



**Christchurch
Resettlement
Services**

Annual Report 2015/16

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Board Members 2015/16

Martin Maguire (Chair)



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.

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.

Sally Carlton - *Joined CRS Board April 2016*



Sally has long been involved in the rights space, particularly refugee rights. Having lived in countries across four continents, Sally is now based in Christchurch. She works for the New Zealand Human Rights Commission and the Citizens Advice Bureau, where her role is to provide settlement support. She also hosts the human rights radio show, "Speak Up - Kōrerotia."

Wahida Zahedi - Joined CRS Board April 2016



Wahida is originally from Afghanistan, and arrived as a refugee with her family in NZ in 2004. With very minimal understanding of the new language, Wahida enrolled at Hagley Community College and studied English for two years to help improve her English. At the same time she worked as a checkout operator at Countdown and volunteered as a Youth Reference Team Member at CRS before moving to mainstream education, completing years 11, 12 and 13.

Wahida completed a Bachelor of Business at AUT - Human Resources Management and Employment Relations. She worked at Auckland Meat Processors as an HR Information Systems Developer, and as an HR coordinator at Goodson Imports before moving back to CHCH in April 2015. Wahida sees that she is fortunate in that she has lived in different cities in NZ and has travelled all around NZ, as well as to other countries like Iran, Dubai, Australia and Brunai – she has seen many different lifestyles which helps her appreciate life more as she gets to see how beautiful and great country NZ is to live in.

Resignations from CRS Board during 2015/16 Financial Year

Sandy Brinsdon (Chair) - Board Member since 2008



Sandy was on the board of CRS for many years and resigned at the Annual General meeting in 2015. Sandy's contribution to CRS was her strong interest in the refugee and migrant sector developed while a senior funder of health services, where she was specifically impressed by the work of agencies such as CRS.

Mastura Abd Rahman - Deputy Chair—Board Member since 2013



Mastura resigned from the board early in 2016 as she was moving into a new area of work and study. Mastura contributed her interests in education with culturally diverse people as well as her wide knowledge of the diverse communities served by CRS in her time with the CRS Board. Mastura holds a high regard for CRS' passion and commitment in supporting resettlement of refugee and migrant people and in its culturally responsive social work services.

Henning Borchers - Board Member since 2013



Henning resigned from the CRS Board late in 2015, as he was returning to live in Germany, his birth country. Henning's contribution to CRS was around his strong interest in human rights, especially for minority groups. Much of his career was focused on research and advocacy for and with minority groups across the world.

Christchurch Resettlement Services Inc.

Annual General Meeting

21st September 2016

1.00pm

AGENDA

1. Welcome - He mihi whakatau (Sally Pitama - Ngai Tahu)
2. Guest Speaker - Ester Vallero - Multicultural Advisor, Community Support Team, Christchurch City Council:
Topic: The Draft Multi-Cultural Strategy for Christchurch
3. Apologies and Minutes of AGM, 23 September 2015
4. Matters Arising
5. Reports
 - Service Performance and Finance
 - Chairperson
 - General Manager and Staff
6. Election of Officers for 2016/17 year
7. Appointment of Auditor for 2016/17 year
8. Any other business

The meeting will conclude with afternoon tea.

Christchurch Resettlement Services Inc
Annual General Meeting
23 September 2015

Present: Anne-Marie Reynolds (CRS member), Bishnu Pokhrel (CDHB – Specialist MH Service), Catherine Comber (CRS member), Debbie Klyushkin (Electorate Agent to Joe Hayes), Delia Richards (Christchurch Migrant Centre Trust), Ellen Zhou (MSD Community Investment), Gill Taylor (English Language Partners), Jennifer Chowanec (Wayne Frances Trust), John Peet (Network Waitangi Otautahi), Katherine Peet (Network Waitangi Otautahi), Laura Gartner (Plains FM), Lindsay Rae (NZ Red Cross), Mohamed Zareei (Waipuna Trust), Murray Jones (Dove Trust), Nancy Goh (Chinese Association), Naoki Ikeda (ChCh Migrant Centre Trust), Paul McMahon (Spredon/Healthcote Comm. Board), Penny Newcombe (CRS member), Rosemary Tredgold (Quakers), Sally Latham (DIA), Sally Pitama (Te Runanga o Ngai Tahu), Wenonah Bolton, (ChCh Migrant Centre Trust)

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

Staff: Shirley Wright (General Manager), Alastair White (Earthquake Support Coordinator), Annalisa Ridley (Social Work Student), David Atkinson (Office Manager), Denise Huisman (Social Worker), Gail Moore (Senior Social Worker), Galawezh Noori (LWIC, Bi-lingual Community Worker & Partnership Community Worker), Jo Fasheun (Health Promotion Team Leader), Kowoon Byun (Earthquake Support Coordinator), Lauren Cordy (Childcare Support Team Leader), Marita Perini (Administrator), Maryanne Cosgrove (Social Work Assistant), Melissa Sheehan (Social Worker), Qaali Mohamed (Somali Bi-lingual Community Worker), Salina Poudyal Dhakal (Nepalese Bi-lingual Community Worker), Tesfaye Tesfaye (CRS cleaner), Tula Ram Chhetri (Partnership Community Worker), Tyne Becker (Earthquake Support Coordinator), Wubet Ahmedin (Ethiopian Bi-lingual Community Worker), Zeinap Hussein (Somali Bi-lingual Community Worker, Partnership Community Worker & Health Promotion Community Worker).

Apologies: Ali Maginess (CRS Board member), Alison MacColl (Red Cross), Alison Wilkie (CRS Member), Ann O'Connor (DIA), Asha King (Earthquake Support Coordinator), Claire Phillips (CRS Member), Dr Megan Woods (MP Wigram), Gaye Pavelka (CRS member), Evelyn Nelson (CDHB Planning & Funding), Falis Jama (CRS Health Promotion), Hanifa Mohammadi (Afghani Bi-lingual Community Worker & Childcare Support Worker), Hon Anne Tolley (Minister of Social Development), Hon Clayton Cosgrove (Labour List MP), Hon Gerry Brownlee (Minister for Canterbury EQ Recovery), Hon Jo Goodhew (Minister for Comm. & Voluntary Sector), Hon Michael Woodhouse (Minister of Immigration), Hon Ruth Dyson (MP Port Hills), Jenny Jo (CRS Interpreter), Joan Boyer (English Language Partners), Laurel McDonald (The Southern Trust), Lisa Logan (CRS Health Information Provider Team Leader), Lynne Gibbons (Age Concern Canterbury), Maria Fresia (Interpreting Canterbury), Mayor Lianne Dalziel (ChCh City Council), Mitra Kumar Rai (CRS Bi-lingual Worker), Nicky Wagner (MP Christchurch Central), Penny Prescott (CYWC), Poto Williams (MP Christchurch East), Rachel Owen (Citizens Advice Bureau), Richard Simmonds (CRS member), Rose Henderson (CDHB Allied Health), Sarena McNaught (Barnardos NZ), Sgt Huata Martindale (NZ Police), Sir Mark Solomon (Te Runanga o Ngai Tahu), Sue Dewe (CRS Member), Tatjana Parson (Network Waitangi Otautahi), Valda Reveley (Presbyterian Support), Vida Hazrati (CRS Counsellor), Wayne Reid (Pegasus Health Charitable Ltd)

Apologies moved and accepted:

Moved: Mastura Abd Rahman

Seconded: Henning Borchers

Welcome: He Mihi Whakatau was provided by Sally Pitama – Ngai Tahu. Sally talked about the resilience of the South Island people and acknowledged the history of Ngai Tahu connection and acceptance of others.

Speaker: Lucy D'Aeth talked about the inclusion of CALD communities in the AllRight? Campaign, through information gained from focus groups with CALD community members.

Minutes of the last meeting: AGM minutes of 24 September 2014 were presented and accepted by the meeting.

Moved: Martin Maguire

Seconded: Raylee Kane

Matters Arising: No matters arising

Reports:

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

- Acknowledgment of the huge support from our funders
- The high commitment from staff and volunteers
- The flexibility of CRS to monitor and respond within the Strategic Plan to the needs of the CALD

communities.

General Manager: Shirley Wright summarised the Manager's Report :

- with acknowledgment of the stability of funding
- acknowledgment of CRS staff ability to be responsive and adaptable to changes
- acknowledgment of client journeys
- and a huge thank you to Sandy Brinsdon for her governance and support of CRS over the years

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

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

Moved: Lucy D'Aeth

Seconded: John Robinson

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

The finance report was moved and accepted.

Moved: Raylee Kane

Seconded: John Robinson

Board Elections for 2015/2016 year:

With the exception of the Chairperson - Sandy Brinsdon, all present board members stood for re-election. All were accepted onto the Board.

Moved: Sandy Brinsdon

Seconded: Anne-Marie Reynolds

Appointment of Auditor for 2015/2016 year:

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

Moved: Mastura Abdi Rahman

Seconded: Sandy Brinsdon

Other Business:

Kowoon Byun and Tula Ram Chhetri (CRS staff members) thanked Sandy Brinsdon for her support towards the staff and to the refugee and migrant communities in Christchurch in her role as the CRS Board Chair over a number of years.

Shirley Wright thanked Sandy Brinsdon for her commitment and leadership of the CRS Board over the last 8 years, with John Robinson supporting these comments with "she's b..... awesome"!!

The Annual General Meeting closed at 2.40 pm

Christchurch Resettlement Services, Inc.
Performance Report
For the Year Ended: 30 June 2016

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**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF
CHRISTCHURCH RESETTLEMENT SERVICES**

Report on the Performance Report

We have audited the accompanying performance report of Christchurch Resettlement Services which comprises the entity information, the statement of service performance, the statement of financial performance and statement of cash flows for the year ended 30 June 2016, the statement of financial position as at 30 June 2016, and the statement of accounting policies and other explanatory information.

The Responsibility of the Committee for the Performance Report

The Committee is responsible on behalf of the entity for:

- (a) Identifying outcomes and outputs, and quantifying the outputs to the extent practicable, that are relevant, reliable, comparable and understandable, to report in the statement of service performance;
- (b) the preparation and fair presentation of the performance report which comprises:
 - the entity information;
 - the statement of service performance; and
 - the statement of financial performance, statement of financial position, statement of cash flows, statement of accounting policies and notes to the performance reportin accordance with Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) issued in New Zealand by the New Zealand Accounting Standards Board, and
- (c) for such internal control as the Committee Members determine is necessary to enable the preparation of the performance report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the performance report based on our audit. We conducted our audit of the statement of financial performance, statement of financial position, statement of cash flows, statement of accounting policies and notes to the performance report in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)), and the audit of the entity information and statement of service performance in accordance with the International Standard on Assurance Engagements (New Zealand) ISAE (NZ) 3000 (Revised). Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the performance report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the performance report, including performing procedures to obtain evidence about and evaluating whether the reported outcomes and outputs and quantification of the outputs to the extent practicable, are relevant, reliable, comparable and understandable. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the performance report, 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 performance report 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 made by management, as well as evaluating the overall presentation of the performance report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our unmodified opinion on the entity information, statement of financial position, statement of cash flows, statement of accounting policies and notes to the performance report and our qualified audit opinion on financial performance.

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

Opinion on the Performance Report

In our opinion the performance report presents:

- (a) the reported outcomes and outputs, and quantification of the outputs to the extent practicable, in the statement of service performance are suitable;
- (b) the performance report presents fairly, in all material respects:
 - the entity information for the year then ended;
 - the service performance for the year then ended; and
 - the financial position of Christchurch Resettlement Services as at 30 June 2016, and its financial performance, and cash flows for the year then ended in accordance with Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit).

Emphasis of Matter

In forming our opinion, we have considered the adequacy of the disclosure made in note 11 of the Performance Report regarding the going concern of the Society and reliance on future funding. The financial statements do not include any adjustments that would result from a failure to obtain funding. Our opinion is not modified in respect of this matter.



BDO Christchurch
6 September 2016
Christchurch
New Zealand

Christchurch Resettlement Services, Inc.

Entity Information

“Who are we?”, “Why do we exist?”

For the Year Ended: 30 June 2016

Legal Name of Entity:	Christchurch Resettlement Services Inc.
Type of Entity & Legal Basis:	Registered Charity—CC 27162
	Incorporated Society—661982

Entity's Mission or Purpose

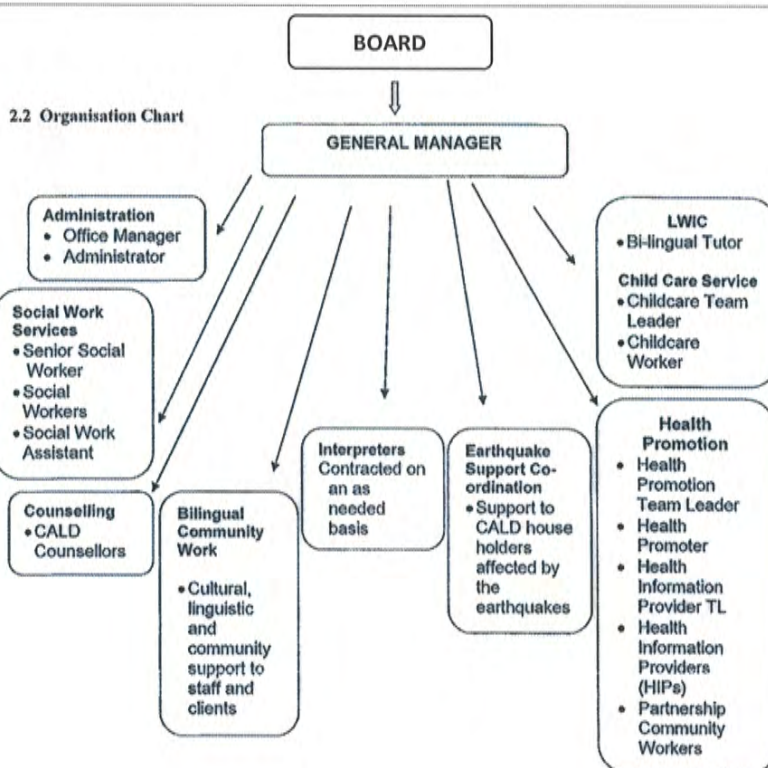
Mission Statement:

“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”.

Entity Structure:



Main Sources of Entity's Cash & Resources:

In the current financial year 74% of Christchurch Resettlement Services funding was provided through government contracts. The balance was provided through local government and philanthropic organisations, a spontaneous bequest and a number of small donations. The balance was derived from income from our own investments.

Main Methods Used by Entity to Raise Funds:

With the exception of spontaneous donations outlined above, all our funding is derived from funding contracts which are applied for based on an annual funding calendar.

Entity's Reliance on Volunteers and Donated Goods:

Christchurch Resettlement Services is reliant on volunteers in several areas of agency business:
The Governance Board

Health promotion—all events and activities with the exception of the Health Information Provider and the Partnership Community Work programmes.—for transport and support for participants at each programme.
Social Work—for task focused activities.

Christchurch Resettlement Services is not reliant on donated goods.

Contact Details

Physical Address:	Level 1 / 283 Lincoln Road, Addington, Christchurch 8024
Postal Address:	PO Box 9062, Tower Junction, Christchurch 8149
Telephone Number:	03 335 0311
Fax Number:	03 335 0312
Email Address:	admin@crs.org.nz
Website:	www.crs.org.nz
Current CRS Board of Trustees	Martin Maguire - Chairperson
	John Robinson - Deputy Chair
	Raylee Kane
	Lucy D'Aeth
	Ali Maginness
	Sally Carlton
	Wahida Zahedi
General Manager	Shirley Wright
Auditor	BDO Christchurch
Banker	Bank of New Zealand

Christchurch Resettlement Services, Inc.

Statement of Service Performance

“What did we do?”, “When did we do it?”

For the Year Ended: 30 June 2016

Description of Entity's Outcomes:

Information obtained from formal feedback questionnaires

96% of clients supported by the Bilingual Community Work team reported satisfaction with the quality of the service provided, and 96% also reported positive changes as a result of the support received from the team members.

96% of social work clients across the 4 social work contracts reported satisfaction with the service provided, and 80% reported positive changes across a range of life domains as a result of the support received from the social workers.

100% of health promotion participants reported improved health, knowledge and/or wellbeing as a result in participating in the activities/events and or programmes provided by the health promotion team.

Information obtained from anecdotal reporting

95% of householders receiving support from the earthquake support coordination team indicated satisfaction with the support received from the team members.

90% of clients supported by the CALD counselling team reported satisfaction with the service provided by the counsellors.

At the Living Well in Christchurch programme, the seven Farsi speaking learners supported by the bilingual tutor progressed well in their learning. The children supported by the childcare support workers all engaged in the stimulating programme provided for them by the childcare support workers.

Description & Quantification of the Entity's Outputs	This Year 2015/16	Last Year 2014/15
Bilingual Community Work	466 clients	
Social work—all contracts	777 clients	
Health Promotion including Partnership Community Work	440 participants/ clients	
Earthquake Support Coordinators	232 households	
Counselling	59 clients	
LWIC—Childcare	12 children	
Bilingual Tutor	7 learners	

Additional Output Measures

- Christchurch Resettlement Services enjoys a diverse workforce with staff representing 18 ethnicities with the agency having 16.30 FTE paid staff on annual contracts
- CRS employs 42 people in a range of roles across all contracts
- Service users represent 47 ethnicities
- 19 volunteers engaged in supporting CRS client group or the organisation providing an average of 15 hours volunteer time per week

Additional Information:

Christchurch Resettlement Services staff are engaged with 6 collaborative projects to advocate for the needs of people from refugee and migrant backgrounds

Christchurch Resettlement Services, Inc.

Statement of Financial Performance

“How was it funded?” & “What did it cost?”

For the Year Ended: 30 June 2016

	Note	This Year 2015/16	Last Year 2014/15
Revenue			
Donations, fundraising and other similar revenue	1.	122,320	179,778
Fees, subscriptions of other revenue from member		1,802	2,004
Revenue from providing goods or services		987,716	945,754
Interest, dividends and other revenue investment		21,034	21,295
Total Revenue		1,132,872	1,148,831
Expenses			
Volunteer and employee related costs		891,764	863,251
Costs related to providing goods or services		206,526	208,660
Grants and donations made		1,423	1,405
Other expenses		12,544	13,768
Total Expenses		1,112,257	1,087,085
Surplus/(Deficit) for the Year		20,615	61,746

Christchurch Resettlement Services, Inc.

Statement of Financial Position

“What the entity owns?” & “What the entity owes?”

For the Year Ended: 30 June 2016

	Note	This Year 2015/16	Last Year 2014/15
Current Assets			
Bank accounts & cash	3.	511,206	468,387
Debtors & Prepayments		68,167	433,055
Total Current Assets		579,374	901,442
Non-Current Assets			
Property, plant & equipment		484	2,499
Total Non-Current Assets		484	2,499
Total Assets		579,858	903,941
Liabilities			
Current Liabilities			
Creditors & accrued expenses		59,827	111,539
Employee costs payable		76,912	78,256
Unused donations & grants with conditions		81,389	373,031
Other current liabilities			0
Total Current Liabilities		218,128	562,826
Total Liabilities		218,128	562,826
Total Assets less Total Liabilities (Net Assets)		361,730	341,115
Accumulated Funds			
Accumulated surpluses or (deficits)		20,615	61,746
Reserves		341,115	279,369
Total Accumulated Funds		361,730	341,115

I certify that these financial statements will be submitted to and approved by members at a general meeting held on 21st September 2016.

Shirley Wright

General Manager

Date 06/09/2016

Martin Maguire

Chairman

Date 06/09/2016

Christchurch Resettlement Services, Inc.

Statement of Cash Flows

“How the entity has received and used cash”

For the Year Ended: 30 June 2016

	Note	This Year 2015/16	Last Year 2014/15
Cash flows from Operating Activities			
Cash was received from:			
Donations, fundraising and other similar receipts		127,747	185,562
Fees, subscriptions and other receipts from members		2,072	2,274
Receipts from providing goods or services		1,167,617	1,060,839
Interest, dividends and other investment receipts		20,020	25,954
Cash was applied to:			
Payments to suppliers		281,045	312,036
Payments to employees (payroll)		659,126	653,647
Payments to IRD		333,043	260,074
Donations or grants paid		1,423	1,405
Net Cash Flows from Operating Activities		42,820	47,468
Cash Flows from Investment/Financing Activities			
Cash was received from:			
Cash was applied to:			
Payments to acquire property, plant or equipment		0	1,725
Operating outflows			
Net Cash Flow from Investment/Financing Activities		0	-1,725
Net increase/(decrease) in cash		42,820	45,743
Opening Cash		468,386	422,644
Closing Cash		511,206	468,387
This is represented by:			
Bank Accounts & Cash		511,206	468,387

Christchurch Resettlement Services, Inc.

Statement of Accounting Policies

“How did we do our accounting?”

For the Year Ended: 30 June 2016

Basis of Preparation

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

The entity has elected to apply PBE SFR-A (NFP) Public Benefit Entity Simple Format Reporting—Accrual (Not-For-Profit) on the basis that it does not have public accountability and has a total annual expenses of equal to or less than \$2,000,000. All transactions in the Performance Report are reported using the accrual basis of accounting. The Performance Report is prepared under the assumption that the entity will continue to operate in the foreseeable future.

Goods and Service Tax

All amounts are recorded exclusive of GST, except for Debtors And Creditors which are stated inclusive of GST.

Income Tax

The entity is wholly exempt from New Zealand income tax having fully complied with all statutory conditions for these exemptions.

Bank Accounts 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 180 days or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

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.

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 during the financial year (last year-Nil). All policies have been applied on the bases consistent with those used in previous years.

Christchurch Resettlement Services, Inc.

Notes to the Performance Report

For the Year Ended: 30 June 2016

Note 1: Analysis of Revenue

Revenue Item	Analysis	This Year 2015/16 \$	Last Year 2014/15 \$
Donations and other similar revenue	Canterbury Community Trust	25,000	50,000
	Christchurch City Council	43,000	40,000
	COGS	5,000	5,700
	DH Inch Bequest	247	46,084
	Rhona Thorpe Bequest	11,302	0
	Riccarton Youth Trust	1,139	1,204
	NZ Lottery	32,400	31,650
	Southern Trust	0	5,000
	English Language Partners	2,261	0
	Refugees as Survivors NZ	1,000	0
	Neerlandia Choir	465	0
	Selwyn House School	232	0
	CCC-Mayor's Welfare Fund	143	0
	Quakers	130	0
	Sundry	0	140
	Total donations and other similar revenue	122,319	179,778
Fees, subs and revenue from members	Youth Camp Contributions	870	1,143
	Ladies Swimming Contributions	932	860
	Total fees, subs and revenue from members	1,801	2,004
Revenue from providing goods or services	Canterbury DHB	85,285	95,000
	MHERC	300	748
	Ministry of Health	117,233	118,763
	Ministry of Social Development-EQ Support	312,356	313,335
	Ministry of Social Development-	86,736	86,736
	Ministry of Social Development-CIR	1,875	2,550
	NZ Red Cross	145,000	72,500
	Office Sub Let	2,410	1,010
	Pegasus Health (Charitable)-PCW	108,360	107,835
	Pegasus Health (Charitable)-CALD Counselling	94,033	115,000
	Pegasus Health (Charitable)-Health Promotion Activities	28,722	32,136
	Pegasus Health (Charitable)-Deaf Interpreter	550	0
	Health Promotion Agency-Smokefree	4,491	0
	CERA-Bilingual Interpret	400	0
	Sundry	0	142
	Total fees, subs and revenue from members	987,751	945,753
Interest dividends and other revenue	BNZ Bank Accounts Interest	21,034	21,295
	Total interest dividends and other revenue	21,034	32,295
Total Income		1,132,872	1,148,831

Note 2: Analysis of Expenses

Expense Item	Analysis	This Year 2015/16 \$	Last Year 2014/15 \$
Volunteer/employee related costs	Wages	814,035	755,545
	ACC	1,045	1,607
	Counselling	62,022	72,511
	Interpreter Costs	9,961	20,602
	Supervision	2,333	9,712
	Training	2,366	3,274
	Total volunteer/employee related costs	891,764	863,251
Costs related to providing goods or services	Advertising	495	1,926
	Cleaning	3,608	3,608
	Electricity	5,304	4,076
	Health Information Provider	281	1,065
	Health Promotion Expenses/Activities	35,508	31,578
	Insurance	2,379	2,352
	IT Expenses	7,596	6,202
	Mileage/Travel	46,633	44,729
	Office Rent	75,709	80,181
	Parking	492	402
	Postage	1,137	1,099
	Printing, Stationery & Photocopying	7,533	7,264
	Resource Materials	691	793
	Social Work Expenses/Activities	0	130
	Staff Catering & Canteen	2,071	1,543
	Telephone Expenses	10,248	12,341
	Youth Expenses	6,841	9,371
	Total costs related to providing goods or services	206,526	208,660
Grants & donations made	Emergency Assistance	141	161
	Riccarton Youth Trust/Mayor's Welfare Fund	1,282	1,244
	Total grants & donations made	1,423	1,405
Other expenses	AGM Expenses	3,882	3,515
	Audit Expenses	2,210	2,085
	Bank Fees	328	477
	CRS Board Governance	176	40
	Depreciation	2,015	4,061
	Subscriptions/Professional Fees	3,306	3,191
	Sundry Expenses	628	399
	Total other expenses	12,544	13,768
Total Expenses		1,112,257	1,087,084

Note 3: Analysis of Assets & Liabilities

Expense Item	Analysis	This Year 2015/16 \$	Last Year 2014/15 \$
Current Assets			
Bank accounts & cash	Current Account	14,042	27,536
	Savings Account	184,138	138,577
	Term Deposits	311,566	301,139
	Cash	1056	1,108
	Parking Coupons	404	27
Total bank accounts & cash		511,206	468,387
Debtor & prepayments	Canterbury DHB	9,104	9,104
	English Language Partners	1,144	0
	Health Promotion Agency	1,291	0
	Ministry of Health	11,235	11,235
	Ministry of Social Development	0	376,977
	Pegasus Health (Charitable)	43,152	34,512
	Accrued Interest	2,242	1,228
Total debtor & prepayments		68,167	433,055
Non-Current Assets			
Property, plant & equipment		484	2,499
Total Non-Current Assets		484	2,499
Current Liabilities			
Creditors and accrual expenses	Accounts Payable	30,820	39,598
	GST Payable	8,400	55,721
	Accrual Accounts Payable	20,607	16,220
Total creditors and accrual expenses		59,827	111,539
Employee costs payable	Wages earned but not paid	11,900	6,211
	Holiday pay accruals	63,210	69,179
	ACC contributions owing	1,802	2,866
Total employee costs payable		76,912	78,256
Unused donations and grants	Christchurch City Council	6,000	6,000
	Ministry of Social Development	23,800	338,031
	Pegasus Health (Charitable)	41,657	29,000
	Riccarton Youth Trust	217	0
	Canterbury DHB	9,715	0
Total unused donations and grants		81,389	373,031

Note 4: Property, Plant & Equipment

<u>This Year 2015/16</u> <u>Asset class</u>	<u>Opening carrying</u> <u>amount</u>	<u>Purchase</u>	<u>Sales/disposals</u>	<u>Current year</u> <u>depreciation</u>	<u>Closing carrying</u> <u>amount</u>
Computers incl/ software	2,499	0	0	2,015	484
Total	2,499	0	0	2,015	484

<u>Last Year 2014/15</u> <u>Asset class</u>	<u>Opening carrying</u> <u>amount</u>	<u>Purchase</u>	<u>Sales/disposals</u>	<u>Current year</u> <u>depreciation</u>	<u>Closing carrying</u> <u>amount</u>
Computers incl/ software	4,308	2,252	0	4,061	2,499
Total	4,308	2,252	0	4,061	2,499

Significant Donated Assets Recorded—Source and Date of Valuation:

There have been no significant donated assets (2015: Nil)

Significant Donated Assets –Not Recorded

There have been no significant donated assets (2015: Nil)

Note 5: Accumulated Funds

<u>This Year 2015/16</u> <u>Description</u>	<u>Capital contrib. by</u> <u>owners/members</u>	<u>Accum. Surplus</u> <u>or deficits</u>	<u>Reserves</u>	<u>Total</u>
Opening Balance	0	0	341,115	341,115
Surplus/(Deficit)	0	20,615		20,615
Transfer to Reserves	0	-20,615	20,615	
Closing Balance	0	0	361,730	361,730

<u>Last Year 2014/15</u> <u>Description</u>	<u>Capital contrib. by</u> <u>owners/members</u>	<u>Accum. Surplus</u> <u>or deficits</u>	<u>Reserves</u>	<u>Total</u>
Opening Balance	0	0	279,369	279,369
Surplus/(Deficit)		61,746		61,746
Transfer to Reserves		61,746	61,746	
Closing Balance	0	0	341,115	341,115

Breakdown of Reserves

Name	Nature & Purpose	This Year 2015/16	Last Year 2014/15
CRS Strategic Reserve	A reserve of up to 4 months operating expenses for use by CRS Board discretion in the event of the loss of major contract with funder to ensure continuation of adequate Social work provision to CRS clients. @ YE 30/06/2016 value of 4 months operating expenses = \$371k	361,730	341,115
	Total	361,730	341,115

Note 6: Commitments & Contingencies

Commitment	Explanation & Timing	At Balance Date This Year 2015/16 \$	At Balance Date Last Year 2014/15 \$
Commitments to lease or rent assets	Leased office premises until expiration on 13/12/2016	29,331	61,599
	Photocopier rental until expiration on 11/08/2020	12,240	0

Contingencies Liabilities & Guarantees

There are no contingent liabilities or guarantees as at balance date (2015: Nil)

Notes 7 –12

Notes 7: Significant Grants & Donations which have not been recorded as a liability

There have been no significant grants or donations which have not been recorded as a liability (2015: Nil)

Note 8: Assets Held on Behalf of Others

There are no assets held on behalf of others as at balance date (2015: Nil)

Note 9: Related Party Disclosures

There were no transactions involving related parties during the financial year (2015: Nil)

Note 10: Events After the Balance Date

There were no events after the balance date that would have a material impact on the Performance Report (2015: Nil)

Note 11: Ability to Continue Operating

The financial report is prepared on a "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 12: Correction of Errors

Christchurch Resettlement Services, Inc.

Finance Report

For the Year Ended: 30 June 2016

CRS has consolidated its financial position for the year ended 30 June 2016, with a surplus of \$20,615. The previous year's surplus of 61,746 did comprise in the main of a bequest of \$46,084.

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, it is in CRS' interests to continue to search for alternative funding streams moving forward.

Our annual income of \$1,132,872, was a small reduction of 1% from the 2014/15 financial year. Whilst 56% of the current surplus of \$20,615 was income from bequests the balance was income generated through CRS' Investments. The surplus has been incorporated into the strategic reserve.

CRS' strategic reserve now stands at \$362k, although there is still a shortfall of \$9k to reach the CRS Board agreed strategic reserve of 4 month's operating costs (currently \$371k).

Funding from government contracts provided 74% 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, as well as income from CRS' investments.

Expenses for the 2015/16 financial year totalled \$1,112,257, an increase of \$25,172 (2%) from the previous year. CRS' principal expenses were attributed to staff wages, interpreting expenses and CALD counselling costs which totalled \$886,018 (80% of expenses). Travel expenses—largely mileage expenses reimbursed to staff utilising their private vehicles for agency outreach work – increased to \$46,633, an increase of \$1,904 (4%). Rent & power expenses totalled \$81,013, an reduction of \$3,444 (4%).

This year CRS will be carrying the sum of \$81,389 forward to the 2016/17 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 Board commitment to build up a sufficient level of reserves in order 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 at this time, CRS' forecast for the 2016/17 financial year indicates that funding will allow CRS to maintain current levels of service provision.

David Atkinson
Office Manager
September 2016



MARTIN MAGUIRE

CHAIRPERSON



Chairperson's Report - September 2016

There is a saying that the older you become the faster time passes by. Here we are again as an agency giving an account of ourselves to you our colleagues, funders and supporters.

We have survived another tough year. We have had tragedy and death visit us, and we have also welcomed new life. During these and other times we have had strong support from the wider community, and especially from our sister agencies. For this we thank you all.

We also need to thank those who fund us. Without our funders we would not exist as an agency, able to deliver first rate services at the level we currently do. Our funders, quite rightly, have high expectations of us as an agency. Today is an opportunity to give you an accounting of how CRS has delivered on those expectations.

CRS continues to have a positive reputation across the sector. We are identified as having a strong ethic of collaboration with other agencies, and are keen to continue this.

We have made submissions on policy at a local and national level on issues where we have identified expertise. We will continue to do this in collaboration with other agencies of like mind.

We have had a stable year in terms of staff and Board members.

It is a reflection of the magnificent contribution of all staff and the high level of professionalism that staff turnover is negligible. The Board offers all staff at CRS our heartfelt thanks for a job well done. Your commitment and loyalty is very much appreciated especially during times of uncertainty around funding. Our staff work in a tough sector, which can be very rewarding but also emotionally very draining, so well done.

At Board level we have had two new members join us this year, Sally Carlton, and Wahida Zahedi. It is great to see some young people with ability and passion offering to become part of the governance team. Sadly our deputy chair Mastura Abd Rahman left us to take up a new position with Pegasus Health. Her experience and sector contacts were very valuable not only to the Board, but to CRS as an agency. Henning Borchers also a Board member, left to return home to Germany to take up a new position there. Henning had a long work experience in Human Rights and Advocacy as well as conflict resolution. We certainly appreciate the skills that both brought to the work of the Board and wish them well for the challenges that lie ahead.

I would like to thank my Board colleagues, John Robinson [Deputy Chair], Raylee Kane, Ali Maginness, Lucy D'Aeth, Wahida Zahedi, and Sally Carlton for your work in the governance role with CRS. You each bring talent, wisdom and passion for the work of CRS, which as Chair I am very grateful.

Today is really the opportunity for staff of CRS to give an account of their year. There is of course a written Annual Report available. However over the years we have found that a personal report from those who deliver the work, gives us firsthand knowledge and a better more personal understanding of the work of CRS.

As a Board, most of our contact is with Shirley Wright as General Manager. We appreciate the way in which we as a Board are kept informed of the work of the agency by Shirley. I am sure the Board join me in thanking you Shirley for the positive working relationship you have with us and your leadership of the team at CRS.

Also I would like to thank David Atkinson for the amazing way he monitors and reports on the financial situation of the agency. Very thorough and much appreciated. To Marita Perini who administers much of the Board work, a huge thank you. Not an easy task to keep Board members informed, up to date and ensuring everyone has all the reports.

There are millions of people displaced around the world as a result of wars, political unrest, famine and

poverty. The greatest human displacement in history is happening in our lifetime. It is not a time to be complacent.

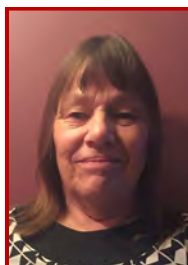
Increasingly governments like ours need to do more. Adding a few hundred to the refugee quota is merely a token response. We need to continue the work at hand, but also join our voices to those who seek change, and bring those voices for change to the political arena.

Martin Maguire
Chairperson
September 2016



SHIRLEY WRIGHT

GENERAL MANAGER



General Manager's Report - September 2016

Christchurch Resettlement Services (CRS) has continued to deliver 6 distinct, complementary services to refugee and migrant background people. Funding and staffing have been stable and we have been able to respond to all of the people accessing the services we offer. 6 years on, the earthquakes continue to have a negative impact on people, but to a lesser degree, with housing presenting as the most problematic issue facing our client group.

While CRS' operations have been relatively stable over the past year, CRS has been part of some wide reaching systems changes which have required a high level of collaboration with both traditional and non-traditional partners. The launch of the Canterbury Children's Teams, and the Christchurch pilot of the Police led Integrated Service Response both require transformational approaches to supporting vulnerable children and their families and families and individuals experiencing family violence. CRS has an important part to play in these systems with regard to ensuring that the needs of culturally and linguistically diverse (CALD) people receive equitable support from these systems, and we need to do this well.

Our staff and volunteers across all services continue to demonstrate the ability to be responsive and adaptable to change. As General Manager I can report with confidence that each person supporting the work of CRS has a deep commitment to the client group and the organisation, as well as an inspiring level of leadership and collaboration which enhances the ongoing development of the service. The length of time that staff and volunteers have been with CRS is testament to this. We at CRS especially acknowledge those of you who 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, and in addition to formal client reviews of progress, all clients and participants of activities and programmes are asked to complete a feedback questionnaire. The consistently high level of satisfaction and positive outcomes reported by service users in the feedback questionnaires are testament to the strengths of the service users, and the depth of engagement and partnership that staff have developed with service users, and their skills in supporting people to bring about positive changes in their lives.

We are privileged to be part of the resettlement stories and lives of refugee and migrant background people settling in New Zealand, and they teach us so much through our engagement with them and through their

feedback.

CRS has retained a stable workforce. With his consent, I acknowledge the tragic death of Tula Ram Chettri's wife and baby son in a vehicle accident in April this year. Tula Ram holds a Partnership Community Work position with CRS, and is currently on ACC as a result of the accident. The CRS team and the Pegasus Partnership Community Team have both maintained compassionate support for Tula Ram and his 3 daughters. We are very grateful to Tulasha Bhandari who recently stepped into Tula Ram's role until Tula Ram's return to CRS.

Hanifa Mohammadi finished her childcare support role at LWIC in September 2015 due to family reasons, and Qaali Mohamed stepped into this role. Qaali is currently on Parental Leave after the birth of her beautiful son. Goma Mishra is providing cover for Qaali's childcare role, and Falis Jama is covering Qaali's Bilingual Community Work position for one year. Vida Hazrati resigned from her role as CALD counsellor in January 2016.

CRS has continued to provide 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 students have contributed to this report. I encourage you to read their stories about their work.

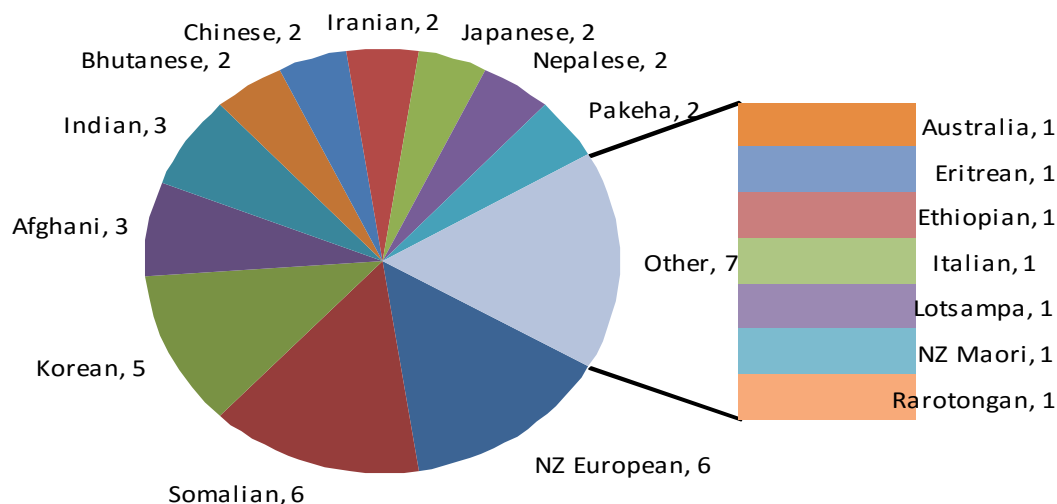
MSD conducted the Approval Review with CRS in June 2016. The review was successful and CRS was confirmed as an MSD Approved Provider. Our next review will be in 2018.

The CRS Board continues to provide excellent governance of the organisation, and support to the staff. Thank you to all of the Board members, and in particular Martin Maguire, our Board Chair. The Board continue to strive for a diverse membership, to reflect the communities we serve.

CRS is grateful to all of our contract managers for their interest in and support of our work. The positive relationships we have with all of our major funders enhance the work we do. Particular acknowledgement goes to the Ministry of Social Development who sponsored Gail Moore's participation in the 2015 Leadership programme with the Leadership Lab and the University of Canterbury, along with 29 other NGO leaders. Gail enjoyed and benefitted from the programme. I completed this programme in 2014, and continually reflect on the learning that the course provided to me.

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. I also want to acknowledge the unseen but essential collaborative advocacy work that CRS and all our colleagues provide to improve the lives of children, young people, and adults of any ethnic background living in Aotearoa New Zealand.

CRS' annual reports provide us with the opportunity to celebrate 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. Your achievement, thoughts and words are woven through this report.



Staff Ethnicity graph (self defined) 2015/16

Highlights of the 2015/16 Year

- **Maintaining CRS' diverse workforce.**
- **Continued Ministry of Social Development Approved Provider Status.**
- **A successful audit of CRS' NZ Lottery Grants contract.**
- **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.**
- **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.**
- **CRS involvement with the Canterbury Children's Teams Governance and Advisory Groups.**
- **All CRS social workers maintain Social Work Registration.**



The Work of 2015/16

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 the psychosocial impacts of the Canterbury earthquakes 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 householders directly affected by the earthquakes, through helping them to 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



The Christchurch City Council and NZ Lottery Grants Board fund CRS' Bilingual Community Work team. The seven team members are from the Afghani, Bhutanese, Ethiopian, Kurdish, Nepali, and Somali communities. All are respected within their own communities, and work for CRS part time, providing a total of 53 bilingual hours per week.

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. The bilingual team members and the interpreters provide 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.

The provision of linguistic and cultural support for clients ensures that CRS works to best practice principles inherent in the provision of support services to resettling refugee and migrant background people. The Bilingual Community Work team provides the foundation for the majority of services and programmes provided at CRS. Staff and clients across the agency benefit from the guidance provided by the team around cultural understanding and tensions. Interpreting support to staff and clients is also assured for any client requiring linguistic support. Each of the team members is fluent in English and their mother tongue, and several are also fluent in other languages.

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 Support Worker –the latter 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.

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:

- 466 clients were supported over the year across CRS services.
- An average of 50 social work clients were supported each month by the team.
- 39% of those supported were from the Afghani community .
- 27% were from the Bhutanese community.
- The team provided an average of 136 contacts with clients per month. Of these contacts, an average of

96 each month were significant telephone contacts, with the remaining 40 contacts being face to face contact with clients.

- These contacts involved working in partnership with the social workers or in the provision of community based support to clients independent of the social workers.
- 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 96% reported a wide range of positive outcomes/changes in their overall wellbeing, circumstances, attitude/behaviour and/or knowledge as a result of CRS bilingual and social work support.
- 96% 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 formal feedback questionnaires tell a fuller story:

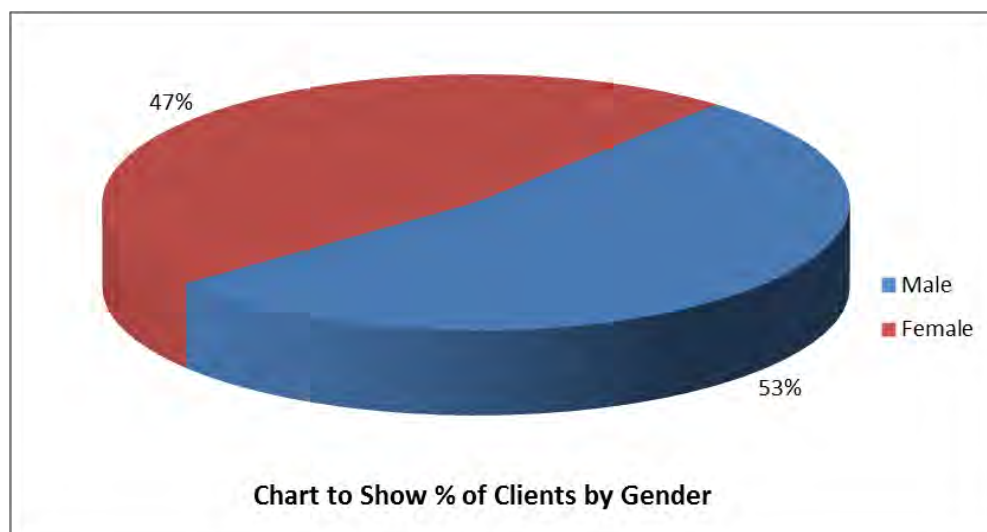
- *Without CRS support we couldn't get to appointments and we couldn't enrol in the schools. We couldn't do anything without your help and now we can.*
- *All about my life change, CRS helps me when I need, If I have problem with Work and Income they help, and because of CRS I go to school for English. Make life easier knowing there is help.*
- *CRS has change a lot in my life, I am solo mum with little daughter, supported in my every issue, housing, depression, lonely, connect to services, stand by my side, my social worker and bilingual worker were there with me to help me sort my problems.*
- *I am happy now because of support and go to PEETO and work, because of social worker and bilingual worker.*
- *We feel more confidence now.*
- *Helped my life, my living, my health, help to translate letters, reports and other things.*

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

- The annual CRS Ladies' Health Day was supported by the bilingual workers, with service providers and participants reporting high levels of engagement with one another, and highly positive outcomes from the event.
- Positive outcomes were also reported and achieved by the participants and services at CRS' annual Under 5's Expo due to the input of the bilingual workers in the event.
- One bilingual team member supported CRS' annual youth camp at Wainui – the team also promoted the camp within their communities and supported young people and their parents to register for the camp.
- Feedback from the young people was positive with all indicating they would like to attend the camp again.

Outcomes for all of these activities have been more fully reported in the Health Promotion section of this report.

The bilingual community work team has continued to and will always play a key role in the credibility and 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.





Social Work



Left to Right: Astha Machra (Social Work Student), Julia Pohatu (Social Work Student), Gail Moore (Snr SW - RSW), Catherine Comber (Volunteer), Denise Huisman (RSW), Jo Fasheun (RSW), Melissa Sheehan (RSW), Maryanne Cosgrove (Social Work Assistant)

CRS has been fortunate with the continuation of our social work contracts, enabling us to deliver a stable social work response to people from refugee and migrant backgrounds over the 2015/2016 financial year. This response has been possible due to the four specialised social work funding contracts we have maintained with the following funders:

- The Ministry of Social Development has continued to fund CRS' Family Centred Family Violence and Young People at Risk services.
- The Canterbury District Health Board funds CRS' mental health contract for mental health services to refugee and migrant background people.
- The New Zealand Red Cross funds the social work service to support people from CALD communities around the psychosocial impacts of the Canterbury earthquakes.

CRS social workers are all registered social workers, and maintain full membership with their professional association, the ANZASW. Gail Moore, Denise Huisman, and Melissa Sheehan work in the social work team full time, as does Maryanne Cosgrove, "CRS" social work assistant. Jo Fasheun has continued in her role of health promotion team leader, combined with 5 hours per week social work. CRS is a member of Social Service Providers Aotearoa, and we have maintained our agency membership of the Canterbury Youth Workers' Collective (CYWC). Jo Fasheun and Denise Huisman are individual members of the CYWC.

While each social work position is funded by a specific funding stream, all of CRS social workers work across all of the social work service areas. This service model ensures that clients engage with one social worker during their time with CRS, enhancing trust in the support relationship and increasing the potential for clients to disclose more sensitive issues such as family violence and/or mental health issues, and enabling them to move across services as needed. The social work team and clients are also well supported by interpreters and CRS' bilingual community work team.

CRS has continued to experience high demand on all social work services from CALD community members over the financial year. The ongoing demand over a number of years demonstrates the need for culturally relevant professional social work responses to CALD community members experiencing difficulties across a range of life domains within the context of resettlement.

Over the year, 777 individuals from 47 ethnic backgrounds were supported across all of our social work contracts. Clients have the benefit of receiving support from any of our social work contracts, and some transfer from one social work service to another once they have resolved particular issues. 116 of the 777 individuals also either transferred to another social work service within CRS or exited and re-entered CRS in the same period for other support, resulting in a total of total of 893 clients being supported over the year. Demographic analysis of the 777 individuals shows the following:

- 192 families and 239 individuals not attached to a family were supported.

- 71.1% were from a refugee background (figures 2.2 and 2.3), a slight decrease on the figures for the previous year.
- 28.3% were from a migrant background.
- 0.6% were asylum seekers.
- 53% of clients were female.
- 47% were male.

368 individuals from 40 different ethnicities entered CRS for social work support in this period, and 373 exited the service (77 families and 114 individuals not attached to a family).

Activity for each social work contract is outlined below.

Mental Health

Over the past financial year, 65 refugee and migrant background clients were supported under our CDHB mental health contract, 60% were female clients.

As in any cultural group, there is a high level of stigma associated with mental health issues in CALD 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 and/or resettlement experiences. 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 reported positive outcomes with the support of the social work support received. 72% of service users completed a feedback questionnaire in the current contract period, with all respondents indicating that they felt listened to by their social worker.

94% of respondents reported positive changes in their lives as a result of CRS support, with a number using mental health recovery terminology. In addition to respondents reporting positive changes in their mental health, the majority also reported positive changes in their environmental situations. Additional comments provided by respondents included references to appreciation of the provision of interpreting support, and respect of culture.

The remaining 6% of respondents did not respond to this question.

Regular formal reviews with clients on their progress indicate that people are managing and recovering well. The client comments below are examples of these positive outcomes:

- *No change, but able to manage my medication and are feel stable.*
- *I fix my problem CRS helps me and talks to other people to help me. I have many problems, my community is big and I don't talk to them about my problems. I feel safe talking to CRS about my problems. Talking about my problems has helped me to make my own decisions. Helped me with my children.*
- *No (change) but someone listens to my worries.*
- *Everything - is getting better support and someone to trust.*
- *Lots of change, I am happy.*
- *I am a lot better, I know there is support when I need it, thank you.*
- *I learn to control and managing my life my feeling, it is help me on settling my family through hard times.*
- *The support has helped me recover and reach out.*

The social work team meets regularly with Dr Sigi Schmidt and Bishnu Pokhrel from the CDHB 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.

Mental health is a topic delivered annually under the CRS health information provider (HIP) peer education programme to specific refugee background communities in the mother tongue of each community. Feedback from participants of these community education sessions was positive.

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

CRS supported 28 families as required under our family centred family violence contract with MSD. 23% of referrals for support under this contract originated from CRS social workers, bilingual community workers or other CRS staff supporting families under other contracts. Shakti referred 25%, and 6% of clients self referred for support. The Police referred 15%, with the remaining clients referred by community members, Hillmorton Hospital, Battered Women's Trust, Corrections, Lawyers and Waipuna.

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 the 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 families are also supported with their environmental and resettlement needs.

We continue to note the high complexity around immigration status for a number of women victims of family violence, where the perpetrator has sponsored their resettlement in New Zealand. CRS and Shakti continue to support these women to access appropriate immigration advice and support to enable the women to apply for permanent residency in their own right.

The 18% of the men in the families who have remained engaged with CRS also remain with their partners. Outcomes are tentatively positive for this group of clients, as the perpetrators (all men) demonstrate a willingness to address their issues. CRS continues to monitor the safety of any children within these families.

All clients have developed a safety plan to keep themselves and their children safe, and all but one client family reported that they felt safer than they did when they entered the service. 57% of female clients demonstrated and articulated the movement from a passive victim role, to a reduction in their sense of powerlessness, and the ability to take more control over their lives – thereby enhancing their own and where relevant their children's safety and well being.

28% of clients entered the service in the last quarter of the reporting period, and the engagement process which underpins this work is ongoing. We continue to support these families. The remaining 15% of clients were being well supported by other services such as Shakti, and required limited support from CRS.

70% of client feedback questionnaires provided to client families were returned to CRS. All respondents felt that they had been listened to by their social worker. 80% 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. While the remaining 20% did not self report any change, they did rate CRS highly in their responses to the other questions, and all indicated that they would recommend CRS to others needing help.

Comments on the evaluation forms were quite diverse:

- *I have enrolled my child in Kids First because of you.*
- *You help me get benefit.*
- *We got house with a lot of your help.*
- *My life has got better, have my own money now and learning English.*
- *The social workers helped me with my (immigration) application and help me learn about NZ rules.*
- *I learn about teenagers.*
- *Everything helped for us in a good way.*
- *Lots (changed).*
- *It changed better and all good.*
- *I got helped.*
- *Been helped with my needs whenever I needed.*
- *CRS changed my life.*
- *My life has got better.*
- *Thank you a lot for your help, you make us feel welcome in NZ.*
- *It has been really helpful specially for my family that sometimes they have difficult situation. Thank you for your help.*

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

Participant feedback on the family violence module is outlined in the health promotion section of this report.

Youth at Risk

CRS is required to support 9 children and young people under this contract with MSD. 9 young people aged from 10 years to 16 years of age were supported within the context of their families over the year. 8 ethnicities were represented. Presenting issues were mainly around behavioural concerns, school exclusion, family violence and/or family relationship breakdowns. 6 of the young people and their families remained engaged with CRS at 30 June 2016, and are receiving ongoing support.

6 client feedback questionnaires were returned by the young people or their parents, with all reporting that they had felt listened to by their social worker. 4 of the 6 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.

Replies to the question "What has changed for you as a result of CRS support?" were positive:

- *With the help of CRS/Social Worker we get connected with other organisations that helped us. Things were lot better with help of CRS.*
- *It has changed my behaviour and self-respect.*
- *Learnt a lot of things, better behaviour, helping with school meetings.*
- *I feel supported and future directions seem lot clearer because of support.*
- *Not yet, just starting.*

One respondent left this question blank. All but one of the respondents replied in the affirmative to the question "Would you recommend CRS to others?" This respondent commented that CRS was "annoying to deal with", demonstrating that not all young people welcome us in their lives!

Reviews of client progress have also demonstrated the effectiveness of the support provided by CRS, with a large focus of the work being on collaboration with other services and supports for the young people/children and their families. Supporting young people/children within the context of their families and their resettlement processes has also contributed to the sustainability of positive gain and changes for the young people/children.

Social Work support around the psychosocial impacts of the earthquakes.

CRS exceeded the requirements of the New Zealand Red Cross contract, with 193 families and 239 individuals not attached to a family supported over the 2015/2016 year under this contract. 62 families and 37 individuals not attached to family entered the service for support, and 57 families and 54 individuals exited the service, having achieved positive outcomes.

In May, we were very excited to welcome Catherine Comber as a volunteer into the social work team to work with the social workers supporting clients under this contract. Catherine is an asset to CRS. She was a former staff member of Refugee Services Aotearoa, and CRS is fortunate to benefit from her wealth of expertise, and her knowledge of and respect from many of the communities we serve.

Even though we are 6 years into earthquake recovery, many people in Christchurch continue to struggle with the impacts of the earthquakes, across a range of issues. The ongoing demand for this CRS service is evidence that many CALD community members are living with these negative impacts. While the nature of the following issues may have changed, the most prevalent issues causing distress and hardship to CRS clients have remained constant, with variations in the prevalence over time. These issues are:

- housing (either no housing or inadequate housing) - no change in prevalence.
- overcrowding as a result of the housing shortages, and accompanying conflicts within families and resulting family breakdown- we have noted a reasonable reduction in this issue across CRS' client group. The reduction continues to largely be due to a decrease in the numbers of refugee people coming to Christchurch under the family reunion category, and the willingness of clients to seek private rentals due to the limited availability of social housing.
- family relationship breakdown – the reduction in prevalence of this issue is congruent with the issues outlined above, with a reduction in family reunion numbers and ongoing earthquake recovery processes.
- parenting difficulties - we note an ongoing reduction in the numbers of parents seeking support around parenting. Nevertheless, parents continue to seek support around managing challenging behaviours of their children, and parenting in a culture different to their own.
- financial hardship – no change – impacts on the majority of CRS clients, possibly exacerbated by the

earthquakes.

- difficulty accessing services and support – we have noted an increase in this issue as clients continue to experience considerable barriers in accessing a number of Government services - Work and Income, NZ Immigration, Housing New Zealand/City Housing and StudyLink, all remain problematic with regards to client access. Causes of the barriers include inadequate language support, access being restricted to telephone or online communication, complex entry thresholds, lack of cultural responsiveness/expertise within these services, and client understanding of these complex systems.
- social isolation – no change, but high prevalence amongst elderly community members.
- increased stress, fearfulness and anxiety - interestingly, we note an increase in this issue, with stress, anxiety and fearfulness being less about responses to the earthquakes and more about the practical impacts of the earthquakes on people's lives. Examples of this are increased stress and anxiety around poor housing availability and damaged infrastructure due to the earthquakes.

Other clients report feeling fearful for their families still in refugee camps overseas, and fear for their families as a result of the continued global terrorist attacks.

Others are expressing generalised anxiety, increased frustration and tiredness which appear to be a residue of the earthquake trauma.

- stalled resettlement/acclimatisation processes – no change from the previous year.
- negative impacts on general wellbeing - we have noted a significant decrease in the prevalence of this issue. While the very fact that people need to seek support for the above and other issues is indicative of the negative impact that living in post earthquake Christchurch has on people in Christchurch, the reduction of prevalence of this issue is constant. This is possibly indicative of the stage that we are all in with regard to earthquake recovery. We have also noted that wellbeing is enhanced as people seek support and resolve their issues. Another factor in the decrease in negative impacts on general wellbeing could be that many of our clients are social housing tenants, and earthquake repairs have completed on their homes.

We had a 75% return rate on the feedback questionnaire sent to those clients eligible to provide feedback (at 6 month formal review of progress and on exiting the service).

97% of clients supported under this contract reported that they felt listened to, and 90% 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:

- *She has listened to ours. She made plan for our goals. She is supporting to achieve our goals.*
- *This service gave me peace of mind.*
- *Life is comfortable than before with the help of CRS support.*
- *The support in itself is a change and has helped a lot.*
- *Because of CRS I go to school. Knowing that there is place for people that can help.*
- *I am getting social worker and interpreter, all in my life changes for good.*
- *Without CRS support we couldn't do much. You help and you give us interpreter.*
- *Helped my life, my living, my health.*
- *Help with many supports, my daughter, school, social supports, education and domestic works.*
- *Good. A lot change whenever we come we get support.*
- *With CRS support I able to understand the other service providers process. Big help with HNZ and tenants protection, WINZ.*
- *They help me a lot - anything has change to me for good. Thank you so much.*
- *Help with process and stress.*
- *Social work always help when we need help, like talk to housing new Zealand, IRD, Work and income, hospital and other things too.*
- *CRS really helped me change the problems, better now.*
- *CRS help me I am happy if I stress I get seizure, I don't now. They help me and family.*
- *Great, I really appreciate time you gave, and we solve our problems.*
- *CRS guide us the right way so we know the culture and the right way for this culture.*



Culturally & Linguistically Diverse Counselling Service



CRS has continued to manage and provide clinical support to the Pegasus funded CALD Counselling Service. Vida Hazrati, Shelly (Lijie) Hou, Rika Savage and Michael Kim continued their fee for service contracts with CRS from 1 July 2015, with Vida resigning from the role in January 2016.

Counselling services for refugee background clients has been provided by the remaining 3 counsellors with the support of interpreters for these and any other clients requiring linguistic support.

Each counsellor provides counselling in their mother tongue to clients who speak the same language. Shelley provides counselling in the Mandarin language, Rika in Japanese, and Michael in Korean. The majority of the counselling clients speak one of these languages, and the counsellors report that provision of counselling in the client's mother tongue is very effective and much appreciated by their clients.

The counsellors mainly work from a counselling room leased from the Canterbury Migrant's Centre. The remaining sessions held at the CRS office in Lincoln Road.

The team has been provided with orientation to CRS' family violence protocols in order for them to continue working with individuals requiring support to recover from family violence.

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

Over the financial year, the counsellors supported 59 individuals from 13 ethnic backgrounds, with an average of 29 appointments provided per month. The ages of the clients ranged from 13 years to 65 years of age. 52 of these people entered the service in the reporting period.

79% of the clients supported were female, and 21% were male. General Practice, Christchurch Women's Hospital and Shakti provided the majority of referrals to the counselling service.

A large percentage of clients received support around mental health issues, with others supported with relationship issues or family violence. Other clients received support around parenting or acculturation/settlement issues.

Each of the counsellors is passionate about their work, and the outcomes they support clients to achieve. Client progress is monitored and measured by the use of the Kessler 10 (K10) scale. The K10 is an evidence based clinical psychometric tool that assesses a client's overall functioning. The counsellors request all clients to complete the Pre K10 scale on entry into the counselling service and a Post K10 scale on exiting the service, in order to provide accurate data on the efficacy of the counselling service. The post test K10 scales completed by counselling clients exiting the service demonstrate that the counselling service is achieving positive outcomes with regard to client wellbeing.

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



Earthquake Support Coordination Service



Left to right: Asha King (RSW), Alastair White, Kowoon Byun, Tyne Becker

The ESC Service is funded by the Ministry of Social Development, and CRS Earthquake Support Coordinators (ESCs) work with householders from CALD communities, with interpreter funding provided by MSD. The CRS team remained unchanged in the reporting period, with a continuation of the 4FTE positions.

The ESC service supports Canterbury people, either homeowners or tenants 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.

The outcome of the comprehensive review of the Canterbury wide Earthquake Support Coordination Service (ESCS) in 2015 was that the service would continue for a further financial year and be further reviewed for future need. This review was undertaken early in 2016, with a reduction in services funded to provide ESCs as ESC caseloads have reduced over time. CRS was fortunate to retain all of our positions for the 2016/2017 financial year.

The ongoing complexity of the issues facing clients continues to increase, as we are at the hard end of the repair/rebuild processes.

Overall, the team members have supported a total of 232 householders, with 35% of this total resolved over the year. CRS has provided 142 interpreting hours for CRS and other ESC services' clients and staff over the year, for the Korean, Mandarin and Japanese languages.

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

- *I wouldn't have survived without your support – your guidance made all the difference to my outcome.*
- *I am grateful to you for your assistance in us getting a fair cash settlement.*
- *Your ESC has been a tower of strength to me in my dealings with various agencies.*
- *I am so grateful for your help. You are such a pleasant person.*
- *Thank you – your service is much appreciated.*

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. CRS and ESC management continue to advocate for interpreter provision with EQC and Insurance companies.

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

As stated in the previous annual report, 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.



Health Promotion



Left to right: Galawezh Noori (PCW), Salina Poudyal Dhakal (HIP), Tula Ram Chhetri (PCW), Zeinap Hussein (PCW & HIP), Lisa Logan (HIP Team Leader), Jo Fasheun (HP Team Leader), Qaali Mohamed (HIP). Absent Falis Jama (Health Promotion)

The objective of CRS' Health Promotion contract with the Ministry of Health 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.

CRS' Ministry of Health contract funds the CRS staff members employed in the health promotion team. Pegasus Health (Charitable) Ltd has continued to fund the majority of activities and programmes facilitated by the team with the exception of the Ladies' Swimming Programme. Pegasus funds 50% of the programme, and the Christchurch City Council and participant contributions fund the remaining 50%.

We acknowledge the tremendous support of Wayne Reid to CRS' health promotion activities in his role of CALD Manager at Pegasus Health – Wayne left Pegasus earlier in the year, and Mastura Abd Rahman has taken on this role.

The principles of the Ottawa Charter support CRS' multi-layered approach to health promotion, and guide all health promotion activities at CRS. Programmes and activities to enhance and enable participation in meaningful healthy activities by CALD community members are provided alongside the Health Information Provider (HIP) 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 information provider teams respectively. The health promotion team has been well supported by all staff at CRS to provide the following activities/programmes:

Health Information Providers (HIPs)

CRS employs 8 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. Presentations are also provided at the Living Well in Christchurch programme for the Bhutanese and Afghan learners and the Bhutanese NZ Sign Language class. The team delivered the Diabetes, Stroke & Heart Attack, Lung Health, Mental Health, Family Violence, Eye Health and Cancer topics in this period. Across the 5 ethnic groups participating in the peer education

programme, an average of 147 people participated in each health topic seminar, and a total of 206 sessions were provided to small groups of community members for the 7 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 have been relevant to them and their families. Participant comments have been overwhelmingly positive for all of the topics. The family violence and mental health modules are delivered on an annual basis, and tracking the feedback over time has demonstrated a growing acceptance that these topics must be acknowledged and understood by community members in order for people to seek help. It remains a privilege to read this feedback, which is honest and at times 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:

- *We learnt about NZ law, about family violence such as right to spend money, sharing of resources etc.*
- *I learnt that I have a right to say NO for the things I don't like.*
- *I learned all the different ways abuse can occur.*
- *I learnt that verbal abuse is one of the most common forms of family violence; it damages the person's ability.*
- *I learnt about protection order and who I can contact.*
- *Partner to yell or shout I thought was normal. This information it help me to know lots of thing.*
- *It is important to ask for help before it's too late. Any violence is not OK for our children and ourselves. That is what I really like about this session.*

Feedback from the Stroke and Heart Attack sessions also demonstrated positive learning:

- *I have tried to give off smoking because it is one of the factors for my blood pressure.*
- *I learnt about the signs and symptoms of the stroke.*
- *I will ask my GP to check my blood pressure and cholesterol.*
- *The new information I learnt was to avoid butter, deep-fried and fatty foods to lower risk of heart disease and stroke.*
- *The most important point I learnt was the blood pressure should be checked regularly.*

Partnership Community Workers (PCW)

Galawezh Noori, Zeinap Hussein and Tula Ram Chettri made up CRS' PCW team until April 2016, when Tula Ram was involved in a tragic car accident in which his wife and baby son were killed. Tula Ram has consented to this information being shared in the annual report, and our thoughts remain with him and his 3 daughters. Tula Ram is on ACC at present, and Tulasha Bhandari is covering his position until he is able to return to CRS.

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. The team is embedded in CRS' system of care, and work closely with the social work team. CRS has 1.6FTE PCW funding, and the team supported people from 8 ethnicities over the year.

The majority of the PCW clients are from refugee backgrounds and have limited social support in their own communities and families. All three of the team members report that most of their activity with and for clients has been providing support for them to access and attend appointments with their general practice and/or specialist services, and accessing other services around their health needs. The remaining activity (approximately 10%) has been focused on home visiting to assess and understand client needs and issues.

An important activity carried out by the team members has been networking with services to ensure that health providers are aware of the need to provide interpreters, and to encourage an understanding of diversity around health knowledge and practices of people from culturally and linguistically diverse backgrounds. The team members also continue to support their clients to understand their health needs and conditions, medications, and the New Zealand health system, and assist them to access other supports available.

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

- **Pre-School Children**

The Young Mothers' Group - CRS provided 17 sessions of the mothers' group for young women from refugee and migrant backgrounds with babies and toddlers. The majority of the women do not have their own mothers in New Zealand, and miss the support that their mums would have provided them in their own journeys of motherhood.

The sessions are held each fortnight, and an average of 5 mothers aged between 20 and 25 years of age attended each session, with 9 different people from 7 ethnicities participating. There is a core group of young women who continue to attend every session, and they continue to report that they feel more socially connected with other young mothers through attending the group.

While the focus is on social connection and enhancing wellbeing, the women also share their parenting wisdom with one another. CRS' Health Promotion Team Leader organises the group and also supports the women to discuss their issues with one another in a safe environment.

The young women requested information on women's health after birth, and a speaker attended a session to discuss this with the women. At their request, a workshop was also provided at the Under 5's Parent Expo on this topic, with very positive feedback from the participants.

Formal feedback was received from all of the women participating in the group. 100% of the women reported that they had learned new things as a result of being part of the group. New learning encompassed a number of domains:

- *Learned English from others.*
- *How to exercise.*
- *Safety around the house.*
- *Women's health issues and topics.*
- *My son playing with other kids now, and having fun. Meeting and talking to other Mum who are friends now.*
- *Meet new people from other cultures and learn about them.*
- *Support each other – support with my son.*
- *Confidence with other and go out with kids.*
- *Help for my children.*
- *Taking care of myself as well as my son and husband.*
- *Health around our bodies after baby.*

The annual **Under 5's Expo** (Pegasus funded) was also well attended by 80 parents and 60 pre-school children from 19 ethnicities. 66% of the participants were from a refugee background, 34% from a migrant background. Participants were able to access information about services and supports for parents, and were connected to useful services in a culturally appropriate and supportive environment.

Twenty seven organisations provided information about their services for families, supported by interpreters. 3 workshops were provided – A Health after Babies workshop, Helping Kids with Worries (post earthquakes), and a Self Care workshop with the AllRight? Campaign.

Formal feedback was obtained from the service providers and the parents participating in the day. Participants and service provider feedback was 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.

83% of service providers provided formal feedback, with 100% of respondents agreeing or strongly agreeing that the expo was worth attending for their organisation. There were several suggestions for improvement for the next event, which we have actioned where possible.

Participant comments:

- *Thank you, I had lots of joy.*
- *Today was wonderful, people were amazing and supportive, food was great.*
- *Thank you, it was so great to turn up and learn about different services.*
- *(I learned) Plenty of services available for kids for free, and for adults as well.*

- *(I learned) First aid related to children, medication, family planning, lots of new things.*
- *I learned basic first aid for babies and children. I understand the NZ health system. I learned some good tips for child care and nutrition.*

- **Young People**

The annual CRS **Youth Camp** was held at Wainui YMCA Camp in December 2015. This is largely funded by Pegasus and with small contributions from the participants.

38 young people (20 female and 18 male) aged between 13 to 25 years of age participated in the 3 day camp. Over half of the young people were from the Afghan community, and 6 other ethnicities were represented. Two young mothers brought their babies/young children to camp, enabling the young women to participate.

A range of activities were provided by the YMCA at the camp: A Challenge Event:, High Ropes, Kayaking, Coasteering, and Abseiling. The opportunity to participate in water based activities was appreciated by the young people. All activities have the potential to encourage the young people to push past internal barriers around achievement of difficult tasks, thereby enhancing confidence and developing the ability to work as part of a team. 2 of the young people reported that they were frightened to do some of the activities, but they made themselves do them, and felt proud of this.

Jo Fasheun led a team of a number of CRS volunteers who supported the camp this year, with less CRS staff involvement required than in previous years. Inclusion of the 3 Police Ethnic Liaison staff was beneficial for the young people in terms of role modelling and breaking down the negative view of police that young people may have as a result of their observations and experiences of Police in their birth country and place of refuge.

Formal feedback was provided by 18 young people, and comments were congruent with anecdotal feedback provided over the 3 days. All of the young people reported enjoyment of the venue and the activities, and appreciation for the opportunity to meet new people. The written feedback indicated the following:

- 50% of respondents replied with "great" and 50% with "good" to the question "How did you like the camp?"
- 89% replied "yes", and the remainder replied "sort of" to the question "Did you find the activities interesting?"
- 78% replied "Yes, all of the time", and the remainder replied "Most of the time." To the question "Did you feel that you were heard and understood?"

All enjoyed the venue, and while the majority were disappointed with the cold, wet weather, they participated fully in the activities. Making new friends, the different activities, and seeing everyone joining in and being friendly featured the most in the feedback. All participants indicated that they are keen to attend another camp.

Participant Quotes:

- *The camp was good but kinda scary.*
- *I liked learning the new things best.*
- *I made some new friends.*
- *Everyone was reasonable nature.*
- *Different cultures welcoming.*
- *I will try to do the things better next time.*
- *Loved swimming.*

We also held 2 **school holiday activities** over the year. 31 females and 14 males aged between 12 and 25 years of age viewed the movie Zootopia, which was requested by a number of CRS youth clients. CRS staff chose this particular movie as the entertainment aspect was combined with a therapeutic message.

When asked about the movie's message, the young people's responses were quite sophisticated and demonstrated sensitivity to the themes of the movie beyond their years.....

- *You can do anything you want to become, anything is possible but need to be determined.*
- *Trust in yourself and others – if you do good, good will come to you.*
- *The message was that all animals can live together in harmony, same as promoting diversity in human being.*
- *Diversity, we should all live together in peace.*
- *Trust, friendship – anyone can do anything if you believe in yourself.*
- *Follow your dream.*
- *No matter what religion, culture, race, size you are, you can have goals and dreams and get to achieve them.*

- *We need to try to make a better future by having each other.*
- *Trust, friendship, and be good to others even if they different to you.*

27 females and 12 males between the ages of 12 and 25 years participated in the **second movie outing** of the year to “Inside Out”. 9 ethnicities were represented.

Once again this particular movie was chosen as the entertainment aspect was combined with a therapeutic message. The movie “Inside Out” has a psychological basis, with a focus on “healthy” expression of feelings. The young people were able to see that having a full range of feelings is healthy and normal, and that blocking feelings can create difficulties for the person and their environment. The young people reported that they enjoyed the movie, and the social interaction with other people. Comments made by the young people about the movie were very similar to those for the movie “Zootopia” above.

- **Women**

The Pegasus funded **Ladies Exercise to Music** classes continued through the school year. Fifty three different women aged between 20 and 70 plus years of age from 8 ethnicities attended over 78 sessions, with a total of 1242 attendances – an average of 16 participants attended each session. Sessions are held during the school terms.

The women are committed to attending the exercise programme, as evidenced by the numbers attending. They are visibly happy and animated as a result of their enjoyment of the exercises and the opportunity to socialise with other women.

Anecdotal and formal feedback was provided by the participants, and 100% of the women reported positive enjoyment of the programme and with being active. They all reported that they loved the movement associated with the programme. Respondents used the terms *movement*, *active*, and *activity* in their feedback, which indicates that they are developing new language associated with exercise.

A number of the women reported that they enjoyed the social nature of the activity, and 100% reported positive changes in their health and enhanced wellbeing as a result of participating in the programme. These changes included feeling healthier, improved breathing, sleeping better at night, feeling more active in their lives, reduction in body pain (e.g. back and joint pain), improved ability to walk and move more, increased fitness, increased energy and being more active in general.

More specific feedback included weight loss (intentional), reduced somatic pain, stronger legs and arms, “don’t run out of breath easily now”, reduced blood sugar, feeling “fresh”, able to walk further than before, “helps with pain” management, feeling happier than before.

A number of women report that they do some form of physical exercise outside of the programme as a result of learning about the benefits of exercise.

When asked “What could we do to improve the programme?” all of the women continue to report that they would like to attend the programme every day of the week.

Participant feedback is humbling:

- *I enjoy every step I do.*
- *I enjoy coming and doing activity. I talk to my friends – social life.*
- *Every movement I do I feel active.*
- *Everything or any movement I do I feel great.*
- *I enjoy coming and social life talking with friends and doing activity.*
- *Not too much pain now my knees, it looks good.*
- *My health more better, I feel active.*
- *I think I can walk better and healthy.*
- *Feel good, at night good sleeping.*
- *Thanks for giving this opportunity.*

Our thanks to the exercise instructors, Combined Shuttles and NZ Red Cross for the transport, and for the volunteers who also helped the women travel to the classes.

The Ladies’ Swimming Programme has continued at AquaGym every Saturday during each school term. Funding has been provided by the Christchurch City Council and Pegasus Health, with a small contribution from the participants. Falis Jama supports the women at the programme for CRS.

37 sessions were held over the year. 278 different individuals participated, and an average of 25 participants attended each session, with a total of 909 attendances.

21 ethnicities were represented, and ages ranged from 6 months to 69 years of age.

The bequest we received early last year has enabled us to continue to provide a swim tutor dedicated to supporting the women and their children to learn to swim. This is in addition to the 3 lifeguards that the hire of the pool provides.

These figures are higher than in the previous financial year. We believe that these consistent attendances are partially due to the provision of swim tuition.

Formal and anecdotal feedback has been overwhelmingly positive, with 100% of the participants continuing to feedback that they really enjoy the programme, and the company of other women. Many reported positive changes in their health and increased confidence in other areas of their lives.

Participant quotes are inspiring:

- *I enjoy swimming because it is fun as well as exercising.*
- *It is great exercise especially for pregnant women.*
- *I like it and my children like it too much.*
- *I feel confident in the water that gives me encourage for other thing.*
- *Feel like I can do it and make me happy.*
- *I m more fit than before.*
- *Please increase time, very hard to learn in short time.*
- *It's very good opportunity we get from CRS. Near future we will like to do more activities like this among women.*
- *Thank you so much for giving chance to fill this form*
- *All the exercise is gathering my community, all enjoy.*
- *My healthy is good feeling.*
- *I enjoy this activity to feel good myself. Meet other people.*
- *I hope it will keep going also we don't want it to stop.*
- *I like it all.*
- *I enjoy a lot, sometimes I feel pain in my whole body, when I come to activity I feel fresh.*

We acknowledge the staff at AquaGym who are welcoming and enthusiastic with the women and the children.

The annual **Ladies Health Day** funded by Pegasus was attended by 150 women and 40 pre-school children from 21 ethnicities participating. Ages of the women ranged from 16 years to 90 years of age. 19 languages including Sign

Language were covered by interpreters. The day was a celebration of the collaboration between CRS, and service providers and women from CALD communities across Christchurch.

Approximately 50% of the attendees were from refugee and migrant backgrounds respectively. We acknowledge the invaluable support provided by PEETO, CPIT (now ARA) and Hagley with regard to enabling a number of their students to participate on the day. A team of CPIT Social Work students also supported the event as part of their Community

Development paper. The students assisted with the planning of the event, and were integral to the success of the day.

Service providers present at the event provided displays about their services. The women moved around the displays in language groups, and engaged directly with the services with interpreting support. Workshops were also provided for each language group. 21 services provided information to the participants, and 3 workshops were attended by the women. The workshops covered for each language group were:

- The CDHB AllRight? Campaign, focusing on wellbeing
- The Salvation Army Nutrition Service
- NZ Red Cross and MSD WINZ on "Pathways to Employment" and other general information about these services.

Informal feedback provided by all services at the event was positive, with all services indicating that the opportunity to engage with CALD community members with interpreting support was invaluable. Formal feedback from the services indicated that participating in the event was worthwhile for their service, especially with regard to engaging

with women from CALD communities.

33% of the women participating in the event provided formal feedback on the day. This and verbal feedback was overwhelmingly positive. The most significant benefit expressed by the women was the social connection and fun the event provided for them.

Formal feedback indicated:

- All of the participants indicated that they had learned new health information.
- All of the participants stated that the information in the workshops and the service displays was very relevant and useful for them and their families.
- 80% of respondents reported that both the AllRight? Workshop and the nutrition workshop were the most beneficial for them and their families.
- Several mentioned the Pathways to Employment workshop was helpful for them.
- All of the women appreciated the cultural relevance/respect evident at the event, i.e. appropriate food, prayer space, and linguistic support.
- 50% of respondents requested health advice/consult time with a nurse or GP as well as blood pressure and sugar testing.
- All would come to a Health Day next year, and tell others about the event.

Participant quotes demonstrate the value of these events:

- *Thanks for giving us this beautiful day.*
- *I learned that fry food is not healthy and sugar.*
- *Tanks for giving us this opportunity.*
- *I learned taking care of myself, exercise, health, diet, prevention cancer.*
- *I love everything. It's good, I like the workshops. Loved the atmosphere, appreciate the effort put into women's health.*
- *We learned about services available to NZers. Social respect, good initiative. But too shorter time, need more time.*
- *Somali book for Pegasus Health and medication good.*
- *Good for women to come together.*

- **Older People**

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

Project 1: 32 women and 8 men from refugee and migrant backgrounds aged between 40-75 years of age participated in an outing and **picnic** at Spencer Park. 6 ethnicities were represented.

The participants had a shared lunch and enjoyed the walk along the beach and around the park. Pleasure and enjoyment in the outing was evident from the enthusiasm of the participants.

All participants were asked to provide some formal feedback – all indicated that they enjoyed and benefitted from the outing.

- *It is beautiful place.*
- *It good to out of my home.*
- *Relieve stress.*
- *Good to see new place and people.*
- *Talking, walking, meeting other community.*
- *Walking with our own age person is good.*
- *Walk in the fresh air.*
- *It was like holiday.*
- *Very green.*

Project 2: 10 refugee background women aged between 35 and 65 years of age attended the **Aged Concern Positive Ageing Expo** at Papanui High School. Participants were supported with transport and interpreters, and contributed their own food to a shared lunch. We observed positive engagement throughout the day between the women, the services present, and other attendees at the event.

All participants came away better informed about services available for older people. Service brochures were

collected by the participants to take home to discuss with their families. Pleasure and enjoyment in the activity was evident from the enthusiasm of the participants, and they were supported by the HP Team leader to spend time with all of the service providers. The participants all had blood pressure and sugar testing – none had any concerns to follow up on. CRS Partnership Community Workers also attended, supporting the CRS information stall as well as the participants.

Comments from the women:

- *Good for us to see these things.*
- *I liked the music, and dance.*
- *It very busy here, I love this.*

Smokefree Project

CRS facilitated a short smokefree project with refugee background communities funded by the Health Promotion Agency. Lisa Logan and CRS bilingual community workers engaged with their communities to determine behaviour, attitudes, and the prevalence of use of tobacco. A fun day was also held with the Bhutanese community with a smokefree theme. Findings provided a foundation for future projects and were reported the HFA, and Smokefree Canterbury.

Enhancing cultural responsiveness of health and other service providers

CRS staff members across all service areas 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.

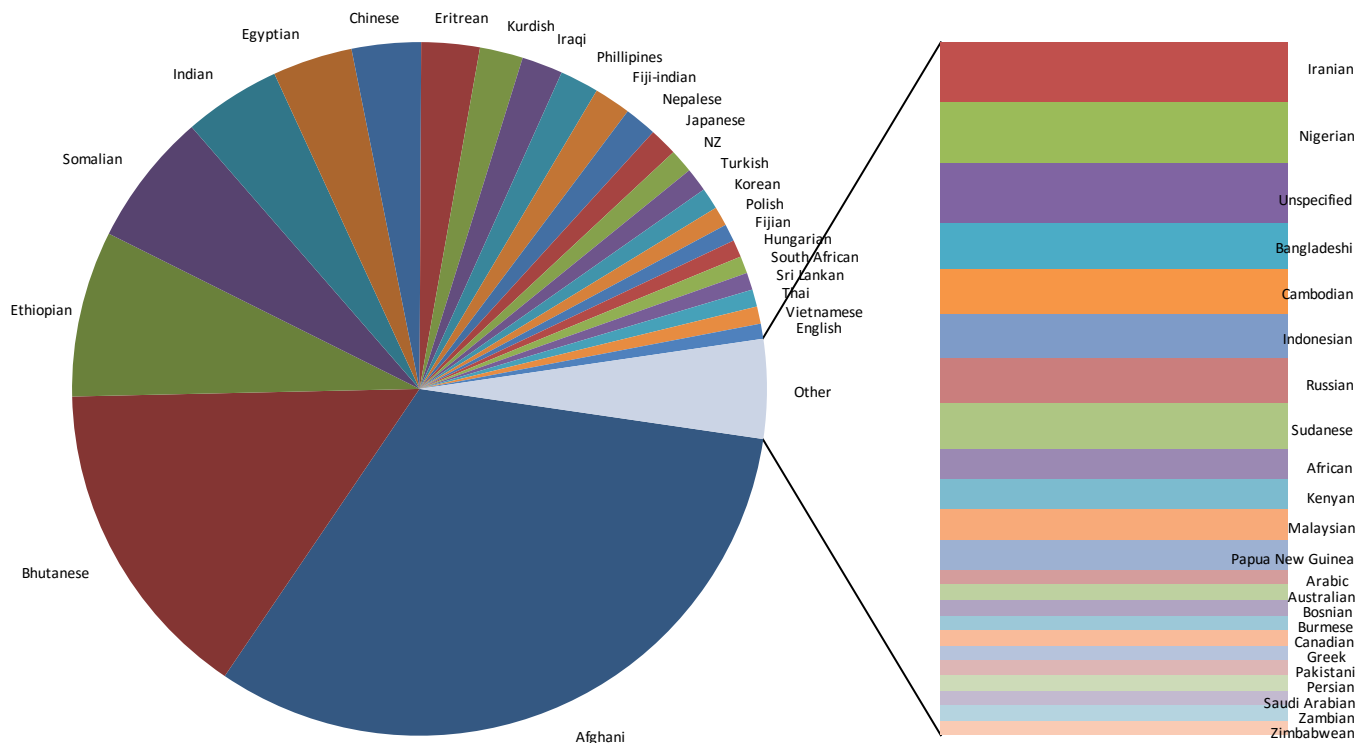


Chart to Show Client Ethnicities by %



Childcare Service, Bilingual Tutor

Living Well in Christchurch (LWIC)



Left to right: Goma Mishra Devi (Childcare Worker),
Lauren Cordy (Senior Childcare Worker),
Absent Galawezh Noori (Bilingual Tutor)

The long standing Memorandum of Understanding between English Language Partners (ELP) and CRS supports 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.

Over the reporting period, CRS has continued to provide the majority of funding for two childcare support workers and one bilingual tutor, with the provision of childcare support enabling mothers with pre-school children to attend the programme. English Language Partners provides the funding for the additional costs of these positions as the programme hours were increased to meet the requirements of ELP's literacy funding. ELP also funds the tutors, bilingual staff and all other resources required for the programme.

The New Zealand Lottery Grants Board funds the bilingual tutor position and the Canterbury Community Trust (now named Rata) funds the two childcare support workers. Lauren Cordy and Qaali Mohammed have provided a stimulating play and learning environment for the children over the year, which allows the mothers of the children to learn with minimal distraction. Qaali is currently on parental leave, and we welcomed Goma Mishra into the LWIC team to cover Qaali's role for the period of her parental leave.

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.

The childcare support workers support the children where possible to 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.

12 children attended the childcare support service over the reporting year. Ages of the children ranged from 2 years to 4 years of age. The 4 boys and 8 girls were from the Afghan and Pakistani communities. Galawezh Noori has held the CRS funded Bilingual Tutor position for the past 14 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. 7 learners were supported with childcare support over the reporting year – these women would not have been able to attend LWIC if the childcare support was not provided at LWIC. All of these women have progressed well in their own learning at LWIC.

An additional benefit of the LWIC programme is the social interaction and connection the programme provides for the learners and their children. Other linkages to CRS activities also enhance social connection and literacy - many of the women attending LWIC participate in the CRS Ladies Exercise to Music programme, and CRS provides health talks to the learners in line with the Health Information Provider programme health topics.

The learners are also supported by ELP and CRS to participate in CRS' Ladies' Health Day and Under 5's

Expo. ELP also refers learners to CRS for social work support where required.

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

Lauren Cordy – Senior Childcare Support Worker.....

The Rights of a Child

Children as they should be
Happy, healthy, laughing, learning
Holding securely to adults they can trust
Who will protect and uphold their rights
Whoever we are, wherever we live
These rights belong to all children
Under the sun and moon and the stars
Wherever we live, in cities or towns or villages
Anywhere and everywhere in the big big world
Understand all children are precious.

For Each & Every Child: Unicef NZ

It is my privilege to be able to work with these precious children, the children of our future. I work alongside them, watching them grow from strength to strength. Preparing them for their journey, on which they will do many wonderful things. These children are so special. They are Kiwis but they have a foot in two cultures and will forge a life combining the best of both worlds.

Teach us all to love and learn. Teach us well so we grow up to be the best we can at whatever we wish to do.

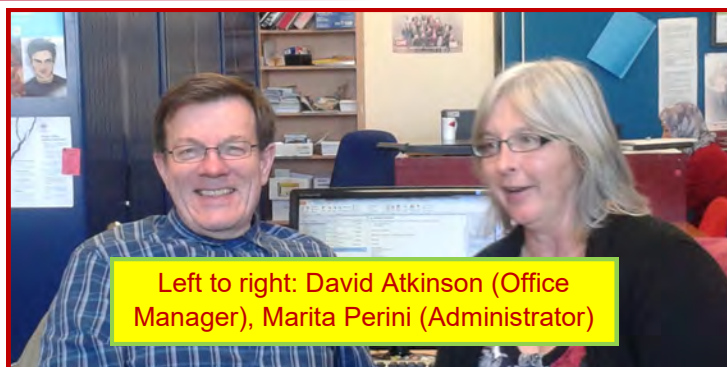
This is the essence of our Living Well in Christchurch Childcare Support Service.



Molly from Year 8 St Martin's School organised her school mates to collect cans of food for CRS clients. We shared this story with the many families who gratefully accepted this gift. We all felt very humbled by the effort the children put into this wonderful project. Thank you St Martin's School



Administration & Accounts



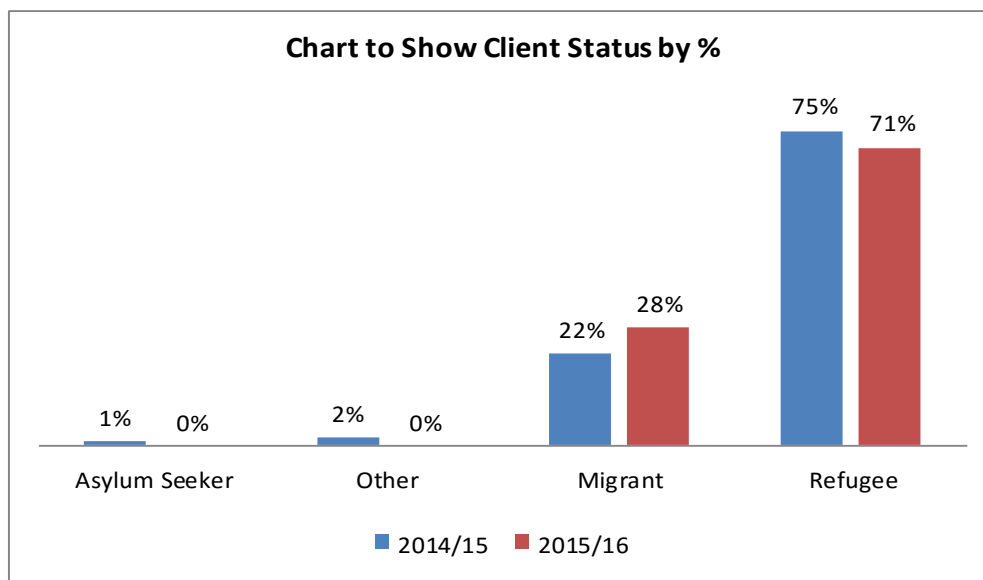
David Atkinson and Marita Perini form the administration team at CRS along with the General Manager. Both provide administrative support to the CRS Board, Manager, and staff.

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

David and Marita each provides the financial and statistical data required to support funding applications and accountability reporting that is processed by the GM throughout the year. I personally appreciate the accuracy and timeliness of this information as required, and their individual skills around systems maintenance and development. All of the data in this report has been processed by David and Marita. CRS staff appreciate the administrative support that David and Marita provide to them in their work.

I take this opportunity to thank Tesfaye Tesfaye who resigned in March of this year as the cleaner for CRS and our neighbouring tenants. Tesfaye cleaned Level One, 283 Lincoln Road for almost 10 years, and maintained a steadfast loyalty and dedication to his work. We miss him and wish him all the best in his new adventures.

Marita Perini – Administrator..... Another busy year has rolled past, and the work keeps flowing in. With the Paua client management system, work has been a lot easier to stay on top of ... and I'm sure the Social Workers appreciate the case note capacity as well. Other service areas requiring additional data base systems now all have processes in place so hopefully will make things easier in the future. Just wish to thank everyone for all their support throughout the year & hope that the next one will fly past just as fast. Thanks





Key Relationships

CRS has formal relationships with the following organisations:

- 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.
- A Memorandum of Understanding respectively with Plunket & The Canterbury Children's Team for access to CRS' Bilingual Community Work team to facilitate access for these services to refugee background communities.

CRS has informal links with and membership of 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
- Canterbury Migrant Centre & 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 Canterbury 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.
- 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
- 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 2016/17

Christchurch Resettlement Services aims to provide a culture of learning and to maintain and continually improve everything we do through:

- Ongoing professional development of staff.
- Leadership development of all staff.
- Ongoing reflective practice across all service areas.
- Having 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
- Monitoring demand on service provision, and social work waiting lists
- Contributing well to the development of the Canterbury Children's Team.
- Contributing to the pilot of the family violence Integrated Service Response.
- 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.

All of which includes the voices and needs of the communities we exist to serve.





Thanks

To CRS' Funders

We acknowledge the following funding organisations and agencies.

The Canterbury Community Trust (now Rata), The Canterbury District Health Board, The Christchurch City Council, COGS, Ministry of Health, Ministry of Social Development—Community Investment, NZ Lottery Grants Board, NZ Red Cross, Pegasus Health (Charitable) Ltd, Quakers, The Riccarton Youth Trust, The Southern Trust, Health Promotion Agency

- The Board acknowledges the very generous bequest donation to CRS this year from the estate of Rhona Thorpe—Rhona was a founding member of CRS and contributed to the way in which education was provided to children from refugee backgrounds in Christchurch.
- Selwyn House donation
- St Martins School for their canned food drive for CRS clients
- Halswell & District Lions Club for woollen garments for clients
- Neerlandia Choir donation
- 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

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 Martin Maguire for taking on the role of the Chair for the CRS Board.

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.

We make a special acknowledgement to the people of Christchurch who continue to contact CRS to offer their support to resettling refugee communities as a result of the Syrian refugee crisis. It is an honour to witness the compassion in this city.

Galawezh Noori – Bilingual Community Worker – Partnership Community Worker – Bilingual Tutor at LWIC..... I want to acknowledge the special things that my clients have brought into our working relationship. The past year has been a year of clients achieving what they want to achieve with my support, and it has also been a year of learning for me. I learn from each one of them as they share their experiences and their knowledge and this helps me grow as a person and as a community support worker. It has been my pleasure to support people who have put their trust in me and in CRS.

Mitra Rai – Bilingual Community Worker..... Since I started working in CRS, our people have overcome with huge amount of stresses and traumas. My role working with social workers is making easy for clients to understand the systems. People are now very confident and trust the works and services that we provided in various areas.

In my point of views, with regard to CRS:

People are getting support for their education and educating their children.

Knowing or making lots of kiwi friends by going outside, participating in various activities organised by CRS

Knowing more multicultural things in NZ

The level of their English helped them to have a part time/fulltime job to run their family easily.

People have started to trust their cars and are not only able to drive their family around the city but also to the different parts of NZ.

People are supported with many things by CRS such as childcare at LWIC, referring people to get a home tutor, helping show the bus routes and arranging different appointments at different places, and making sure services provide interpreters to make the work easier and comfortable.

I'm very pleased to work with such a great and lovely people to support to our community at CRS. Thanks once again to all the staff what you did for my community it made a real difference.

Falis Jama – Bilingual Community Worker and Community Health Promotion..... It has been two years since I am working with CRS as a bilingual worker for Somali Community. I provide support to run women swimming classes. It's my privilege to see the transformation in many women I supported. Many of them became so confident in water which is so satisfying.

I am happy to be a part of CRS team and I am enjoying my days here.

Have a good year ahead!

Salina Poudyal – Bilingual Community Worker..... It has been four wonderful years since I started my work with CRS. It is my privilege to be a part of the resettlement journey of our clients to this wonderful country. It feels so nice to see them happy and have a sense of belonging.

In addition, the exceptional support from CRS staff, ongoing professional training and workshops and support offered by Shirley (GM) are incredible and make CRS a best place to work.

Have a great year!

Wubet Ahmedin – Bilingual Community Worker I enjoy working at CRS because I feel that I am making a positive difference in people's lives – my CRS team is my family forever because they make me feel that I belong with them and I feel connected to other good people who are making a difference as well. I wish this feeling of connection for all of our clients.

Zeinap Hussein – Health Promotion Community Worker, Bilingual Community Worker, Health Information Provider and Partnership Community Worker..... My name Zeinap Hussein and I've been working for CRS for nearly 5 years. I work in 4 roles across CRS as a HIP, PCW support worker, bilingual worker and in the health promotion team. I love my job as I really enjoy doing all my roles and that I can help people in them. I enjoy working alongside CRS staff as well as the PCW workers from other agencies. One of my highlights this last year has been working with someone with a disability to support him to access services, I have witnessed his progression and am pleased I could support that.

Catherine Comber - Volunteer social work team..... In May, I began as a volunteer to support the social workers. I assist with home visits, Work and Income appointments, getting food parcels and general support for clients.

I feel privileged to be involved with refugee and migrant clients again after working with Refugee Services Aotearoa for many years.

Gail Moore – Senior Social WorkerOne of the most rewarding parts of my job is to observe the journey of an individual or family I am supporting as they negotiate the challenges and develop skills to move forward in their resettlement.

It brings to mind a client of our service who had been brought to New Zealand by an adult child to re-unite with their grandchildren and family. Reunification with family can be challenging due to the length of separation, and expectations can be high with the new arrival and the sponsors that have brought them to New Zealand. These reconnections take time to develop and they can sometimes result in a period of disharmony as individuals negotiate and reconnect with each other developing new bonds within their new environment. For our client this was a particularly difficult time which leads to a period where the family could no longer stay together or interact with each other; at this time both parties had become disillusioned and this had led to both parties questioning this reunification.

We have found that with space and time the majority of these family situations do resolve with families reconnecting with one another. The person I had been supporting found this within her own journey and she was able to start developing her own networks and gain control over her own situation. My client was able to secure social housing within walking distance to their family, and now attends PEETO English Language School. The client has informed me that her command of English has given her more understanding of her new home, and she feels more confident in her resettlement journey. Recently this client took great pride in telling me that she was able to attend a Work and Income appointment independently, and took delight in informing WINZ that she had secured part-time work. The excitement of becoming independent and the celebration around her journey has been shared within her family and with others and her new found confidence is evident to all connected to her.

Melissa Sheehan – Social WorkerI have had the pleasure of working at Christchurch Resettlement Services almost 7 years. I was originally employed as a social worker supporting refugee quota families, and moved into role as an Earthquake Support Co-ordinator after the September 2010 earthquake. At the start of the 2015 year, I returned to the social work team.

I have had an amazing journey in the last year witnessing families facing some complex situations and they have shown great strength and courage to overcome these difficulties.

Our client group have been faced with many societal and structural changes, and my role has been to work alongside them to support them around their life issues which have been exacerbated by the structural issues facing everyone. I have been pleased that I am able to help our clients move through those changes without too many major impacts on their lives.

An example of this is one woman who suffers from depression. She has overcome great odds to recover and to fully be a part of her family again – she had been a risk to her family and herself when she first came to our service for support. She is now able to live within her family without fear of harm to her family or herself. She has been able to learn new skills and take up hobbies that she has wanted to do for a long time. She has great strength and courage and has learned to live life to the fullest.

Maryanne Cosgrove – Social Work Assistant..... I have been working with a Turkish lady. She has reported to me since having CRS support from the beginning of the year she has been able to identify her visions for the future. Before she felt she had less hope and now says she is hopeful for her future. Her motivation has increased to the point that she has been looking for study and employment opportunities and has been successful gaining volunteer work. She also reports that her somatic back pain has improved.

Denise Huisman – Social Worker..... S. was a 19 young woman when she arrived here as a refugee with extended family in 2012. She had no immediate family here with her, as they remained in Africa. On my first visit she cried, as she described her worries about the ability of her mother and three younger siblings to survive without her getting a job to support them. S. had very little English and needed to study ESOL to have any hope of obtaining employment.

After a year in New Zealand, S obtained a part time job and then a full time job and started the process to sponsor her family to resettle in New Zealand, which they did in 2014. They have all resettled well with wonderful help from S. She worked full time for a few years to support them but this year has gone back to school to work on her English again.

In the last year S. returned to Africa to get married and her husband has recently arrived to join her in New Zealand. She is a testament to the determination, and hard work of the CRS client group.

S. wrote the following for this report: “I am really happy to say thank you so much what CRS did for me. They helped me a lot with housing and to bring my family to New Zealand and for Work and Income. They are a very good service “.

Julia Pohatu – Social Work Student..... This year I have been doing my final 90-day placement at CRS. This has been an awesome experience for me and I have really loved working with and learning from so many different cultures within this field of practice. One thing I have learnt during my time at CRS is how resilient people from refugee and migrant backgrounds are, and I find them incredibly inspiring. I am really going to miss the clients that I have had the privilege of working alongside, but I am very grateful for the experiences I have been able to share in. I would like to thank CRS for allowing me to be a part of their whānau during this year and for giving me the opportunity to experience a field of social work practice that I have always wanted to be a part of. Kia ora rawa atu. Julia.

Astha Machra – Social Work Student..... As a final year social work student, who has come from North, I enjoy each day of my placement here at CRS. The whole team is so supportive and kind to not only to me but also to their clients and fellow colleagues. A healthy multicultural environment of CRS makes me feel very happy and safe. This healthy environment along with a team of highly experienced and knowledgeable staff is helping me grow not only professionally but also personally. CRS has given me a great opportunity to work with a wide range of clients throughout my placement to help me develop my Social Work skills. I look forward to all the great opportunities that will be offered to me during my remaining time here at CRS.

Rika Savage – Counsellor..... It has been two years since I worked as a CALD counsellor at CRS. Most of my clients are Japanese speaking migrants who have relationship issues, family violence and/or mental health issues.

I've noticed this year that the number of referrals from the Hillmorton Hospital was increased, which indicates me that the CALD counselling services are indispensable to the CALD community.

I feel privilege to be part of the CALD counselling team when my clients comment that knowing there are professional counsellors at CRS is the great strength for them to survive a tough time since they know where to go when they get into a desperate situation.

Shelley (Lijie)Hou – Counsellor comments..... I have very much enjoyed the role as a multicultural counsellor for CRS in the past three years. This role opens up the channel for migrants to talk about their life issues in a safe and understanding environment. Using their own language in the sessions helps to break the language barrier they experience when they come to a mainstream service. I am encouraged by clients' bravery to come out of their comfort zone to talk about their life difficulties. I am also deeply grateful for the trust clients have given me to walk part of their life journey together with them.

I would like to see this role to continue to provide equal access of mental health care for people from migrant and refugee background.

Kowoon Byun – Earthquake Support CoordinatorAnother year has gone by so quickly! The past year has been challenging for the earthquake impacted households in Christchurch. Many people are still struggling with EQC, Insurance claims and poor workmanship and lack of information through their processes. However, I've been pleasantly surprised with some people who are taking a more empathetic approach and are working better than previously to solve issues. This gives me hope that other good things are happening, even if it is slowly, in Christchurch. I am thankful to my great Earthquake support team who keep cheering and supporting me.

Tyne Becker – Earthquake Support CoordinatorAnother year has passed by so quickly, but sadly the residual challenges of the earthquakes still remain very current for a large number of people in Christchurch. Our roles have evolved to be more complex than ever, encompassing not only trying to untangle the variety of practical issues that our clients are facing, but also the emotional and mental stressors that come along for the ride.

Thankfully there has been movement in some areas of the recovery, some homeowners are finally getting their re-repairs underway, some have cash settled, and some have finally had their concerns heard and responded to! This is the hugely satisfying part of our work - being able to see 'stuck' people finally moving forward. I am truly grateful to still be a part of this worthwhile service, and enjoy coming to such a diverse, positive, and cohesive workplace, CRS every day!

Alastair White – Earthquake Support Coordinator..... It has been another busy year in Canterbury's road to earthquake recovery. Although much has been achieved, there is much still to be done. People have been presented with challenges they never imagined possible. The rapidly changing processes and complex, often contradictory, information has tested everyone. CRS Co-ordinators continue to focus their support to people from CALD communities, who might otherwise be disadvantaged.

The work of the Earthquake Support Co-ordination Service is also evolving, supporting fewer people but with more complex needs. As always, it is important to remember that recovery means much more than repairing and rebuilding houses. It means assisting people to repair and rebuild their lives, and helping people to build their own vision of a positive future.

Asha King - Earthquake Support CoordinatorIt has been another challenging but successful year as an Earthquake Support Coordinator at CRS. As Christchurch moves towards completing the earthquake repairs and rebuilds, we come across many winding and complicated cases. Collaborating with the Insurance companies has been frustrating and rewarding at the same time as we support homeowners to satisfactorily finalise and close some substantial earthquake claims. These results allow our clients to move forward with their rebuilds and their lives. We sometimes need to remain involved with householders through the process of their building projects. This is really satisfying for me to see things to the end and to know that people have finally reached the end of the rebuild journey successfully.

Lisa Logan – Health Information Provider Team Leader..... It has been another busy year for the Health Information Provider team with 8 different health topics delivered into communities. Two new topics this year were 'eye health' and 'lung health/asthma' which were very well received by communities as relevant and interesting topics. We continue to deliver the 'mental health', 'family violence' and 'diabetes' topics every year and we are seeing the positive results of this with HIPs and individuals reporting there is less stigma associated with these subjects. People demonstrate that they are more willing to talk openly about these sensitive issues and seek help.

A big thank you to all the health professionals involved in assisting with the development and delivery of these topics to ensure the HIPs receive a very high standard of training to equip them well for sharing with their communities. Thank you to the CRS team for supporting this programme and of course to the HIPs themselves – you are a highly motivated, wise and dedicated team making a real difference in your communities.

Jo Fasheun - Health Promotion Team LeaderThis last year has been a mixture new activities as well as continuing the great grounding of our current Health Promotion activities.

We had a very successful Under 5's Expo and Ladies Health day in this past year. I always feel inspired to see the way the parents as well as all women get to come together and are willing to learn, experience and teach us as well through experiences and their cultures.

One of my great passions is the young mothers coffee group that we run every fortnight. It is a special time of meeting new mums and getting together to talk about not only the difficulties/challenges, but the joys of our growing children. My passion is to continue to grow this and be guided by the mothers and children in the areas that are needed. Over the last couple of years I feel I am slowly 'getting the hang of health promotion' but must say I do enjoy my five hours of social work to keep my toes connected as a social worker.

This October I would have worked for CRS for 12 years and I believe that I have grown as a person because of the colourful richness all the communities and clients have touched me with. I look forward to whatever the next year will bring to enrich my life even more.