a pleasure to work alongside. All of the board are standing again which is fantastic in terms of commitment and consistency for CRS.

After eight years as Chair, I am now standing down from the CRS board. Whilst I will be sad to leave, I have other commitments I need to meet. I can honestly say that I have got more out of being part of the CRS board than what I have put in – it is truly a privilege to be part of an organisation that makes a direct and positive impact on the lives of so many. Especially during a time in former refugees' lives that is both exciting and unsettling. I will genuinely miss being a part of this.

I want to "take my hat off" as the saying goes to the staff at CRS. Year on year there is such high commitment to the organisation and the longevity of staff is testament to their commitment and I hope enjoyment. Many of the staff at CRS have had to be flexible in the area they work as funding fluctuates and moves and I want to thank you all for this. This selfless approach allows our small organisation to remain nimble and highly effective. I hope you are all aware that the board holds you in very high regard. I also want to make special mention of Shirley, your commitment and loyalty to the sector is noted by many (including us!) and your experience is so valuable to both those working in CRS and the wider sector, for many you are the go to person and we are very lucky to have you. As this is my last report, I

hope you will indulge me, as I formally acknowledge at a personal level the friendship and trust that Shirley and I have enjoyed.

To the wider community, who have always been so strong and supportive; this year has had some very sad tragedies for people to deal with both internationally with the Nepal earthquakes which I know affected many from communities around here and also much closer to home where lives have been lost in very sad events. Always the community comes together and knows what it needs and CRS does its best to support but not take over, I hope that has been your experience and I also hope for a more settled year next year.

The world desperately needs a global response to large scale refugee catastrophes, epitomised recently by the Syrian crisis. Looking ahead we still have no word from Government when refugees will return to settle in Christchurch. We are of course mindful that the impacts of the Canterbury earthquakes are still being felt in many areas. This means our services are still in need. Even as we heard today at this AGM, our work with the 'All Right?' campaign and the support going into CALD communities means our services remain as relevant today as they have always been. We will continue to work closely with others to ensure former refugees and migrants settling in Christchurch (and across Aotearoa) are supported to the very best of our abilities.

Sandy Brinsdon
Chairperson
September 2015



SHIRLEY WRIGHT **GENERAL MANAGER**



General Manager's Report - September 2015

Christchurch Resettlement Services has experienced another year of continual change within the context of ongoing challenges and impacts from the Canterbury earthquakes. In spite of this, we have achieved a state of stability around funding to meet the ongoing demand on services from refugee and migrant background people reaching out for support for a wide range of issues, which have been exacerbated by the negative impacts of the earthquakes. We have also assisted service users to achieve positive outcomes as a result of the support and programmes provided to individuals, families, and groups across all our service areas. We are privileged to be part of the resettlement journeys and lives of refugee and migrant background people settling in New Zealand, and we all continue to learn from them.

While a number of our funding contracts have continued, we have had 3 significant successes with regard to funded services in the past year:

- In January 2015, we commenced two year contract with the New Zealand Red Cross, which provides CRS with 2 FTE positions for a social work response to the needs of culturally and linguistically diverse community members impacted on by the Canterbury earthquakes. This has enabled us to continue to meet the high, ongoing demand for support. Melissa Sheehan moved from the Earthquake Support Coordination Service team back into the social work team in January, and Maryanne Cosgrove holds the other FTE position.

- The outcome of the stakeholder reviews of the Earthquake Support Coordination Service (ESCS) resulted in ongoing Ministry of Social Development funding until 30 June 2016. CRS ESC funding was increased from 3.6FTE to 4FTE, and the team continues to support CALD householders requiring support. Alastair White has increased his hours to a full time position, and we welcomed Tyne Becker into the team. Tyne had previously worked as an ESC with Nga Mata Waka.
- CRS took on the management and clinical oversight of the Pegasus Health (Charitable) Ltd CALD Counselling Service on 1 July 2014. Vida Hazrati, Shelley Hou, Rika Savage, and Michael Kim are all New Zealand trained counsellors, and work with CRS on a contract basis. The majority of referrals for counselling come from GPs, and people can self refer. The service enables people to receive counselling in their mother tongue.

CRS is fortunate to have staff and volunteers across all services who continue to demonstrate the ability to be responsive and adaptable to changes. They have all shown a deep commitment to CRS and an inspiring level of leadership and collaboration which enhances the ongoing development of the organisation. I especially acknowledge those who come from and live within the communities we serve, and work with CRS to support your community members to understand and access New Zealand systems and supports.

All services and programmes provided by CRS are outcomes focused. The high level of satisfaction and positive outcomes reported by clients/programme participants in our feedback questionnaires are testament to the depth of engagement and partnership that staff have developed with clients/ programme participants, and their skills in supporting people to bring about positive changes in their lives.

Staffing has remained unchanged with the exception of those mentioned above and the following: We accepted the resignation of two of our Bilingual Community Workers. Ganga Monger from the Bhutanese community resigned from CRS in 2014 after the birth of her second child, after having worked for CRS for 3 years. We welcomed Salina Dhakal into this position. Rahimo Ali from the Somali community left CRS early this year and moved to Australia with her family. We did not replace Rahimo's hours, as we did not have funding to cover these hours. Rahimo and Abdi Mohamed left the Health Information Provider team, and we welcomed Marian Hussein back to the CRS HIP team along with Qaali Mohamed.

CRS provides a great learning experience for social work students. CRS also benefits from the students as they keep us focused on social work theory and processes. We have had the pleasure of supporting 3 social work students in this reporting period.

All staff members and our current social work student have contributed to this report. I encourage you to read their offerings about their work.

In 2014, we underwent our first audit for our Canterbury District Health Board mental health contract. We had a number of recommendations that we needed to attend to, and all were completed to the required standard by the end of the 2014/2015 financial year. While this was quite a challenging process, it has been a very worthwhile experience in terms of policy development, ongoing adherence to health and disability standards, improving systems at all levels, and quality assurance. I want to acknowledge our social work team and our administrator for their commitment to this quality process. Thanks also to the auditors and the CDHB for providing us with a reasonable time frame to meet the recommendations.

We are supported and guided incredibly well by the CRS Board. While each Board member is valued, it is with sadness that we farewell Sandy Brinsdon at this AGM. Sandy has held the position of Board Chair for a number of years, and for the time I have been Manager of CRS. I have learned a huge amount about governance and strategic thinking from Sandy, and have appreciated her wisdom and support. CRS is richer for her input.

Our funders have continued to demonstrate their faith in the work we do, and I am personally grateful to all of our contract managers for their interest in and support of our work. A special acknowledgement goes to the Ministry of Social Development who sponsored my participation in the 2014 Leadership programme with the Leadership Lab and the University of Canterbury, along with 29 other NGO leaders. I was privileged to be accepted onto this one year course that took me through a journey of learning about leadership on 2 levels - leading myself, and leading change. Both papers provided me with new learning and perspectives on the importance of self care in

leadership, and new theories of change leadership – some of this new learning has informed my own management of change over the past 9 months. CRS’ Senior Social Worker Gail Moore is participating in the course this year.

CRS received a bequest of \$46, 084 from the late Mr DH Inch from Nelson. This was a very generous gift from Mr Inch. We have utilised a very small amount on our wish list, with the balance awaiting a Board decision for its use. We purchased First Aid Kits for staff vehicles, have been able to provide swim tutors for a one year period at the Ladies’ Swimming Programme at AquaGym, and we have also purchased a banner for CRS to utilise at promotional events.

I acknowledge the input of everyone supporting our work, including our colleagues across the service sectors that refer clients to CRS, and continue to work in partnership with us and our clients to achieve positive outcomes.

The report is a celebration of the recovery and dignity of our service users. You continue to inspire us all, and while you come to us with your vulnerabilities, your individual and collective strengths and your strong cultural and spiritual identities provide us with the foundation to help you achieve positive settlement outcomes.

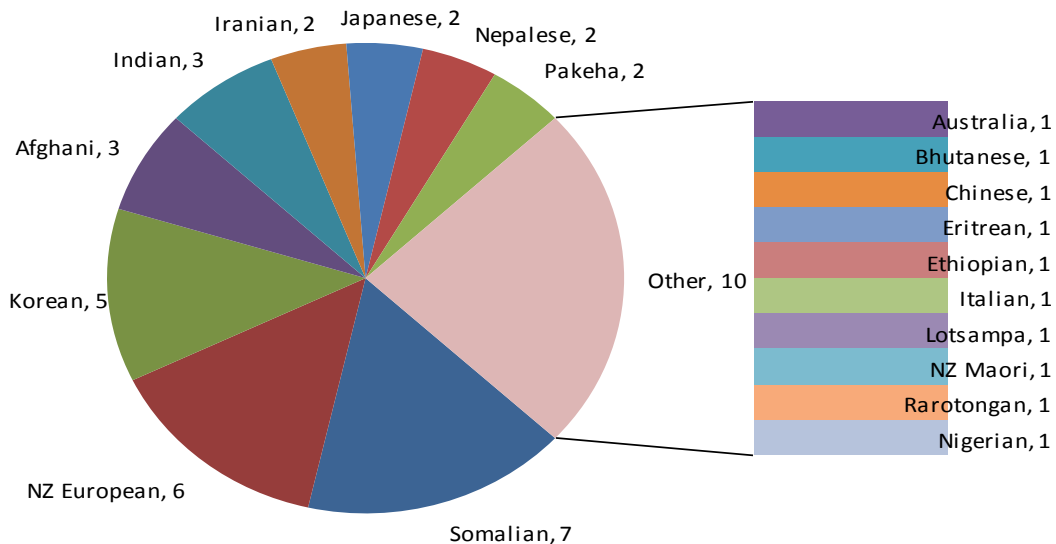


Figure 2.1: Staff ethnicity (self defined) 2014/15

Highlights of the 2014/15 Year

- **Maintaining CRS' Bilingual Community Work Team of 7 staff members from refugee background communities.**
- **Continued Ministry of Social Development approval as a section 403 service provider under the Children Young Persons and their Families Act, 1989.**
- **The continuation of professional, high quality service provision to resettling people. This is due to the retention and engagement of highly skilled, professional, committed staff and Board, and continual review of processes and outcomes.**
- **The maintenance of positive relationships with our sector partners.**
- **Witnessing and contributing to the positive outcomes being achieved by settling communities.**
- **A continuation of our funding contracts, and a new contract with the NZ Red Cross.**
- **The opportunity to provide training around cultural competency to a wide range of service providers.**
- **The opportunity for CRS staff to participate in relevant professional development activities.**
- **Successful completion of all recommendations for our CDHB Mental Health contract audit.**
- **All of our social workers have Social Work Registration.**



The Work of the 2014/15

The work of Christchurch Resettlement Services was undertaken in six distinct but complementary service delivery areas:

Bilingual Community Work - this team consists of people from the 5 largest refugee communities, providing cultural, linguistic and community based support to clients from refugee backgrounds and staff across all areas of service delivery, thereby enhancing access to services.

Social Work - individual and family support around earthquake recovery and resettlement issues; mental health assessment, intervention and support; family centred family violence support, and support to young people at risk. These services are provided for individuals and families from refugee and migrant backgrounds. Interpreters are contracted on an as-needed basis for the cultural and linguistic needs not provided for by the Bilingual Community Workers.

Culturally & Linguistically Diverse Counselling - counselling for people from CALD backgrounds, either in their mother tongue, or with the support of an interpreter. While the focus is on mental health, the counselling team can provide support around family violence, relationship issues and a wide range of other issues. The counsellors are from CALD backgrounds, and are New Zealand trained and accredited.

Health Promotion - working with local refugee communities and young people to improve social inclusion and well being for people from refugee backgrounds. Migrant background community members can also participate in some of the activities offered. The focus is on health in its widest sense, and the promotion of positive health practices and enhancing access to good health opportunities. Partnership Community Workers also work within this team.

Living Well in Christchurch - Bilingual Tutor and Childcare Service - in partnership with English Language Partners, who provide an English language literacy programme for primarily pre-literate refugee background women and men. CRS provides one bilingual tutor and 2 childcare support workers for the programme. The childcare support service attached to the Living Well in Christchurch programme enables mothers of pre-school children to attend the programme.

Earthquake Support Coordinators - a Government and NGO collaborative providing support to households directly affected by the earthquakes, through helping home-owners develop a recovery plan. ESCs assist people with information, connect clients with relevant services, and coordinate meetings between clients and the services i.e. EQC, EQR, Insurance companies, financial and legal advisors, and the temporary accommodation service—CETAS. CRS staff support householders from CALD communities.

NOTE: Interpreters are provided in all services for clients requiring linguistic support. Volunteers also support a number of our programmes.



Bilingual Community Work



Left to right: Galawezh Noori (Kurdish BCW), Mitra Kumar Rai (Bhutanese BCW), Salina Poudyal Dhakal (Bhutanese BCW), Wubet Ahmedin (Ethiopian BCW), Hanifa Mohammadi (Afghani BCW), Qaali Mohamed (Somali BCW), - Missing — Zeinap Hussein (Somali BCW) - see Health Promotion

The Bilingual Community Work team is funded by the Christchurch City Council and NZ Lottery Grants Board. The seven team members are from the Afghani, Bhutanese, Ethiopian, Kurdish, Nepali, and Somali communities. They are all respected within their own communities, and work for CRS part time, providing a total of 52 bilingual hours per week.

CRS strives to work to the best practice principles inherent in the provision of cultural and linguistic support to all clients requiring this support. The Bilingual Community Work team provides the foundation for the majority of services and programmes provided at CRS. The members continue to guide clients and staff around cultural understanding and tensions, and provide interpreting support to staff and clients. Each of the team members is fluent in English and their mother tongue, and several are also fluent in other languages.

Galawezh Noori – Partnership Community Worker, Bilingual Community Worker, & Bilingual Tutor at Living Well in Christchurch comments I have been employed at CRS for 11 years, initially as a Bilingual Community Worker. I love all of my roles with CRS, and my work is very interesting because while I am supporting refugee communities and CRS staff, all of my roles are different. Being able to help people who need my support and ending each work day knowing that I have made a positive difference in people's lives is my reward.

In addition to providing cultural and linguistic support to clients and staff, the team members support the social work team and clients by providing direct support to clients in the community. They are also integral to CRS' health promotion activities.

Five of the team members hold other roles within CRS: 3x Health Information Providers, 2x Partnership Community Workers, 1x Bilingual Tutor and 1x Childcare Worker - both at the Living Well in Christchurch programme. CRS benefits from the positive impacts of the transference of service specific knowledge and skills that the team members utilise in their various roles.

The cultural and linguistic needs of clients and programme participants not covered by the bilingual community work team members are supported by a small group of qualified, independent interpreters who provide support to CRS on an as needed basis. This team provides a high quality, ethical and responsive service to CRS staff and clients. ISign and Interpreting Canterbury have also supported CRS with professional interpreting services, and we acknowledge the positive relationship we have with these organisations.

Outputs and outcomes of the team continue to demonstrate a high level of input and success to the overall work of CRS. Over the reporting year:

- An average of 53 clients were supported each month by the team.
- 38% of those supported were from the Afghani community.
- 28% were from the Bhutanese community.
- The team provided 581 face to face contacts with clients in the reporting period. This involved work in partnership with the social workers or in the provision of community based support to clients independent of the social workers.
- 1380 significant telephone contacts were made by the team members to clients.
- Clients supported by a social worker and a bilingual community worker self reported a high degree of satisfaction with the services provided by CRS, and also reported a wide range of positive outcomes/ changes in their overall wellbeing, circumstances and knowledge as a result of CRS bilingual and social work support.
- 98% of clients supported by the bilingual and social work teams who exited the service did so as a result of resolving their difficulties.

Client comments from feedback questionnaires tell a fuller story:

"I became more confident to ask for help. I am also able to help my children."

"I get support from CRS, Zeinap helps me make an appointment, and helps me with the language."

"Help with education about NZ life."

"I am getting social worker and interpreter when need it, helps me with my problems."

Qaali Mohamed – Bilingual Community Worker & Health Information Provider comments I have been working at CRS for 5 years as a Bilingual Community Worker. At the beginning of this year, I joined the CRS Health Information Provider Team. I am enjoying both of my roles, and love being able to support people in my community, and the staff at CRS. I have gained so much knowledge over the 5 years, and keep learning. My health promotion role is opening up my world, and I have met some very interesting health professionals in this role. I was a client of CRS, Shirley was my social worker. I am so happy to be able to give something back to my community and to CRS.

The team members also supported a wide range of health promotion activities over the year:

- The annual CRS Ladies' Health Day was attended by 123 women, and 27 services. 42% of the attendees were from refugee backgrounds. All participants and services present reported positive engagement with each other as a result of the support of the bilingual team members.
- 60 mothers and 37 pre-school children attended our annual Under 5's Expo, which was supported by our bilingual workers and a number of interpreters. The participants and 18 services present reported very positive experiences of the day.
- 2 of the bilingual team supported CRS' annual youth camp at Hanmer in January this year. 50 young people from 10 ethnicities participated in the 3 day camp. Feedback from the young people was positive with all indicating they would like to attend the camp again.

The bilingual community work team has continued to play a key role in the success of CRS services. Each team member has a personal refugee journey that has led them to resettle in New Zealand. Their stories of hope and recovery provide inspiration to all CRS staff and Board members, and to those accessing CRS services.

Mitra Rai – Bilingual Community Worker comments I enjoy my work and my colleagues at CRS. The CRS staff are really cooperative, helpful, understanding and supportive. The clients get good support which always helps them to go many steps ahead, with the help of CRS. I am very proud to be a bilingual community worker, and to be able to help my community.

Wubet Ahmedin – Bilingual Community Worker comments I have worked with some people from my community when they first arrived in New Zealand. Now after 6 months I see them happy and settled, loving the life they have here in NZ. This makes me happy.
This may never have happened if CRS was not available to offer them support.

Salina Dhakal – Health Information Provider & Bilingual Community Worker comments It has been three years since I started working as a Health information Provider at CRS. Initially the role is bit challenging to me because of the nature of the topics we deliver in the community. Now I am so confident to deliver the topics. I have also seen huge differences in people lives and wellbeing due to these awareness campaigns. I am also working as bilingual community worker since last year. I feel so privileged to work with my community through CRS.
In addition, the support and concerns from CRS' staff were so overwhelming during the Nepal Earthquake 2015. Participation in the candle light vigil, helping with the relief fund by selling beanies donated by Home and Family, and contacting and communicating with affected clients were some of the incredible support offered by CRS for the Nepalese/ Bhutanese community.
I am looking forward to working with CRS and CRS people in coming years too.
Have a great year!

Zeinap Hussein - Bilingual Community Worker, Partnership Community Worker & Health Information Provider comments It has been 4 years since I started to work at CRS, and there are so many issues to deal with to support our clients because of my different roles.
My aim is to support our clients, and other NGO ask me sometimes help to achieve success. I get satisfaction in my work and I am very happy when my clients are happy too.
I am proud that my work for CRS contributes to the wellbeing of our different communities.



Social Work



CRS continues to deliver on several specialised social work contracts: Family Centred Family Violence and Young People at Risk (both with the Ministry of Social Development), Refugee Mental Health (Canterbury District Health Board), and more recently, our new contract with the NZ Red Cross, supporting people from CALD communities around the impacts of the Canterbury earthquakes. We are also grateful to the Canterbury Community Trust for their grant to support our work with earthquake impacted community members.

CRS social workers are all registered and full members of the ANZASW. Gail Moore, Denise Huisman, and Melissa Sheehan work in the social work team full time, as does Maryanne Cosgrove, our social work assistant. Jo Fasheun combines her 5 hours per week social work time with her health promotion team leader role. CRS is a member agency of the Canterbury Youth Workers' Collective, with Jo and Denise having individual membership.

In spite of Christchurch not resettling any quota refugees since the 2010 earthquake, CRS social work services continue to be in high demand from refugee and migrant background community members. As discussed in the previous year's annual report, analysis of our annual statistics demonstrates the ongoing demand and need for culturally relevant professional social work responses to CALD community members struggling with mental health issues, family violence, at risk children/young people and earthquake impacts in the context of settlement and acculturation processes.

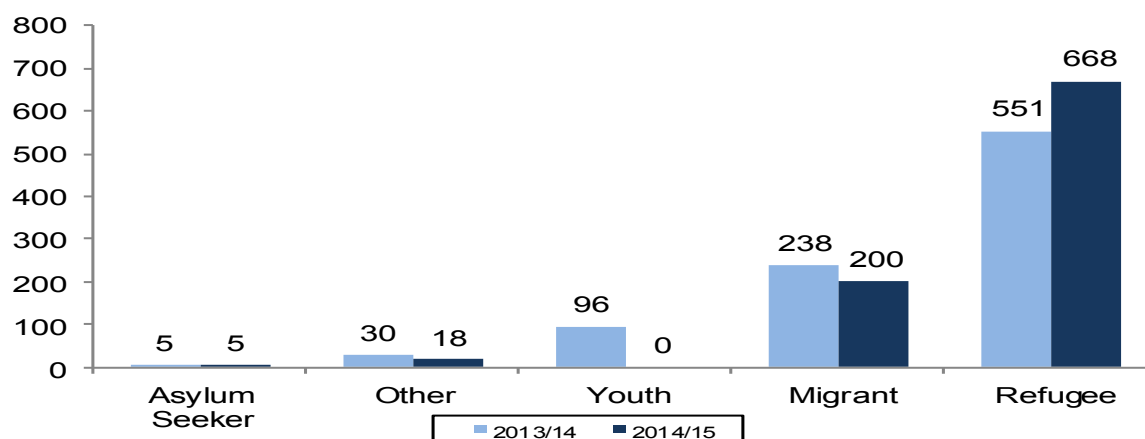


Figure 2.2: Client status 2013/14 - 2014/15

891 clients from 44 diverse ethnic backgrounds were supported across all of our social work contracts in the 2014/2015 year - 75% of these clients were from refugee backgrounds (figures 2.2 and 2.4). This is a slight decrease on the previous year's figure of 920 clients. 363 clients exited CRS in this period., the majority of whom had resolved their difficulties—this figure does not include clients who transferred to other CRS services. Client figures provided for each service area are included in this total figure.

With reference to figure 2.2, the figure for youth clients for the current year stands at nil. This is due to a change in the way we record client status with the new Paua client management system, with the inclusion of the previous youth client category in the overall refugee and migrant figures. The Paua system has vastly improved our client data and case note recording processes.

Gail Moore – Senior Social Worker comments It is always a privilege to be part of the resettlement journey of our client group; we are fortunate to be witness to their strengths and resilience and to see them develop a sense of pride as individuals and families negotiate and enhance their skills within their new environment. I was privileged to witness the process of a young man who was able to move from a fixed goal to a longer term goal to attain his ultimate objective of having a career. This young man was part of a newly resettled family, and was adamant that he did not want education or English Language, that he “just needed a job”. Several months later he had asked me to assist with his enrolment at CPIT. When I asked about his change of mind he informed me that “Education and language was very important if you want to get a good career here in New Zealand.” One of the important factors of working as a social worker within this agency is effective, meaningful engagement with clients. Working alongside people at their pace in their journey reflects for us at CRS the principles of the Treaty of Waitangi - Participation Protection and Partnership – when we work to these principles, we are assured of supporting clients to achieve many positive outcomes. Even if the support provided to clients is brief, the priority continues to be around ensuring the client feels valued, respected and heard. An example of short term intervention is that of a woman who had been in New Zealand with her husband and child for a number of years. She was seeking information for separating from her husband. When I met with her, she was concerned around the process of divorce, and was fearful that she would have to leave her child with her husband. I supported her to have a consultation with Community Law, where she was able to ask all her questions around divorce, parenting orders, and communal property. At the end of this visit, she told me that ... “I was in darkness and now I feel I can see a light”. She was able to progress with her future needs, and disengaged with the service. I would like to acknowledge the work of the Bilingual Community Workers and their assistance and support around providing a bridge between CRS and their communities. They are able to explain and support clients when they need assistance and reduce the barriers around individuals and families asking for help. One of our bilingual workers supported both me and a client who was having difficulties around parenting, through providing liaison and interpreting for both me and the mum. This removed the barriers the woman was experiencing with regard to engaging with the services required to resolve her issues. The woman was able to express the difficulties and fear she was experiencing in her engagement with these services, which enabled me to mediate between her and the services, resulting in positive outcomes for herself and her child. The bilingual worker was an essential part of these interactions. Another joy of this work is around clients who have been discharged from CRS who often phone and to tell us about positive events that have impacted on their lives since disengaging with the service. They also support others to seek assistance by bringing them into the office and introducing them to our service.

Activity for each social work contract is outlined below.

Mental Health

Over the past financial year, 66 refugee background clients were supported under our CDHB mental health contract, 63% of whom were female clients. Averages of 24 clients were supported each month, and 32 clients continued to receive support at the end of June.

As in any cultural group, there is a high level of stigma associated with mental health issues in refugee background communities, which can make it difficult for people from CALD communities to disclose mental health issues and access support. Many of CRS mental health clients were referred for mental health support internally (i.e. from another CRS service area), as people developed trust in their social worker or bilingual worker and felt safe to disclose their mental health distress.

Clinical mental health support is provided within the context of support for resettlement needs and recovery from negative experiences associated with the refugee experience. Integrating the client's world view is fundamental to achieving positive mental health outcomes. Those clients requiring more specialised mental health treatment have been supported to access specialist mental health services (SMHS).

Clients have achieved positive outcomes with the social work support provided. We have received few returns on the feedback questionnaires provided to clients, nevertheless, regular reviews with clients on their progress indicates that the majority are managing and recovering well. The client comments below are examples of these positive outcomes:

"She (social worker) help me understand my feeling and get help."

"Before I was scared because of my mental things, now I know I will get better."

The social work team meets regularly with Dr Sigi Schmidt and Bishnu Pokhrel from SMHS for clinical support and psychiatric consultation around CRS mental health clients. Bishnu is the SMHS Refugee Facilitator, and CRS regularly works with him for the benefit of mutual clients.

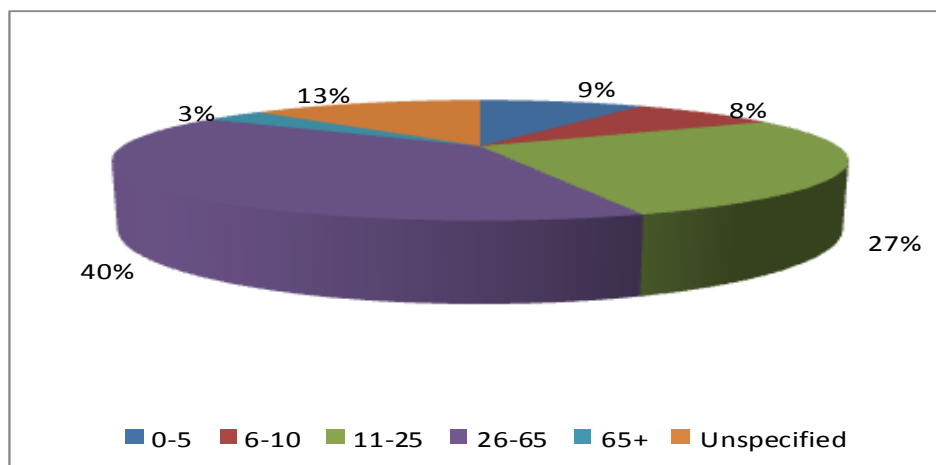
This service is supported by the health information provider peer education programme delivered at CRS by the health promotion team, funded by the Ministry of Health. Mental health is a health topic delivered each year by CRS' health information provider (HIP) team to specific refugee background communities in the mother tongue of each community. Feedback from participants of these community education sessions consistently demonstrates a growing collective awareness of a range of mental health conditions, support services available, prevention and recovery techniques, and resulting reduction in stigma around mental illness.

Participant feedback:

"My GP always asked me". "Are you depressed" but I didn't know what he means. I used to answer "no". But now I know what is depression. And I know how to get help."

"The breathing exercise was good as I get stressed a lot and it really helped."

"I was thinking becoming mentally unwell is because of evil spirit but I now know what is mental health and where to go to get support."



Note:

The large % of unspecified age value is a result of incomplete data transfer from the database to CRS' client management system

Figure 2.3: Client age groups % 2014/15

CRS has continued to support the CDHB cultural competency in mental health training to specialist mental health clinical staff and new entry nurses through co-facilitation of this training with other CDHB SMHS staff. We also deliver cultural competency training in mental health through the Mental Health Education Resource Centre.

Family Violence

We are contracted to support 28 families from refugee and migrant backgrounds under our family centred family violence contract with MSD. 40% of referrals for support around family violence originated from social workers and/or bilingual community workers supporting families under other contracts. A further 24% self referred to CRS for support. These figures demonstrate the importance of culturally relevant services and positive engagement with CALD communities and their members to enhance access to family violence services.

CRS has continued to support all families and individuals within families to develop a safety plan according to their specific needs to keep themselves and their children safe. Clients were provided with ongoing education about family violence in a New Zealand context, especially with regard to victim rights and the needs of children caught up in family violence. Families are supported to access appropriate supports to address the psychological

impacts of violence, and are also supported with their environmental and resettlement needs.

Approximately 28% of men who perpetrated violence on their families remained engaged with CRS for support. All of these men demonstrated slow progress around their own needs.

With regard to outcomes, 68% of female clients demonstrated and articulated the movement from a passive victim role, a reduction in their sense of powerlessness, and the ability to take more control over their lives – thereby enhancing the safety and well being of their children. 6% of clients were reasonably new to the service at the end of the reporting period, and the engagement process which underpins this work takes time. We continue to support these families. We believe that the 19% of the clients who had limited engagement in the support process were in the very early stages of accepting that what they were experiencing was family violence – these women understand that they can seek help from CRS in the future.

60% of client feedback questionnaires provided to client families were returned. All respondents felt that they had been listened to by their social worker. 89% of respondents indicated that they had made positive changes for themselves/families around life circumstances, knowledge and skill acquisition, behaviour and attitude, and/or well being as a result of CRS support.

One respondent indicated that they had not experienced any change.

Comments on the evaluation forms were quite diverse:

"I have got a lot of support for everything, you helped me get so many people help me."

"CRS has changed my way of living."

"....without CRS I won't be able to do anything for our lives for a normal life."

"I will be calm, talk to my daughter, to listen."

".....you guys have helped me. Before I would sit at home in bed and cry. I was so sad and I was scared. I didn't know anything."

As with Mental Health, information on family violence and healthy relationships is provided to refugee background community members in their first language by the health information provider (HIP) team each year. Police Family Violence specialists help CRS to deliver this information to the HIPs.

Participant feedback on the family violence module indicated that 95% of the participants found the information relevant and interesting. 100% of the participants indicated that they had acquired new knowledge, and 70% of these respondents indicated that they better understood the negative impacts of family violence on children. 50% expressed their surprise about the wide range of types of family violence.

Intention to change behaviour was evident with a number of participants: several parents commented that they would be changing the way they spoke to their children, as they recognised the damage that verbal abuse does to children. One young mother stated: *"I am going to learn new ways to manage my anger, so my child is safe."*

Denise Huisman – Social Worker comments The most satisfying part of my job this year has been the resolution to some long term family violence cases I have been working on for several years. Following the journey of the families, from disclosing violence, to working through their decision to leave the situation, going through the legal processes required to keep themselves and their children safe, and associated relocation/ housing issues is a long draining process for the client (and me). Once the family are settled in their new home, the new atmosphere of peace and happiness within the home is inspiring. This tension release benefits all the family members and often frees them to follow personal goals which may have been postponed for many years.

Youth at Risk

9 children and young people were supported under this contract in the reporting year. These children and young people were supported within the context of their families, who engaged well in the support process to improve the outcomes for their children.

Presenting issues were largely around ongoing impacts of family violence on these young people and/or mental health risk, either for the children or their parents. The parents of the 9 young people were all struggling with

supporting their children with their own difficulties, and CRS support was targeted at the individual needs of each family. CRS supported all of these families in collaboration with a range of other services according to client need.

We had an 80% return on our feedback questionnaire sent to clients. All the respondents indicated that they had felt listened to, and had made positive changes for themselves/families around life circumstances, knowledge and skill acquisition, behaviour and attitude, and/or well being as a result of CRS support.

Clients commented on these changes:

"A lot of things have changed for the better (my son) is good at school and home."

"I have less stress, the CRS explains the process to me and helps me get through tough situations and helps me make best decisions."

"She (social worker) helped me too much and there is lots of things have been change in a good way as soon as she started to help me." NOTE: the adjective "too" is often used by speakers of English as a second language as a descriptor for a great deal, or very. We understand the use of too in this sentence to mean "very".

"My behaviour and it's going well."

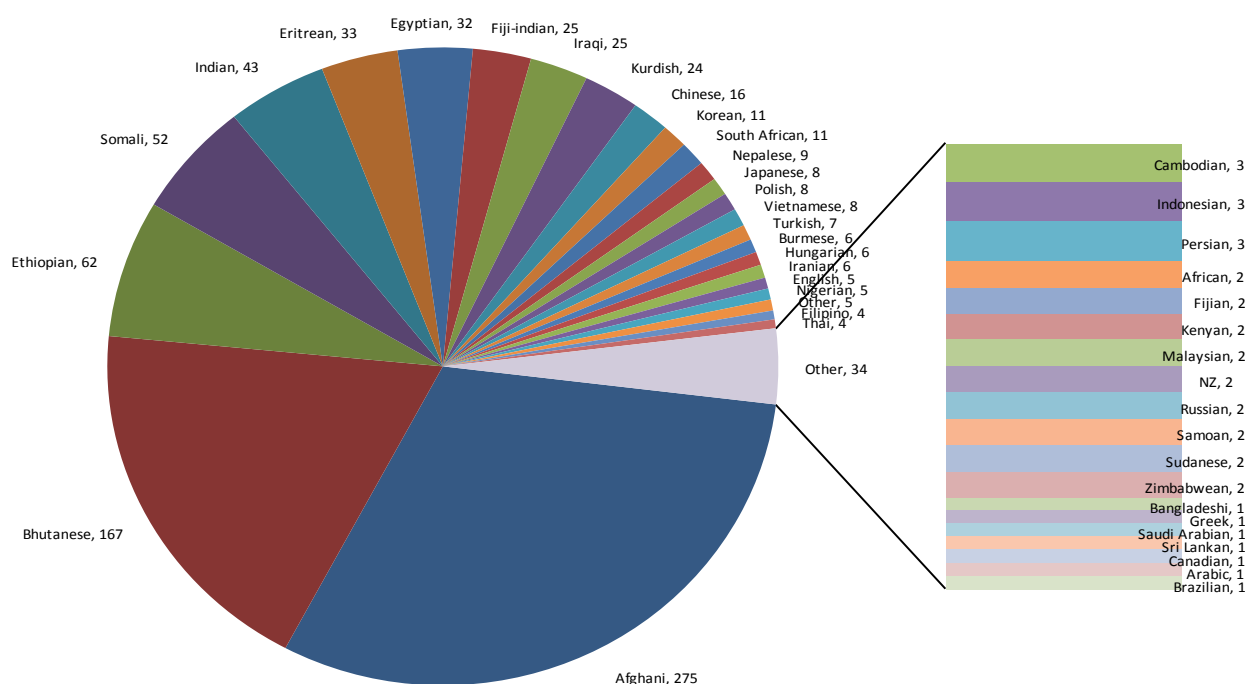


Figure 2.4: CRS Client ethnicity 2014/15

Social Work support around the impacts of the earthquakes.

Prior to 1 January 2015, CRS had been supporting CALD community members around the impacts of the earthquakes from a combination of a Canterbury Community Trust Need Help Now Fund Grant and CRS Strategic Reserve. The New Zealand Red Cross provided CRS with a 2 year funding contract from 1 January 2015, for 2 FTE positions within the social work team.

A total of 132 families and 104 individuals were supported over the year under all of these funding sources. We met the New Zealand Red Cross contract requirements for the first 6 month report within these figures. Many CALD community members continue to struggle with the impacts of the earthquakes, as evidenced by the ongoing demand for this service. The ongoing most prevalent issues causing distress and hardship to clients were:

- housing (either no housing or inadequate housing)
- overcrowding as a result of the housing shortages, and accompanying conflicts within families and family breakdown as a result

- parenting difficulties
- financial hardship
- difficulty accessing services and support
- social isolation
- increased stress, fearfulness and anxiety
- stalled resettlement/acclimatisation processes
- negative impacts on general wellbeing.

We had a 100% return rate on the client feedback questionnaire provided to clients. 94% of respondents reported that they had experienced positive changes to their circumstances, attitude, behaviour, knowledge and skill acquisition, access to services and/or general wellbeing as a result of CRS support. The majority of respondents indicated that they were “happy” now.

Quotes from the questionnaires are humbling:

“Helped me through the ups and downs.”

“You saved my life when I had gone through depression.”

“I feel better because of CRS.”

“CRS stand on my side.”

“They are always our wellwisher.”

“It was very good and change our problems we had.”

“I didn’t know about CRS before. It was only because of our interpreter....who recommended about CRS. We are extremely grateful to CRS that we are able to manage our life, and we feel comfortable too.”

“You feel good to know that I can be supported by an interpreter.”



CRS Staff Planning Day 2015

Annalisa Ridley – Social Work Student comments As part of my study towards a Social Work degree at the University of Canterbury, CRS has warmly welcomed me into the team as their latest student. While this is the final year of my studies, I realise that there is still so much to learn. This second placement has been a very eye opening experience, as the diverse range of work undertaken at CRS continues to unfold in front of me. To any future students, I would like to encourage you to use the time you have to make the most of all the professional development opportunities presented to you, as there will be many. While my time here will go by quickly, I wish all the CRS staff and their clients the very best, as they continue to work towards building strong, healthy, vibrant communities.

Melissa Sheehan – Social Worker comments I have had the pleasure to work at Christchurch Resettlement Service for 5years 9months. I was originally employed as a social worker supporting refugee quota families, and moved into a new role as an Earthquake Support Co-ordinator after the September 2010 earthquake. At the beginning of 2015, I returned to the social work team, supporting refugee and migrant background families.

I have had an amazing journey in supporting the families over the years with their individual recovery pre and post Christchurch earthquakes.

While working alongside them, I have also needed to attend to supporting families to navigate through the political changes that have impacted on them, and help them move through those changes without lasting negative impacts on their lives.

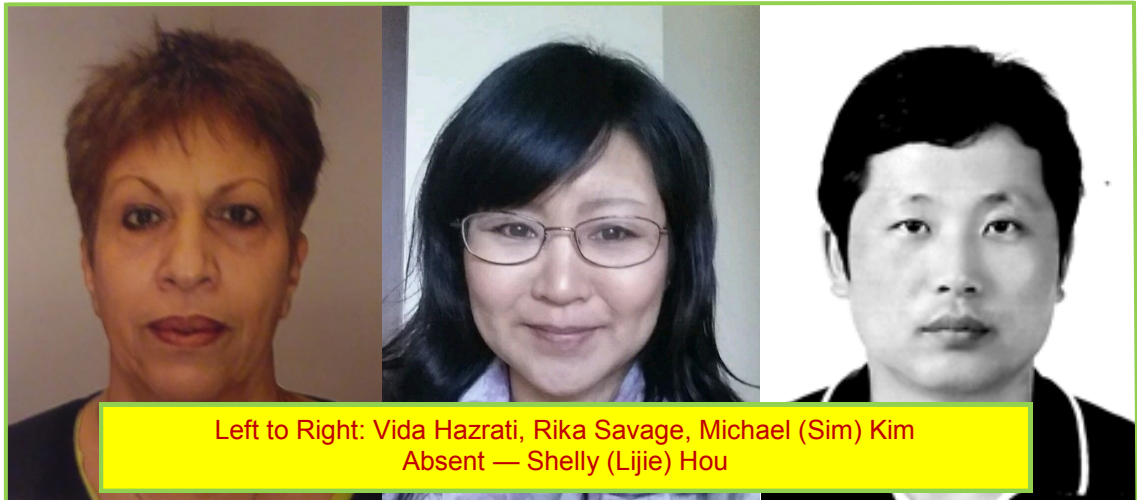
Maryanne Cosgrove - Social Work Assistant comments Supporting clients with housing issues has become a lot more challenging with the impacts from the earthquakes on rental and social housing properties. Earthquake repairs, demolitions, and rising costs of rental housing have made it increasingly difficult for people to find good quality rental housing. These issues have exacerbated the ongoing issues of language barriers and the limited numbers of larger homes that have traditionally impacted on the ability of many clients to find appropriate housing.

Although most clients affected by the housing issues are aware of less housing being available, many people continue to prefer to wait for a social housing tenancy which they explain provides them with more certainty and stability with regard to renting a home than a private rental provides. Others struggle to heat their homes, and want transfers to warmer homes. Here is to hoping that the current housing situation will improve immensely in the very near future, and that there will be an increase in warmer rentals.





Culturally & Linguistically Diverse Counselling Service



Early in 2014, we were approached by Pegasus Health (Charitable) Ltd to explore the possibility of CRS taking on the management and clinical oversight of their Culturally and Linguistically Diverse (CALD) Counselling Service. After a lengthy process of analysis and evaluation of the fit between the counselling service and current CRS core service delivery, we agreed and were delighted to be able to incorporate this service into the CRS integrated service framework.

Vida Hazrati, Shelly (Lijie) Hou, Rika Savage and Michael Kim had fee for service contracts with Pegasus, and transferred their contracts to CRS on 1 July 2014. All are New Zealand trained counsellors, and full members of their professional body, the New Zealand Association of Counsellors. They provide counselling in 5 different languages – Farsi, Mandarin, Japanese, and Korean respectively, as well as English. Vida works with refugee background people requiring counselling, and Shelly, Rika and Michael provide counselling to any migrant background people accessing the service. Interpreters are provided for any client requiring linguistic support.

Pegasus funds CRS to manage the counselling service. This has been an intensive transition process for CRS, and for the counsellors who have adapted and oriented themselves to CRS policies, procedures and protocols. Their commitment to their work and their clients is evident, and I am sure has eased them through the required changes. Processes have been developed to incorporate the counselling service into CRS' integrated service delivery model.

We have retained the office space previously leased by Pegasus at the Christchurch Migrant Centre. The majority of counselling sessions are held there, with the remaining sessions held at the CRS office in Lincoln Road.

One of the counsellors recently commented that moving the counselling service to CRS' management and clinical oversight has given her a sense of belonging, and she appreciates having a home base in and back up from CRS.

Acknowledgement goes to David (CRS Office Manager), Marita (CRS Administrator) and Gail (Senior Social Worker) for their support of this work through the financial reconciliation and reporting arising from this new contract, and for the clinical supervision and support provided by Gail. I also acknowledge the CRS team for their welcome to the counselling team to CRS.

Through CRS' agreement with the CDHB Specialist Mental Health Services (SMHS), the team has access to Psychiatric consultation where required through Dr Sigi Schmidt and liaison with the SMHS CALD facilitator Bishnu Pokhrel.

Over the financial year, the four counsellors supported 333 people from 19 ethnic backgrounds (an

average of 28 clients a month). The age demographic was:

- Under 19 years of age: 5%
- 20 to 29: 22%
- 30 to 39: 30%
- 40 to 49: 21%
- 50 to 59: 17%
- 60 years and over: 5%

73% of the counselling clients were female, and 27% were male.

Referrals were received from 16 different sources, with the majority coming from Shakti Women's Refuge (22%), followed by self referrals (20%), and 18% from General Practice.

The counsellors recorded 14 different primary diagnoses/presenting issues. Mental health issues were two times more prevalent than the second highest reported issue of family violence, and relationship issues (not family violence related) were the third most prevalent issue.

The counsellors have occasionally utilised the Kessler 10 (K10) scale with clients, and currently we only have anecdotal evidence from them regarding outcomes for clients. The K10 is an evidence based clinical psychometric tool that assesses a client's overall functioning. The counsellors are now asking all clients to complete the Pre K10 scale on entry into the counselling service and a Post K10 scale on exiting, in order to assist us with accurate data on the efficacy of the counselling service.

We look forward to the continued evolution of the counselling service.



Kowoon Byun – Earthquake Support Coordinator comments The past year has been challenging for people in Christchurch and I found that they are reaching the end of their patience. I am working with mainly migrants. Homeowners from migration and refugee backgrounds, they still have difficulties of dealing some more complex cash settlement, rebuild and repair for their earthquake damaged homes due to lack of information and miscommunication through their processes, and therefore there is a need for improved information-sharing for CALD communities. I am very pleased that I had the opportunity to be able to support the CALD communities and my own Korean society.



Earthquake Support Coordination Service



The CRS Earthquake Support Coordination Service increased to 4 FTE from 1 February 2015. This service is funded by the Ministry of Social Development, and our current contract expires on 30 June 2016. Interpreter funding is provided with the contract, as CRS Earthquake Support Coordinators (ESCs) work with householders from CALD communities.

Tyne Becker filled the ESC position left vacant by Melissa Sheehan when Melissa moved back into the social work team at the beginning of 2015. Melissa had been an ESC since the beginning of the service, and Tyne had previous ESC experience with Nga Mata Waka.

The outcome of the comprehensive review of the Canterbury wide Earthquake Support Coordination Service in 2014 was that the service would continue to the end of this current financial year. Recommendations from the review placed special emphasis on particularly vulnerable groups to ensure full coverage for those householders still struggling with temporary accommodation needs and earthquake repairs/rebuilds. The service continues to sit under the Canterbury Earthquake Temporary Accommodation Service (CETAS), and is a collaboration of NGO and Government services. The ESC service continues to support Canterbury people requiring temporary accommodation while earthquake repairs or rebuilds are undertaken on their earthquake damaged homes. The ESCs also support people to navigate systems and processes around their earthquake claims. Clients are supported to develop a recovery plan and are referred onto relevant services for their psychosocial needs.

Alastair White – Earthquake Support Coordinator comments It has been another challenging but rewarding year in the Earthquake Support Coordination Service. As Christchurch moves through its stages of recovery, so the service must adapt to each new stage. The long process of EQC under-cap repairs is nearly at an end and the focus is moving to Insurance settlements. For the people of Christchurch, this has been a period of stress, confusion and, for some, desperation. For those who do not speak English as a first language, this can be especially true. Time and again we have seen communication with those from the CALD community put into the “too hard” basket. CRS and the ESCs continue to advocate strongly for the rights of all people to give and receive information in their own language. We have been ably supported in this by our team of interpreters and with fantastic support from the CALD communities themselves. While the recovery continues to be challenging, for an increasing number it has also been a time of progress and optimism, which has given us an insight into the potential for a great new city to emerge.

Referrals for the ESC service come through the 0800 Canterbury Support Line, or through word of mouth. While caseloads have reduced in size, the complexity of the issues facing clients has increased, as we are at the hard end of the repair/rebuild processes. Client statistics and case note recording are

held on the CETAS database, and all ESC service providers forward a monthly report to the ESC Management and Governance groups.

Overall, the team members have supported a total of 242 householders, with 45% of this total resolved over the year.

The ESCs have received very positive feedback from householders they have supported:

"You have a great way of making people feel relaxed."

"We always thank you for helping us...the cash settlement from Is nearly here, it's great isn't it."

"Thank you for arranging the accommodation. We are really appreciate this place especially cold winter times."

Email to the ESC from the interpreter – *"Mrs.....thanked you VERY much for this. You don't know how grateful she is."*

"Thanks for all you have done for my family in last some years. We will remember you forever."

CRS and ESC management have continued to advocate for the right of non- English speaking background people to have interpreter provision in all of their interactions with EQC and Insurance Companies. Cultural and linguistic differences can create serious barriers for people navigating their earthquake claims, and do exacerbate the stress associated with these processes. Interpreter provision enhances communication, understanding of processes, and ultimately overall wellbeing.

We acknowledge the support of the ESC Senior Practitioners to our staff, and also the Governance and Management groups for their attention to the difficulties of the work for clients and ESCs.

The CRS ESC team are a pleasure to observe, as they untangle very complex issues and support one another in their work. Our gratitude goes to the ethnic communities who have promoted this service, and to our team of interpreters who support this work. Thanks also to iSign and Interpreting Canterbury – all of these groups are a pleasure to work with.

Asha King - Earthquake Support Coordinator comments It has been a fantastic year in so many ways, with so many challenges in this role and so many great outcomes accomplished. Looking back at back at the times gone by, I realize how much I have grown, both personally and professionally with this role. For me the most satisfying experience in this task as an ESC has been to facilitate relationship building with people from diverse cultures and ages; whether they are the counterparts from other agencies, members of the community or colleagues.

The primary assignment of an ESC is to ensure that every individual and every family affected by earthquakes can have support to plan their recovery and be connected with services and information they may require. We achieve this through assessment of each individual householder, and I am proud to say there have some really amazing results accomplished.

With the professional coaching/ training from senior practitioners at CETAS, the bi-lingual support workers provided by CRS and, the most significant of all is the support offered to all staff at CRS is our fantastic GM Shirley Wright, which makes CRS a wonderful place to work at. Thank you!

Tyne Becker – Earthquake Support Coordinator comments Working within the Earthquake Support Coordination Service over the past 3 years has been an everchanging, challenging, but most importantly, amazingly satisfying journey for me! This year i have had the pleasure of joining the CRS Team, and after only 6 months, my knowledge of refugee and migrant background people has grown immensely.

I've found that over the past 12 months our client base has diversified to include less typically vulnerable people, and more of those that have just become engaged in complex and technically challenging situations. I feel it is a real gift to be part of an organisation that allows people to access important information in their own language, as well as being engaged with coordinators who work alongside them in a way that respects and celebrates their culture.



Health Promotion



Left to right: Jo Fasheun (HP Team Leader), Lisa Logan (HIP Team Leader)

The Ministry of Health funds the CRS health promotion team, while Pegasus Health (Charitable) Ltd funds the majority of activities and programmes facilitated by the team. Up to 50% of the funding for the Ladies Swimming Programme is funded by the Christchurch City Council, and the remainder is funded by Pegasus and participant contributions.

The objective of the Ministry of Health contract is to improve the overall health status of refugee background communities living in Christchurch. Pegasus funding enables us to include migrant background community members in the majority of the programmes.

The principles of the Ottawa Charter support a multi-layered approach to health promotion, and guide all health promotion activities at CRS. Programmes to enhance and enable participation in meaningful healthy activities by CALD community members are provided alongside the Health Information Provider peer education programme. CRS also provides a number of activities that support the re-orientation of health and other services to provide culturally responsive services that are accessible to refugee and migrant background communities.

Jo Fasheun and Lisa Logan continue to provide leadership to the health promotion and health education provider teams respectively.

Jo Fasheun – Health Promotion Team Leader & Social Worker comments This year like any of the 11 years I have been at CRS has been filled with new adventures, balancing of two roles, and even some eye opening new learnings.

As Health Promotion Team Leader, I organise activities and ensure that CRS has continued providing CRS' ongoing health promotion programmes such as Swimming and Exercise classes for woman, 50+ outings, along with our big events like Under 5's Expo, Ladies Health Day, the annual Youth Camp, and Youth Holiday activities. One of my joys of the year has been continuing to develop our Young Mothers Coffee group on a fortnightly basis. This is a great opportunity for young mothers to get together, to share stories, and give and receive support and feel accepted.

Part of my role is to supervise and support CRS' Partnership Community Workers - this is something I really enjoy as all three of these awesome workers teach me a lot along the way as well.

I also work 5 hours as part of the Social Work team which keeps me connected to the CRS social work programme. I love working with some amazing young people. My passion is still very much for and with our young people, so I am pleased to continue to walk alongside them, and I learn from them so much each day. This past year has been hard time for many people, yet I know we gain strength from all our experiences, which can help to build better paths for everyone's future steps. I continue to believe that I am one of the luckiest people to have a career like mine.

The following is an overview of the work of the CRS health promotion team over the 2014/2015 year:

Health Information Providers (HIPs)

CRS employs 9 people from refugee backgrounds in the HIP team, who deliver the health topics to the Somali, Afghani, Ethiopian, Eritrean, and Bhutanese communities. All of the HIPs are fluent in English and in their mother tongue.

Health topics are developed and delivered to the HIPs by their team leader and the relevant CRS staff member and/or health specialist according to the health topic being delivered. The HIPs then deliver the information to small groups in their communities in the first language.

Topics delivered over the reporting year were Infectious Diseases, Family Violence, Dental Health, Mental Health and Stigma, Diabetes, and Stroke/Heart Health. Across the 5 ethnic groups participating in the peer education programme, an average of 180 people participated in each health topic seminar, and a total of 283 sessions were provided to small groups of community members for the 6 topics. The small groups allow for robust discussion on each topic and feedback from the HIPs on all of the topics indicate that these discussions are very lively as participants have the opportunity to ask questions, clarify any issues, and discuss the differing cultural approaches to these health issues.

Feedback is collected from the participants who report that all of the topics are relevant to them.

Participant comments have been overwhelmingly positive for all of the topics. Feedback over time on the family violence and mental health modules (which are delivered on an annual basis) has demonstrated a growing acceptance that these topics must be acknowledged and understood in order for people to seek help. It is a privilege to read this feedback, which is honest and quite raw.

For all topics delivered, participants have not only demonstrated an increased understanding of the topic, but also an indication of an intention to change behaviours that negatively impact on the health of the participants and their families. Participant quotes regarding the family violence topic illustrate this feedback:

"I like the way we can talk about this together in our community, we can't usually do this, thank you."

"This is great, we learn in Somali language, this is important."

"This is the most useful thing I have learned – I want to respect my wife."



Partnership Community Workers (PCW)

The CRS Partnership Community Work team members are part of a Christchurch wide health initiative funded by Pegasus Health (Charitable) Ltd. PCWs are employed by a wide range of community organisations to support people from marginalised populations to access primary health care through addressing the barriers to access. The ultimate goal is self-sufficiency.

Galawezh Noori, Tula Ram Chhetri and Zeinap Hussein hold these part time positions at CRS, and support CALD community members in their health needs. The main barriers to accessing primary health care for culturally and linguistically diverse community members are language, cultural understanding, transport, cost and stigma/shame. The CRS PCW team have supported an average of 50 clients a month over the reporting year.

Tula Ram Chhetri – Partnership Community Worker comments There are a number of challenges facing refugees when they enter New Zealand, such as education, health and cultural integration. CRS supports resettling people with these and other resettlement issues. My role as a Partnership Community Worker (**PCW**) also assists clients to attend resettle through support to attend appointments, support to other needs that are impacting on their health such as housing, benefits, budgeting social support and link them with other community support services.

Outlining the personal experiences of refugee background people as they established themselves in a new culture I am there to provide them with information and resources about what supports are available in the community. Working under a strong bond of CRS social workers, team leader & line manager together with the Pegasus Health, I believe that I have enough analytic skills, organizational abilities, and creativity in tackling problems with the clients that is developed from various connecting agencies.

Finally, I am glad that **Christchurch Resettlement Services** is a place where I can easily reach to diverse communities including people from Bhutanese, Nepalese, Afghani or other refugee clients who are in the need of my services.

Population based activities

CRS Bilingual Community Workers and contract interpreters supported all of the activities outlined below.

- Pre-School Children

CRS has provided 24 sessions of the **Young Mothers' Group** for young women with babies and toddlers. An average of 5 mothers attended each session, with 9 different people participating. The group meets in each other's homes.

The women report that they feel more socially connected with other young mothers, and are able to share parenting concerns and wisdom with one another. The group support one another with appropriate behaviour management strategies, with the support of the Health Promotion Team Leader. The women also express their appreciation for the opportunity to practice their English with one another, as they have limited opportunities outside of this group.

- Young people

The annual CRS **Youth Camp** was held at Hanmer Springs Forest Camp in January 2015. This is largely funded by Pegasus and with small contributions from the participants.

50 young participated in the 3 day camp, with 28 females and 22 males from 10 ethnicities participating. This year, 7 pre-school children attended the camp with their mothers, enabling their mothers to participate. Apart from a few negative comments about the food provided on the camp, feedback was very positive:

"I like that the children got to come as it made it more relaxing and enjoyable."

"The best thing was the group activities."

"Swimming in the hot pools."

"Team building."

"Knowing about different cultures."

"Late nights!"

We also held 2 **school holiday activities** over the year. Our Youth Reference Group has gone into abeyance at present; we hope to reignite interest in this group over the coming year.

- Women

The Pegasus funded **Ladies Exercise to Music** Classes continued through the school year. 86 different individuals attended the Ladies' exercise programme over 67 sessions, with a total of 1064 attendances. 9 ethnicities were represented, and ages ranged from mid - thirties to over 70years of age.

The women are committed to attending the exercise programme, as evidenced by the numbers attending. Formal feedback has been obtained from a number of women from different ethnicities. Feedback is always positive:

"It is helpful for my health. I learned how to relax myself."

"Really helpful for me, I feel happy, fit and strong."

"I learn exercise, I can do the exercise that I learned of the exercise class. I enjoy doing it."

"What I learned, I do at home with my daughter, we enjoyed it."

Our grateful thanks to Sarah Faith, the instructor, Combined Shuttles and NZ Red Cross for the transport, and for the volunteers who also helped the women travel to the classes.

The Christchurch City Council and Pegasus funding enabled us to continue the **Ladies Swimming** programme held on Saturdays at AquaGym during the school year. Falis Jama supports this programme in her role of health promotion community worker. 36 sessions were provided over the year, with 2 weekly sessions in the summer terms, and 1 session over winter.

251 individuals participated over the year, with a total of 451 attendances. 19 ethnicities were represented, with the majority of participants being Afghani. Ages ranged from 6 months of age to 72 years. The majority of participants were aged between 11 and 24 years of age. 44 children up to 10 years of age participated – this is positive as the children are enjoying time and exercise with their mothers, and learning about water safety.

As mentioned, we have utilised a small amount of the bequest from Mr DH Inch for 2 swim tutors. This is very popular, with women and children all being supported to learn basic swimming skills. Both formal and informal feedback has been obtained from the women on an ongoing basis, and is consistent and positive:

100% of the participants continue to feedback that they really enjoy the programme, and the company of other women. Many of the women describe the programme as a lot of fun, and report increased confidence in the water, and all participants report increased water safety skills and basic swimming skills. We have been able to connect a number of our mental health clients to the programme, these women have attended on a consistent basis. Many of the women report an enhanced sense of well being as a result of attending the programme – they report that they feel very relaxed after the swimming session. Many also report a reduction in somatic complaints for a day or two after the sessions. A number of the women report that they appreciate the time for themselves and their children in a safe environment.

A number of women have also graduated from the learner pool to the lap pool as their confidence increases. We observe the joy and laughter of the women and their children at these sessions, and participant comments are encouraging:

"It is helpful for me because I can swim and safe in secret place."

"I want to come swimming every day."

"Would like extra day for this."

"I enjoy because I learning swimming with my family."

The annual **Ladies Health Day** funded by Pegasus was held in November 2014. 123 women attended this event. Ages ranged from 16 years to 78 years of age. 15 pre-school children also attended with their mothers, with child-care provided by CRS staff. 19 ethnicities were represented at the event.

27 services represented at the event provided displays about their services and workshops were also provided for each language group. Health, adult education and pre-school education providers supported the event, and Plains FM was also present recording the experiences of the women.

Quotes from service representatives were positive:

"Very important to continue this type of event", "Great atmosphere", "very valuable", "very well organised", "thank you, want to be involved next year".

All of the participants indicated that they had learned new health information, and enjoyed the workshops. 50% especially indicated that they learned a lot from the mental health workshop, and learning strategies to manage low mood was very helpful for them. All of the women appreciated the cultural sensitivity evident at the event, i.e. appropriate food, prayer space, and linguistic support.

Participant quotes were positive:

"Good for helping our family if a mental health problem."

"I enjoyed everything, very good for women."

"For young women like my daughter, learn about women's health. I teach my daughter to know these things, very good."

"On the day I was fasting – not able to eat meat, but you gave vegetarian so I could eat, thank you."

"Exercises were good – haven't done this before."

The annual **Under 5's Expo** (Pegasus funded) was also well attended by 60 parents and 37 pre-school children who were cared for by CRS' child care Workers. Ages ranged from 16 to 45 years of age, and 19 ethnicities were represented.

18 services provided information about their services for families, and 3 workshops were provided – The value of Early Childhood Education, CPR/First Aid, and Yoga. All service providers were happy with the day, and participant feedback was again highly positive. 100% of respondents indicated that they had learned many new things, and that they enjoyed everything about the event. Learning about services and organisations that can help new mothers was a predominant theme in the feedback.

Participant comments:

"There is help everywhere if you need one."

"Thank you for this nice event."

"Very lovely and well organised event. Nice for mothers to be able to gather and meet each other."

"Lovely to meet new people, get help from Red Cross. Thanks for your time."

CRS continues to provide occasional outings for the **50 Plus Group**. 2 outings were provided over the year.

In September 2014, 18 refugee background people attended the Aged Concern Positive Ageing Expo at Papanui High School from 9.30 am to 2pm. Participants were supported with transport and interpreters, and contributed their own food to a shared lunch. All participants were amazed at the number of support services and activities available for older people.

In February of this year, 16 refugee background women aged between 20 and 65 years of age participated in an outing and picnic at New Brighton Beach and Pier. Several young women attended with their mothers. Two pre-school children also attended, and 3 ethnicities were represented. The majority of the attendees had not been to the Pier or the beach before, and all enjoyed the weather the venue, and the shared lunch.

Comments were positive:

"Nice to walk on the pier and the beach."

"Never been here before, it very nice."

"Very nice, beautiful day."

"Would love to go swimming in Hanmer."

Enhancing cultural responsiveness of health and other service providers

All CRS staff members contribute to this activity, through providing training, and/or consultation and advice to other services, and through membership of a wide range of groups with a focus on the provision of information on cultural competency in service delivery. CRS also works collaboratively with our settlement sector colleagues to enhance cultural responsiveness in mainstream services.

A wide range of health and other service providers have interfaced with CRS staff and clients/service users over the year, across all of our service areas. All of these occasions have provided opportunities for CRS to influence improved access and engagement between services and CALD communities.

Lisa Logan – Health Information Provider Team Leader comments We farewelled two very special HIPs this year – Rahimo Ali, who supported the Somali community in her role as HIP for 8 ½ years! Her son Abdi Mohamed was with us for just one year but what a positive impact he had on the HIP team and members of his community. Thank you both for your dedication and enthusiasm to your role, we wish you well as you reunite with family in Australia.

We welcomed Qaali and Marian in early 2015, two very special Somali women who have seamlessly joined the team, and bring vast experience, knowledge and compassion to the HIP mahi.

I am continually blown-away with the feedback we are getting from the HIPs – over the years, with repeated discussions on health topics (especially the sensitive Family Violence and Mental Health topics), community members have continued to build on their health promotion knowledge, resulting in action to change their and their family members' health and wellbeing for the better. They are more likely to reach out for help and to openly discuss their experiences with others, which in turn inspires positive change.

Thanks again to the wonderful HIP team

Falis Jama – Health Promotion Community Worker comments I help with the Ladies' Swimming and Exercise classes. I like doing these things because I enjoy seeing the women talking together and exercising – they are so happy to be together. I have fun too, and I love my job.



CRS Under 5's Expo 2015



CRS Ladies Health Day 2014



Childcare Service, Bilingual Tutor Living Well in Christchurch (LWIC)



Left to right: Lauren Cordy (Senior Childcare Support Worker),
Hanifa Mohammadi (Childcare Support Worker)

English Language Partners (ELP) and CRS have a long standing Memorandum of Understanding around the provision of the Living Well in Christchurch (LWIC) programme. LWIC is an English language literacy programme for refugee and migrant background learners who have limited education and literacy in their mother tongue.

CRS provides two childcare support workers and one bilingual tutor. The provision of childcare support enables mothers with pre-school children to attend the programme. English language Partners provides the tutors, bilingual staff and all other resources.

The Canterbury Community Trust funds the childcare support workers, and the New Zealand Lottery Grants Board funds the bilingual tutor position. Lauren Cordy and Hanifa Mohammadi have continued to provide a stimulating play and learning environment for the children, which allows the mothers of the children to learn with minimal distraction. The childcare support workers are guided by the principles embedded in Te Whariki, the New Zealand early childhood education curriculum. Due to Ministry of Education legislative restrictions, the children are cared for in the same learning area as their mothers, who maintain ultimate responsibility for their children.

Where possible, the children participate in activities which follow the same themes as the learning topics of their mothers – this enables the development of language around these themes, and the learning is able to continue beyond the classroom.

13 children attended the childcare support service over the reporting year. Ages of the children ranged from 1 year to 4 years of age. The 7 boys and 6 girls were from the Afghani, Somali, Bhutanese, Ethiopian, and Iranian communities.

Galawezh Noori has held the Bilingual Tutor position for the past 13 years. She works alongside the tutors and students in the delivery of the programme. ELP employs bilingual tutors/assistants for other language groups also, ensuring effective communication between the tutors and the learners.

LWIC provides an excellent, quality learning experience for the learners, and all students are progressing well. The side benefit of social interaction and connection is another positive aspect of the programme. Other linkages to CRS activities also enhance social connection and literacy - many of the women attending LWIC also participate in the CRS Ladies Exercise to Music programme, and CRS provides health talks to the learners in line with the Health Information Provider health topics. The learners are also encouraged to participate in CRS' Ladies' Health Day and Under 5's Expo. ELP also refers learners to CRS for other supports where required.

The collaboration between CRS and ELP is enhanced by the commitment of Joan Boyer and Gill Taylor (ELP) to working in partnership with CRS to achieve positive outcomes for all participating in the LWIC programme. I look forward to another productive year with you all.

Lauren Cordy – Senior Childcare Support Worker – Living Well in Christchurch comments I feel blessed to be able to share in the lives of the children at the Living Well in Christchurch childcare service. I learn many things from the children on a daily basis. It has been a privilege to watch them grow and develop into wonderful children and see them progress on to kindergarten and school. A highlight for us all was a trip to the Central Library, where I watched their world open up. Membership had been pre-arranged, and the children's mothers were given a library card which enabled the children to choose some books to take home. This was an exciting opportunity for them to share their learning and development at home with other family members. The smiles on the children's faces as they left the library, laden with books, was priceless.

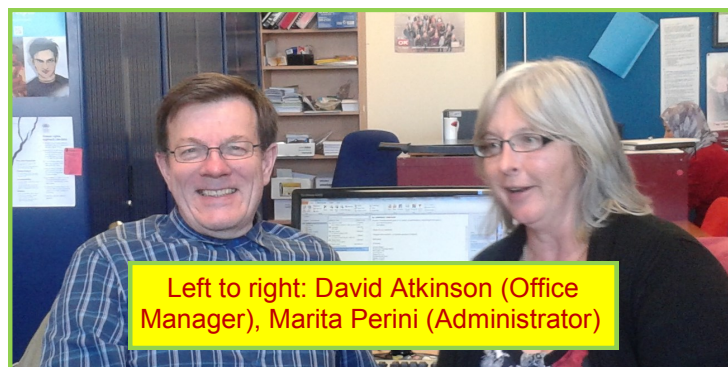
Hanifa Mohammadi (Bilingual Community Worker and Childcare Support Worker at LWIC) comments It was really lovely to work with the children at LWIC, because they are such good children, and my colleagues at LWIC are kind. It is so good for my community that ladies can learn English and have their children supported as well. I like my bilingual community work as well for the same reasons.



Mother & Child at CRS Under 5's Expo 2015



Administration & Accounts



David and Marita both provide administrative support to the CRS Board, Manager, and staff.

David's specific duties are to manage the financial administration of the organisation, provide support to staff and the agency around CRS' IT systems, and to greet clients and visitors to CRS. Marita's specific duties are payroll processing, maintenance of staff personnel files, and supervision of and processing data from CRS' client management system.

I have appreciated the accuracy of the statistical and financial information provided by Marita and David to support the funding applications and accountability reporting that I process throughout the year.

The new Paua client management system has streamlined client data and case note recording. Marita has supported staff to learn this new system, which provides CRS with accurate and relevant data.

I take this opportunity to thank Tesfaye Tesfaye who provides CRS and our neighbouring tenants with a high quality cleaning service. Tesfaye has provided his cleaning services since we moved to Lincoln Road over 8 years ago, and I believe that he has been present on every one of his duty days. Thank you Tesfaye.

Marita Perini – Administrator comments Another year has gone - work has been very busy. The most notable was implementing a new client management system – Paua. This has since worked out great for all involved - Admin and Social Workers using it.... so it's made for an interesting but full year. Thanks heaps to all my colleagues for all their support.

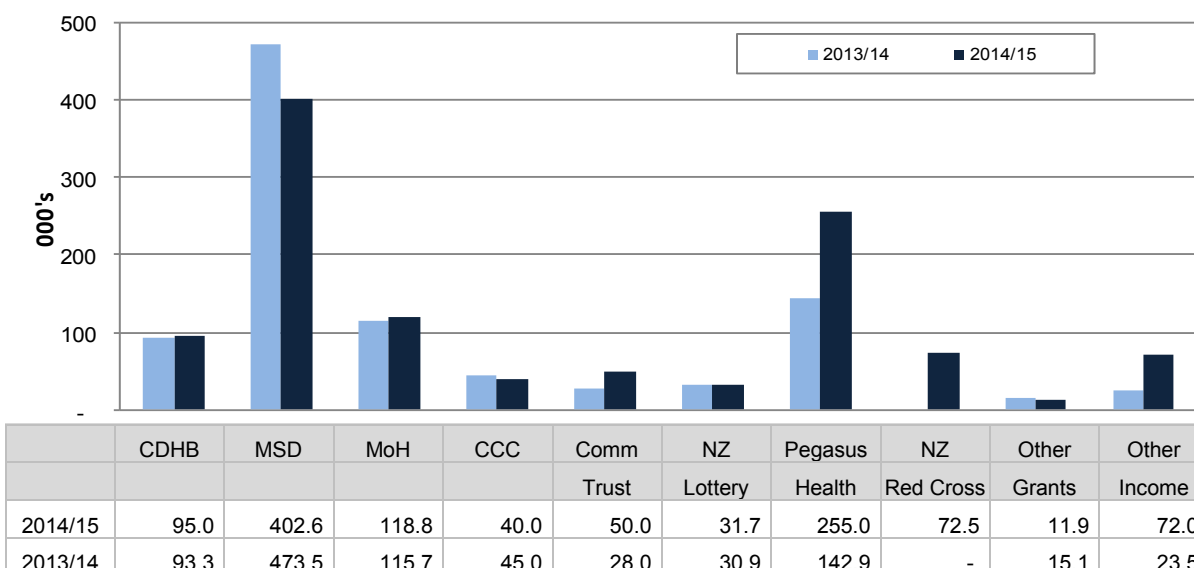


Figure 3.1: CRS funding 2013/14 - 2014/15



Key Relationships

CRS has formal relationships with the following services:

- A Memorandum of Understanding with English Language Partners around the provision of the Living Well in Christchurch programme
- Staff membership of Aotearoa/ New Zealand Association of Social Workers, and Social Work Registration
- Agency and staff membership of Canterbury Youth Worker's Collective

CRS has informal links and membership with the following groups:

- Linkages with Tangata Whenua through the generous support of Sally Pitama (Ngai Tahu) to CRS
- Canterbury Refugee Council
- Christchurch Multi-Cultural Council
- Migrant community networks
- A wide range of settlement sector service providers
- Membership of the Strengthening Families Local Management group and the Right Service Right Time Governance Group to provide advice and information around the needs of culturally and linguistically diverse families in relevant processes
- Membership of the Christchurch Children's Team Governance and Advisory Groups
- Participant in the Ministry of Education quarterly Cross-Sector Forum—aimed at increasing the achievement levels of very student in New Zealand from early childhood to tertiary education.
- CALD (Culturally and Linguistically Diverse) Advisory Committee for CDHB Specialist Mental Health Services
- Ministry of Social Development/Work and Income network with sector providers
- Canterbury Family Violence Prevention Collaborative
- Representation on the Canterbury Elder Care Forum, and the Refugee and Migrant Elder Care Forum
- Member agency of the Refugee and Migrant Health Network
- Canterbury Social Service Providers Association
- Member agency of the CDHB sponsored NGO Mental Health Providers Forum
- Community Languages Information Network Group (CLING)
- Earthquake Support Coordination Service Managers' Group
- CRS is a regular participant of the Interagency Network for Refugees and Migrants (INFoRM).



Looking Forward to 2015/16

Maintenance and development

- An ongoing commitment to professional, culturally responsive practice informed by best practice principles and robust agency policies and procedures
- Continually providing an integrated response to refugee and migrant communities at inter and intra agency levels, through sourcing available relevant funding
- Reflective practices at all areas of service delivery
- Monitoring demand on service provision, and social work waiting lists
- Contributing to the development of the Christchurch Children's Team
- The reigniting of the Refugee and Migrant Youth Reference Group
- Continuing to provide responsive services to support the earthquake recovery needs of the CRS client group
- Continuing to collaborate across service sectors and support groups to aid the recovery of Christchurch
- Consolidating positive relationships with other service providers and forming new relationships
- Nurturing our relationships with refugee and migrant communities, families and individuals
- Continuing to follow good employment practices and provide a safe working environment for all staff
- The continued development of the CRS website



Thanks

Funders

We acknowledge the following funding organisations and agencies.

- Canterbury Community Trust
- Canterbury District Health Board
- Child Youth & Family—now MSD Community Investment
- Christchurch City Council
- COGS
- Family & Community Services—now MSD Community Investment
- Ministry of Health
- NZ Lottery Grants Board
- NZ Red Cross
- Pegasus Health (Charitable) Ltd
- Quakers
- Riccarton Youth Trust
- The Southern Trust
- The Board acknowledges the very generous bequest donation to CRS this year from Mr DH Inch in Nelson. Mr Inch did not leave us any specific directions for the use of this money so we have been identifying a number of key projects to ensure this money is invested wisely delivering services to the community he chose to support.
- CRS thanks the private individuals who have gifted funds & resources

A big **THANKS** to all our contract managers who take an interest in the work of CRS.

THANK YOU to our settlement and social service sector colleagues who assist and support our work

The members of the Refugee and Migrant Youth Reference Group who have volunteered their time to assist and guide CRS around the youth activities provided by CRS.

Volunteers - **SPECIAL THANKS** to our volunteers who support CRS. Thank you for giving up your time, along with your kindness and commitment to positive outcomes for our client group.

Students on Placement who have challenged us to reflect on the theoretical models underpinning our work, and your contribution to the resettlement process of service users.

Interpreters who have supported the clients and staff of CRS on an as needed basis.

All of our colleagues within and beyond the settlement sector for the collaboration and support so needed in our work.

To all staff at CRS, each and every one of you for your compassion, and continuing reflection of and commitment to this work we do, and for moving with the ongoing changes in the agency over the past year.

CRS Board - Thank you all for your time and expertise, and to Sandy Brinsdon, Chair for your excellent guidance around governance.— we are sad to farewell you, but grateful for your gift of time and expertise to CRS.

To the members of the refugee and migrant communities especially those who are employed at CRS, for sharing your cultural expertise with staff from non-refugee and migrant backgrounds with patience and generosity.

Shirley Wright (MANZASW)
General Manager
September 2015



Finance Report

CRS ended the financial year with a more positive result than was originally forecast for the year ended 30 June 2015, with a surplus of \$61,746 compared to a deficit of \$843 in the previous financial year. \$46,084 of this surplus was a bequest for which the CRS Board is yet to determine a purpose.

CRS' core objectives are directed to a number of key service delivery areas for which specific funding is sought. Even though our result shows a healthier result than was forecast in the original budget, we will need to continue to search for alternative funding streams moving forward.

Our annual income was \$1,148,831, being an increase of 19% from the 2013/14 financial year.

The current surplus of \$61,746 was 74% of the income generated through CRS' investments (which has been incorporated into our strategic reserve), and a bequest from Mr DH Inch. Whilst CRS' strategic reserve now equals \$338k, there is a shortfall of \$24k for the CRS Board agreed 4 month's strategic reserve (currently standing at \$362k). The CRS Board has yet to determine a purpose for the \$46k income derived from the Mr DH Inch bequest.

Funding from government contracts provided 76% of the funding that CRS required for the provision of the current level of core service delivery. The balance of this was provided through grants from local government, a number of philanthropic organisations, the bequest, some other small donations, and income from our investments.

Total expenses for the 2014/15 financial year totalled \$1,087,085, an increase of \$118,321 (11%). CRS' principal expenses are attributed to staff wages, interpreting expenses and CALD counselling costs which totalled \$841,281 ((77% of expenses). Travel expenses—largely mileage expenses reimbursed to staff utilising their private vehicles for agency outreach work increased to \$45,039, an increase of \$550 (1%). Rent & power expenses totalled \$84,256, an increase of \$22,856 (37%). \$10,311 of this increase was for the CALD counselling room rental at the Christchurch Migrant Centre. A rent review for the CRS office is due in December with trends indicating a further increase for the 2015/16 financial year.

This year we will be carrying the sum of \$373,031 forward to the 2015/16 financial year. This is due to the timing of receipt of funds and for the provision of service delivery for which funding has been allocated for completion in the new financial year.

Whilst CRS' position is robust, this is the result of a long standing the CRS Board commitment to build up a sufficient level of reserves, held to provide a buffer against any unforeseen costs or losses of funding with the potential to affect cash flows and service provision.

Based on information known to us at this time, CRS' forecast for the 2015/16 financial year indicates that funding will allow us to maintain current levels of service provision.

David Atkinson
Office Manager
September 2015

INDEPENDENT AUDITOR'S REPORT

To the Members of Christchurch Resettlement Services Incorporated

Report on the Financial Statements

We have audited the financial statements of Christchurch Resettlement Services Incorporated, which comprise the statement of financial position as at 30 June 2015, and the statement of changes in equity, and statement of financial performance for the year then ended, and a summary of significant accounting policies and other explanatory information.

This report is made solely to the Members, as a body, in accordance with the Incorporated Societies Act 1908 and the Constitution of Christchurch Resettlement Services Incorporated. Our audit has been undertaken so that we might state to the Members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Members, as a body, for our audit work, for this report, or for the opinions we have formed.

Committee Members Responsibility for the Financial Statements

The Committee Members are responsible for the preparation and fair presentation of these financial statements in accordance with generally accepted accounting practice in New Zealand and for such internal control as the Committee Members determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing (New Zealand) and International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Other than in our capacity as auditor we have no relationship with, or interests in, Christchurch Resettlement Services Incorporated.

Opinion

In our opinion, the financial statements, present fairly, in all material respects, the financial position of Christchurch Resettlement Services Incorporated as at 30 June 2015, and its financial performance for the year then ended in accordance with generally accepted accounting practice in New Zealand.

Emphasis of Matter

In forming our opinion, we have considered the adequacy of the disclosures made in the financial statements regarding the going concern of the entity and reliance on funding. The financial statements have been prepared on a going concern basis, the validity of which depends upon future funding being available. The financial statements do not include any adjustments that would result from a failure to obtain funding. Details of the circumstances relating to this Emphasis of matter are described in Note 6 & Note 9. Our opinion is not qualified in respect of this matter.

A handwritten signature in dark ink, appearing to read 'BDO Christchurch', is written above the printed text.

BDO Christchurch
28th August 2015
Christchurch
New Zealand

Christchurch Resettlement Services Inc
Incorporated Society No : 661982
Charities Commission No : CC27162

Statement of Financial Performance for the Year Ended 30 June 2015

Income		2015	2014
		\$	\$
	(note)		
Contracts, grants and donations			
Canterbury Community Trust		50,000	28,000
Canterbury District Health Board		95,000	93,333
Christchurch City Council		40,000	45,000
COGS		5,700	2,000
Donations		2,144	1,505
Mainland Foundation		-	825
MHERC		748	-
Ministry of Health		118,763	115,703
Ministry of Social Development		402,621	473,466
New Zealand Lottery Grants Board		31,650	30,900
New Zealand Red Cross		72,500	-
Pegasus Health Charitable		254,971	142,916
Pub Charity		-	1,646
Quakers		-	200
Riccarton Youth Trust		1,204	1,434
The Southern Trust		5,000	9,000
		<u>1,080,300</u>	<u>945,929</u>
Interest received		21,295	20,613
DH Inch Bequest	5	46,084	-
Sundry income		1,151	1,379
		<u>1,148,831</u>	<u>967,921</u>
Expenditure			
Rent and power		84,256	61,400
Salaries and wages		744,224	715,905
Interpreter Expenses		20,602	37,055
CALD Counsellor Fees		76,456	-
Training/supervision		9,041	3,743
Travel expenses		45,039	44,489
Other Expenditure	2	107,467	106,171
		<u>1,087,085</u>	<u>968,764</u>
Net surplus/(deficit) for year		<u>61,746</u>	<u>- 843</u>

Christchurch Resettlement Services Inc
Incorporated Society No : 661982
Charities Commission No : CC27162

Statement of Movements in Equity For the Year Ended 30 June 2015

	2015	2014
	\$	\$
Equity at start of period	279,369	280,212
Net Surplus/(deficit) for the period	61,746	- 843
Equity at end of period	<u>341,115</u>	<u>279,369</u>

Christchurch Resettlement Services Inc
Incorporated Society No : 661982
Charities Commission No : CC27162

Statement of Financial Position as at 30 June 2015

		2015 \$	2014 \$
	(note)		
Current assets			
Cash at bank		27,536.01	88,452
On Call Savings		138,576.98	-
Short term deposits		301,138.88	332,696
Other current assets		1,134.95	1,496
Receivables	3	431,827.37	222,943
Other assets		1,227.85	5,887
		<u>901,442</u>	<u>651,474</u>
Non-current assets			
Fixed assets	7	2,499	4,308
		<u>903,942</u>	<u>655,782</u>
Total assets			
Current liabilities			
Accruals		25,297	50,941
Grants in advance	4	373,031	214,669
GST/PAYE		55,974	28,269
Sundry creditors		108,524	82,535
		<u>562,826</u>	<u>376,413</u>
Total liabilities			
Net assets	6	<u>341,115</u>	<u>279,369</u>
Equity			
Equity at start of period		279,369	280,212
Net Surplus/(deficit) for the period		61,746	- 843
		<u>341,115</u>	<u>279,369</u>
Equity at end of period			

I certify that these financial statement will be submitted to and approved by the members at a general meeting held on 23rd September 2015.

Shirley Wright
General Manager

Date 28/8/2015

Sandy Brinsdon
Chairperson

28/8/2015

Christchurch Resettlement Services Inc

Notes to the Financial Statements for the year ended 30 June 2015

Incorporated Society: 661982

Charities Commission: CC27162

Note 1 Statement of Accounting Policies

Basis of Preparation

Christchurch Resettlement Services Inc (CRS) is an incorporated society registered under the Incorporated Societies Act 1908, and is a registered charity under the Charities Act 2005. Christchurch Resettlement Services Inc registered a name change from Refugee Resettlement Support with the Ministry of Economic Development on 4 January 2006.

The financial statements have been prepared in accordance with generally accepted accounting practice in New Zealand, and on the basis of historical cost.

Differential Reporting

CRS is a qualifying entity for differential reporting exemptions on the basis of its size and that it has no public accountability. All available differential reporting exemptions allowed under the framework for differential reporting have been adopted.

Goods and Service Tax

The statement of financial performance has been prepared so that all components are stated exclusive of GST. All items in the statement of financial position are stated net of GST, with the exception of receivables and payables which include GST invoiced.

Income Recognition

Donations are recorded as income as received. Grants and contract income are recorded as income as received unless there are unfulfilled conditions attaching to the grant or contract income, in which case the amount relating to the unfulfilled conditions is recognised as a liability and released to income as the conditions are fulfilled. Interest income is accounted for as earned.

Accounts Receivable

Accounts receivable are carried at estimated realisable value.

Employee Entitlements

Employee entitlements to salaries, wages and annual leave are recognised when they accrue to employees. The liability for employee entitlements is carried at the present value of the estimated future cash outflows.

Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at call at financial institutions, other short-term highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

Grants Received in Advance

Grants or contract amounts received for a particular purpose which have not yet been fulfilled are recorded as a liability.

Fixed Assets

Fixed assets are recorded at cost less accumulated depreciation. The cost of purchased fixed assets is the value of the consideration given to acquire the assets and those costs directly attributable to bringing the asset to the location and condition necessary for its intended use. Assets are depreciated at the following rates:

Office equipment	20 - 30%
Computer equipment	33 - 40%

Liabilities

Liabilities are stated at the estimated amounts payable and include obligations that can be reliably estimated.

Changes in Accounting Policies

There have been no changes in accounting policies. All policies have been applied on the bases consistent with those used in previous years.

Note 2 Other Expenditure

	2015 \$	2014 \$
ACC levies	1,607	2,327
Advertising	1,926	846
AGM Expenses	3,515	4,354
Audit fees	2,085	2,058
Bank charges	477	692
Board Expenses	40	-
Cleaning	3,608	3,783
Depreciation	4,061	5,106
Emergency accommodation and support	161	87
Health info provider training	12,388	12,024
Health Promotion Expenses	31,578	33,258
Insurance	2,352	2,740
IT expenses	6,202	4,327
Miscellaneous	400	454
Office Furnishings & Equipment	-	93
Parking	402	441
Postage	1,099	1,053
Printing, stationery and photocopying	7,264	5,414
Professional fees	44	559
Repairs and maintenance	-	83
Resource materials	793	529
Social Work Expenses	1,374	1,495
Staff Activities	152	0
Staff catering and canteen	1,391	1,681
Subscriptions	3,146	3,332
Telephone and tolls	12,031	10,398
Youth Expenses	9,371	9,038
	<u>107,467</u>	<u>106,171</u>

Note 3 Receivables

Canterbury District Health Board	9,104	9,104
Ministry of Health	11,235	11,235
Ministry of Social Development	376,977	197,913
Pegasus Health Charitable	34,512	4,691
	<u>431,827</u>	<u>222,943</u>

Note 4 Grants in Advance

Christchurch City Council	6,000	6,000
Ministry of Health	-	1,530
Ministry of Social Development	338,031	185,099
NZ Lottery	-	-
Pegasus Health Charitable	29,000	22,040
	<u>373,031</u>	<u>214,669</u>

Note 5 DH Inch Bequest

Christchurch Resettlement Services received this bequest during the year. Due to financial reporting requirements this is required to be recorded as income in the year it is received. However, this is a one-off and the CRS board have not allocated the funds yet

Note 6 Net Assets / Strategic Reserve

A CRS Board decision has requested we maintain a 4 month operating reserve. This strategic reserve is a prudent measure to ensure the ongoing viability of the organisation.

Our current operating reserve should be \$362k, whereas this currently equals only \$338k, being a shortfall of \$24k. This value is the net assets less equipment fixed assets.

Note 7 Fixed Assets

<u>Asset Category</u>	<u>Cost</u>	<u>Dep'n for Year 14/15</u>	<u>Dep'n for Year 13/14</u>	<u>Acc. Depreciation</u>	<u>Book Value</u>
General	57,483	4,061	4,794	54,984	2,499
Health Promotion Resources	7,145	0	313	7,145	0
	11,893	0	0	11,893	0
Total	<u>76,521</u>	<u>4,061</u>	<u>5,107</u>	<u>74,022</u>	<u>2,499</u>

Note 8 Income Tax

Christchurch Resettlement Services Inc. has an exemption from Income Tax under Income Tax Act 2007 due to its charitable status under the Charities Act 2005.

Note 9 Going Concern

This financial report is prepared on the going concern basis. The validity of the going concern assumption depends on future funding being made available to CRS in the form of grants and donations. This financial report does not include any adjustments that would result from failure to obtain funding.

Note 10 Capital Commitments

There are no capital commitments (2015: Nil).

Note 11 Contingencies & Commitments

Leased Office premises continue until expiration on 13 December 2016. Current portion being \$61,599 and Non-Current portion \$28,316.

Note 12 Post Balance Date Events

There have been no events post balance date that would have a material impact on these financial statements.

Note 13 Related Parties

There are no related party disclosures (2015: Nil).