



Christchurch  
Resettlement  
Services

# **Annual Report**

## **2016/17**

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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**

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 has worked for the New Zealand Human Rights Commission and currently works for 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**

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.

# **Christchurch Resettlement Services Inc.**

Annual General Meeting

20th September 2017

1.00pm

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## **AGENDA**

1. Welcome - He mihi whakatau (Sally Pitama - Ngai Tahu)
2. John Robinson - Welcome to Annual General Meeting
3. Apologies and Minutes of AGM, 21 September 2016
4. Matters Arising
5. Constitutional Change
6. Reports
  - Chairperson
  - Service Performance and Finance
  - General Manager and Staff
6. Election of Officers for 2017/18 year
7. Appointment of Auditor for 2017/18 year
8. Any other business
9. Launch of CRS Communications & Funding Strategy
  - Website
  - Facebook

The meeting will conclude with afternoon tea.

Christchurch Resettlement Services Inc

Annual General Meeting

21 September 2016

**Present:** Carol Ball (NZ Red Cross), Ellen Zhou (Ministry of Social Development), Ester Vallero (CCC), Gill Taylor (English Language Partners), Harata Franks (Breastscreen South), Kathy Duncan (Network Waitangi Otautahi), Jin Cho (Breastscreen South), Laura Cadigan (BDO Christchurch), Louise Edwards (Rata Foundation), Mark Peterson (BDO Christchurch), Melanie Douglas (NZ Red Cross), Mia Lim (Wilkinson's English School), Misa Kasai (Shakti Ethnic Women's Support), Patrick O'Connor (PEETO & CRS member), Rani Rajasekaran (NZ Red Cross), Salindy Brinsdon (CRS member), Sally Latham (Department of Internal Affairs), Sally Pitama (Ngai Tahu), Surinder Tandon, (Multi-Cultural Council & CRS member), Thi Pan (Hagley Community College), Tony McNeill (Ministry of Business, Innovation & Employment), Yun Park (Shakti Ethnic Women's Support)

**Board Members:** Martin Maguire (Chairperson), Ali Maginness, Raylee Kane, Sally Carlton, Wahida Zahedi

**Staff:** Shirley Wright (General Manager), Alastair White (Earthquake Support Coordinator), Asha King (Earthquake Support Coordinator), Astha Machra (Social Work Student), Bishnu Pokhrel (Health Information Provider), Catherine Comber (Volunteer), David Atkinson (Office Manager), Denise Huisman (Social Worker), Falis Jama (Somali Bilingual Community Worker & Health Promotion Worker), Galawezh Noori (LWIC, Farsi Bi-lingual Community Worker & Partnership Community Worker), Goma Mishra Devi (Childcare Support Worker), Marian Hussen (Health Information Provider), Hanifa Mohammadi (Afghani Bilingual Community Worker), Jo Fasheun (Health Promotion Team Leader), Julia Pohatu (Social Work Student), Kowoon Byun (Earthquake Support Coordinator), Lauren Cordy (Childcare Support Team Leader), Lisa Logan (Health Information Provider Team Leader), Marita Perini (Administrator), Melissa Sheehan (Social Worker), Salina Poudyal Dhakal (Nepali Bilingual Community Worker), Tula Ram Chhetri (Partnership Community Worker), Tulasha Bhandari (Partnership Community Worker), Tyne Becker (Earthquake Support Coordinator), Wubet Ahmedin (Ethiopian Bilingual Community Worker), Zeinap Hussein (Partnership Community Worker, Somali Bilingual Community Worker, Health Promotion Community Worker)

**Apologies:** Hon Amy Adams (MP Selwyn), Claire Phillips (CRS member), Hon Clayton Cosgrove (Labour List MP), Durafshan Atayee (CRS Health Information Provider), Eugenie Sage (Green Party List MP), Evelyn Nelson (CDHB Planning & Funding), Fiona Chapman (Waipuna Trust), Gail Moore (CRS Senior Social Worker), Gay Pavelka (CRS member), Hon Gerry Brownlee (MP Ilam), Helena Francis (Wayne Francis Charitable Trust), Jan Logie (Green Party List MP), Jenny Jo (CRS Interpreter), Jo Hayes (National List MP), John Robinson (CRS Board Member), Karolin Potter (CRS member), Katherine Peet (Network Waitangi Otautahi), Dr Kennedy Graham (Green Party List MP), Mayor Lianne Dalziel, (CCC), Lisa Burdes (CECC), Lucy D'Aeth (CRS Board Member), Margaret Henderson (Plains FM), Maryanne Cosgrove (CRS Social Work Assistant), Matt Doocey (MP Waimakariri), Michelle Oughton (Department of Internal Affairs), Mitra Kumar Rai (CRS Bi-lingual Community Worker), Nancy Goh (Chinese Association), Hon Nicky Wagner (MP Christchurch Central), Norma Marriott (CRS Staff Supervisor), Paula Smith (Lyttelton/Mt Herbert Community Board), Penny Newcombe (CRS member), Qaali Mohamed (CRS Somalian Bi-lingual Worker & Childcare Support), Richard Simmonds (CRS member), Ruth Dyson (MP Port Hills), Shah Wali Atayee (Health & Disability Advocacy Services), Dr Sue Bagshaw (298 Youth Health Centre), Sue Dewe (CRS member), Taz Mukorombind (Canterbury Business Association), Valda Revely (Elder Care Canterbury), Wayne Reid (CRS Supporter)

**Apologies moved and accepted:**

**Moved:** Martin Maguire  
**Seconded:** Patrick O'Connor

**Welcome:** Sally Pitama (Ngai Tahu) provided a welcome with a he mihi Whakatau. Sally talked about teaching respect for all people no matter what culture, as we are all one blood, and deserve respect.

**Speakers:** Ester Vallero – Christchurch City Council Multi-cultural Advisor, spoke about her role within the CCC and plans for Christchurch around the Multi-Cultural Strategy.

Sally Carlton thanked Ester for her speech on behalf of the Board.

**Minutes of the last meeting:** AGM minutes of 23 September 2015 were presented and accepted by the meeting.

**Moved:** Martin Maguire  
**Seconded:** Raylee Kane

**Matters Arising:** No matters arising

**Reports:**

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

**Chair:** Martin Maguire read his Chairperson Report and thanked our funders for all their support, and thanked CRS for having a “positive reputation across the sector .... and as having strong ethic of collaboration with other agencies”

**General Manager:** Shirley Wright, General Manager, welcomed Tula Ram Chhetri to the meeting after his leave of absence, and read through her report outlining:

- Changes to the financial & service performance reporting requirements for charities.
- acknowledgment of the staff and volunteers for their “ability to be responsive and adaptable to change”.
- CRS commitment to outcome focused services resulting in meeting all our funding contract requirements and
- the consistently high level of satisfactions and positive outcomes reported by our service users”.

The Financial, the Chairperson and General Manager reports were moved and accepted

**Moved:** Martin Maguire  
**Seconded:** Raylee Kane

**Staff Members:** Galawezh Noori (Partnership Community Worker, Bilingual Community Worker & Bilingual Tutor), Alastair White (Earthquake Support Co-ordination), Jo Fasheun (Health Promotion Team Leader), Lisa Logan (Health Information Provider Team Leader), Zeinap Hussein (Partnership Community Worker, Somali Bilingual Community Worker, Health Promotion Community Worker) and Lauren Cordy (Childcare Support Team Leader), all provided short stories and comments relating to their service areas.

**Board Elections for 2016/2017 year:**

All present board members were accepted onto the Board and Thi Phan was nominated by Martin Maguire to join the board.

**Moved:** Sandy Brinsdon  
**Seconded:** Surinder Tandon

**Appointment of Auditor for 2016/2017 year:**

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

**Moved:** Martin Maguire  
**Seconded:** Raylee Kane

**Other Business:** No other business.

**The Annual General Meeting closed at 2.30 pm**

**Christchurch Resettlement Services, Inc.**  
**Performance Report**  
**For the Year Ended: 30 June 2017**

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Christchurch 8140, New Zealand

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

### Report on the Performance Report

#### Opinion

We have audited the performance report of Christchurch Resettlement Services Inc ("the Society"), 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 2017, the statement of financial position as at 30 June 2017, and the statement of accounting policies and other explanatory information.

In our opinion:

- 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 accompanying performance report presents fairly, in all material respects:
  - the entity information for the year ended 30 June 2017;
  - the service performance for the year then ended; and
  - the financial position of the Society as at 30 June 2017, and its financial performance, and cash flows for the year then endedin accordance with Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) issued by the New Zealand Accounting Standards Board.

#### Basis for Opinion

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) *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* ("ISAE (NZ) 3000 (Revised)"). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Performance Report* section of our report. We are independent of the Society in accordance with Professional and Ethical Standard 1 (Revised) *Code of Ethics for Assurance Practitioners* issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other than in our capacity as auditor we have no relationship with, or interests in, the Society.

#### Emphasis of Matter

We draw attention to Note 11 to the financial statements, which describes the effects of Going Concern. Our opinion is not modified in respect of this matter.





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## **Responsibilities of the Board for the Performance Report**

The Officers of the Board are responsible 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 on behalf of the Society 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 by the New Zealand Accounting Standards Board; and
- c) for such internal control as the board determines is necessary to enable the preparation of the performance report that is free from material misstatement, whether due to fraud or error.

In preparing the performance report, the Board is responsible on behalf of the Society for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board either intend to liquidate the Society or to cease operations, or have no realistic alternative but to do so.

## **Auditor's Responsibilities for the Audit of the Performance Report**

Our objectives are to obtain reasonable assurance about whether the performance report is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ) and ISAE (NZ) 3000 (Revised) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this performance report.

As part of an audit in accordance with ISAs (NZ) and ISAE (NZ) 3000 (Revised), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the performance report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of the use of the going concern basis of accounting by the Board and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society's ability to



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continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the performance report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Society to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the performance report, including the disclosures, and whether the performance report represents the underlying transactions and events in a manner that achieves fair presentation.
- Perform procedures to obtain evidence about and evaluate whether the reported outcomes and outputs, and quantification of the outputs to the extent practicable, are relevant, reliable, comparable and understandable.

We communicate with the board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

#### Who we Report to

This report is made solely to the Society's members, as a body. Our audit work has been undertaken so that we might state those matters which we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Society and the Society's members, as a body, for our audit work, for this report or for the opinions we have formed.

BDO Christchurch  
Christchurch  
New Zealand  
25 August 2017



# Christchurch Resettlement Services, Inc.

## Entity Information

### “Who are we?”, “Why do we exist?”

### For the Year Ended: 30 June 2017

<b>Legal Name of Entity:</b>	Christchurch Resettlement Services Inc.
<b>Type of Entity &amp; Legal Basis:</b>	Registered Charity—CC 27162
	Incorporated Society—661982

#### Entity's Mission or Purpose

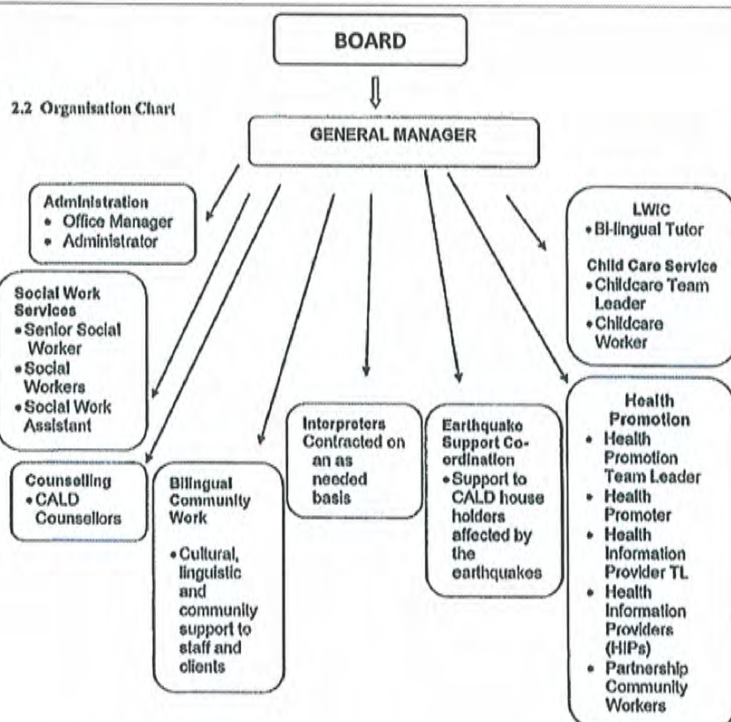
##### Mission Statement:

“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
Facebook:	www.facebook.com/Christchurch.Resettlement.Services/
Current CRS Board of Trustees:	Martin Maguire - Chair
	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 2017

#### **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 98% also reported positive changes as a result of the support received from the team members.

97% of social work clients across the 4 social work contracts reported satisfaction with the service provided, and 86% 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 eight 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.

<b>Description &amp; Quantification of the Entity's Outputs</b>	<b>This Year 2016/17</b>	<b>Last Year 2015/16</b>
Bilingual Community Work	184 Clients	466 Clients
Social work—all contracts	891 Clients	777 Clients
Health Promotion including Partnership Community Work	728 Participants/ Clients	440 Participants/ Clients
Earthquake Support Coordinators	174 Households	232 Households
Counselling	83 Clients	59 Clients
LWIC—Childcare	9 Children	12 Children
Bilingual Tutor	8 Learners	7 Learners

**Additional Output Measures**

- Christchurch Resettlement Services enjoys a diverse workforce with staff representing 21 ethnicities with the agency having 15 FTE paid staff on annual contracts
- CRS employs 49 people in a range of roles across all contracts
- Service users represent 54 ethnicities
- 18 volunteers engaged in supporting CRS client group or the organisation providing an average of 34 volunteer hours per week.

**Additional Information:**

Christchurch Resettlement Services staff are engaged with 7 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 2017**

<b>Revenue</b>	<b>Note</b>	<b>This Year</b>	<b>Last Year</b>
Donations, fundraising and other similar revenue	I.	102,962	122,320
Fees, subscriptions of other revenue from member		1,200	1,802
Revenue from providing goods or services		961,523	987,716
Interest, dividends and other revenue investment		13,164	21,034
<b>Total Revenue</b>		<b>1,078,849</b>	<b>1,132,872</b>
<b>Expenses</b>			
Expenses related to public fundraising		6,000	0
Volunteer and employee related costs		901,304	891,251
Costs related to providing goods or services		199,750	206,526
Grants and donations made		744	1,423
Other expenses		10,951	12,544
<b>Total Expenses</b>		<b>1,118,749</b>	<b>1,112,257</b>
<b>Surplus/(Deficit) for the Year</b>		<b>(39,900)</b>	<b>20,615</b>



**Christchurch Resettlement Services, Inc.**  
**Statement of Financial Position**  
**“What the entity owns?” & “What the entity owes?”**  
**For the Year Ended: 30 June 2017**

	Note	This Year 2016/17	Last Year 2015/16
<b>Current Assets</b>			
Bank accounts & cash	3.	449,529	511,206
Debtors & Prepayments		319,091	68,167
<b>Total Current Assets</b>		<b>768,620</b>	<b>579,374</b>
<b>Non-Current Assets</b>			
Property, plant & equipment		1,699	484
<b>Total Non-Current Assets</b>		<b>1,699</b>	<b>2,499</b>
<b>Total Assets</b>		<b>770,319</b>	<b>579,858</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Creditors & accrued expenses		97,957	59,827
Employee costs payable		78,689	76,912
Unused donations & grants with conditions		271,843	81,389
Other current liabilities			
<b>Total Current Liabilities</b>		<b>448,489</b>	<b>218,128</b>
<b>Total Liabilities</b>		<b>448,489</b>	<b>218,128</b>
<b>Total Assets less Total Liabilities (Net Assets)</b>		<b>321,830</b>	<b>361,730</b>
<b>Accumulated Funds</b>			
Accumulated surpluses or (deficits)		-39,900	20,615
Reserves		361,730	341,115
<b>Total Accumulated Funds</b>		<b>321,830</b>	<b>361,730</b>

I certify that these financial statements will be submitted to and approved by members at a general meeting held on 20 September 2017.

Shirley Wright  
General Manager

Date .....

Martin Maguire  
Chairman

Date .....

**Christchurch Resettlement Services, Inc.**  
**Statement of Cash Flows**  
**“How the entity has received and used cash”**  
**For the Year Ended: 30 June 2017**

	Note	This Year 2016/17	Last Year 2015/16
<b>Cash flows from Operating Activities</b>			
<b>Cash was received from:</b>			
Donations, fundraising and other similar receipts		109,070	127,747
Fees, subscriptions and other receipts from members		1,390	2,072
Receipts from providing goods or services		1,072,000	1,167,617
Interest, dividends and other investment receipts		15,406	20,020
<b>Cash was applied to:</b>			
Payments to suppliers		302,464	281,045
Payments to employees (payroll)		652,542	659,126
Payments to IRD		301,505	333,043
Donations or grants paid		374	1,423
<b>Net Cash Flows from Operating Activities</b>		<b>(59,019)</b>	<b>42,820</b>
<b>Cash Flows from Investment/Financing Activities</b>			
<b>Cash was received from:</b>			
<b>Cash was applied to:</b>			
Payments to acquire property, plant or equipment		2,862	1,725
<b>Operating outflows</b>			
<b>Net Cash Flow from Investment/Financing Activities</b>		<b>2,862</b>	<b>1,725</b>
<b>Net increase/(decrease) in cash</b>		<b>(61,881)</b>	<b>42,820</b>
<b>Opening Cash</b>		<b>511,206</b>	<b>468,386</b>
<b>Closing Cash</b>		<b>449,325</b>	<b>511,206</b>
<b>This is represented by:</b>			
<b>Bank Accounts &amp; Cash</b>		<b>449,325</b>	<b>511,206</b>



# Christchurch Resettlement Services, Inc.

## Statement of Accounting Policies

### “How did we do our accounting?”

### For the Year Ended: 30 June 2017

#### **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 2017

#### Note 1: Analysis of Revenue

Revenue Item	Analysis	This Year 2016/17 \$	Last Year 2015/16 \$
Donations and other similar revenue	Rata Foundation	25,000	25,000
	Christchurch City Council	41,180	43,000
	COGS	5,000	5,000
	DH Inch Bequest	0	247
	Rhona Thorpe Bequest	0	11,302
	Riccarton Youth Trust	582	1,139
	NZ Lottery	20,000	32,400
	English Language Partners	3,090	2,261
	Refugees as Survivors NZ	1,000	1,000
	Neerlandia Choir	0	465
	Selwyn House School	0	232
	CCC-Mayor's Welfare Fund	0	143
	Pub Charity	710	0
	Quakers	400	130
	J & M Ferrier	6,000	0
	<b>Total donations and other similar revenue</b>	<b>102,962</b>	<b>122,319</b>
Fees, subs and revenue from members	Youth Camp Contributions	339	870
	Ladies Swimming Contributions	861	932
	<b>Total fees, subs and revenue from members</b>	<b>1,200</b>	<b>1,801</b>
Revenue from providing goods or services	Canterbury DHB	105,507	85,285
	MHERC	300	300
	Christchurch Methodist Mission	2,000	0
	Ministry of Health	117,233	117,233
	Ministry of Social Development-EQ Support	291,750	312,356
	Ministry of Social Development-Victim Advocate	40,000	86,736
	Ministry of Social Development-Family Centred Services	86,736	0
	Ministry of Social Development-CIR	000	1,875
	NZ Red Cross	72,500	145,000
	Office Sub Let	0	2,410
	Pegasus Health (Charitable)-PCW	108,360	108,360
	Pegasus Health (Charitable)-CALD Counselling	106,987	94,033
	Pegasus Health (Charitable)-Health Promotion Activities	27,601	28,722
	Pegasus Health (Charitable)-Deaf Interpreter	2,300	550
	Health Promotion Agency-Smokefree	0	4,491
	Right Service Right Tim	250	0
	CERA-Bilingual Interpret	0	400
	<b>Total fees, subs and revenue from members</b>	<b>961,523</b>	<b>987,716</b>
Interest dividends and other revenue	BNZ Bank Accounts Interest	13,164	21,034
	<b>Total interest dividends and other revenue</b>	<b>13,164</b>	<b>21,034</b>
<b>Total Income</b>		<b>1,078,849</b>	<b>1,132,872</b>



## Note 2: Analysis of Expenses

Expense Item	Analysis	This Year 2016/17 \$	Last Year 2015/16 \$
Expenses related to public fundraising		6,000	0
	<b>Total expenses related to public fundraising</b>	<b>6,000</b>	<b>0</b>
Volunteer/employee related costs			
	Wages	788,476	814,035
	ACC	18,951	1,045
	Counselling	74,857	62,022
	Interpreter Costs	14,126	9,961
	Supervision	2,470	2,333
	Training	2,424	2,366
	<b>Total volunteer/employee related costs</b>	<b>901,304</b>	<b>891,764</b>
Costs related to providing goods or services			
	Advertising	1,157	495
	Cleaning	2,746	3,608
	Electricity	4,506	5,304
	Health Information Provider	153	281
	Health Promotion Expenses/Activities	36,838	35,508
	Insurance	2,321	2,379
	IT Expenses	10,798	7,596
	Mileage/Travel	43,165	46,633
	Office Rent	70,147	75,709
	Parking	420	492
	Postage	1,043	1,137
	Printing, Stationery & Photocopying	8,285	7,533
	Resource Materials	511	691
	Staff Catering & Canteen	1,558	2,071
	Telephone Expenses	11,332	10,248
	Youth Expenses	4,770	6,841
	<b>Total costs related to providing goods or services</b>	<b>199,750</b>	<b>206,526</b>
Grants & donations made			
	Emergency Assistance	163	141
	Riccarton Youth Trust/Mayor's Welfare Fund	581	1,282
	<b>Total grants &amp; donations made</b>	<b>744</b>	<b>1,423</b>
Other expenses			
	AGM Expenses	4,194	3,882
	Audit Expenses	2,035	2,210
	Bank Fees	258	328
	CRS Board Governance	0	176
	Depreciation	1,275	2,015
	Subscriptions/Professional Fees	2,764	3,306
	Sundry Expenses	425	628
	<b>Total other expenses</b>	<b>10,951</b>	<b>12,544</b>
	<b>Total Expenses</b>	<b>1,118,749</b>	<b>1,112,257</b>

### Note 3: Analysis of Assets & Liabilities

Expense Item	Analysis	This Year 2016/17 \$	Last Year 2015/16 \$
<b>Current Assets</b>			
<b>Bank accounts &amp; cash</b>	Current Account	29,923	14,042
	Savings Account	189,332	184,138
	Term Deposits	228,269	311,566
	Cash	1,520	1056
	Parking Coupons	485.22	404
	<b>Total bank accounts &amp; cash</b>	<b>449,529</b>	<b>511,206</b>
<b>Debtor &amp; prepayments</b>	Canterbury DHB	9,195	9,104
	English Language Partners	321	1,144
	Health Promotion Agency	0	1,291
	Ministry of Health	11,235	11,235
	Ministry of Social Development	283,746	0
	Pegasus Health (Charitable)	12,744	43,152
	Accrued Interest	1,850	2,242
	<b>Total debtor &amp; prepayments</b>	<b>319,091</b>	<b>68,167</b>
<b>Non-Current Assets</b>			
<b>Property, plant &amp; equipment</b>		1,699	484
	<b>Total Non-Current Assets</b>	<b>1,699</b>	<b>484</b>
<b>Current Liabilities</b>			
<b>Creditors and accrual expenses</b>	Accounts Payable	32,976	30,820
	GST Payable	40,796	8,400
	Accrual Accounts Payable	24,185	20,607
	<b>Total creditors and accrual expenses</b>	<b>97,957</b>	<b>59,827</b>
<b>Employee costs payable</b>	Wages earned but not paid	13,830	11,900
	Holiday pay accruals	57,130	63,210
	ACC contributions owing	7,729	1,802
	<b>Total employee costs payable</b>	<b>78,689</b>	<b>76,912</b>
<b>Unused donations and grants</b>	Christchurch City Council	7,520	6,000
	Ministry of Social Development	252,786	23,800
	Pegasus Health (Charitable)	11,537	41,657
	Riccarton Youth Trust	0	217
	Canterbury DHB	0	9,715
	<b>Total unused donations and grants</b>	<b>271,843</b>	<b>81,389</b>



#### Note 4: Property, Plant & Equipment

<u>This Year 2016/17</u> <u>Asset class</u>	<u>Opening carry-</u> <u>ing amount</u>	<u>Purchase</u>	<u>Sales/disposals</u>	<u>Current year</u> <u>depreciation</u>	<u>Closing carry-</u> <u>ing amount</u>
Computers incl/ soft- ware	484	2,489	0	1,275	1,699
<b>Total</b>	<b>484</b>	<b>2,489</b>	<b>0</b>	<b>1,275</b>	<b>1,699</b>

<u>Last Year 2015/16</u> <u>Asset class</u>	<u>Opening carry-</u> <u>ing amount</u>	<u>Purchase</u>	<u>Sales/disposals</u>	<u>Current year</u> <u>depreciation</u>	<u>Closing carry-</u> <u>ing amount</u>
Computers incl/ soft- ware	2,499	0	0	2,015	484
<b>Total</b>	<b>2,499</b>	<b>0</b>	<b>0</b>	<b>2,015</b>	<b>484</b>

#### Significant Donated Assets Recorded—Source and Date of Valuation:

There have been no significant donated assets (2016: Nil)

#### Significant Donated Assets –Not Recorded

There have been no significant donated assets (2016: Nil)

#### Note 5: Accumulated Funds

<u>This Year 2016/17</u> <u>Description</u>	<u>Capital contrib. by</u> <u>owners/members</u>	<u>Accum. Sur-</u> <u>plus or defi-</u> <u>cits</u>	<u>Reserves</u>	<u>Total</u>
Opening Balance	0	0	361,730	361,730
Surplus/(Deficit)	0	(39,900)		(39,900)
Transfer to Reserves	0	39,900	(39,900)	
Closing Balance	0	0	321,830	321,830

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

## Breakdown of Reserves

Name	Nature & Purpose	This Year 2016/17	Last Year 2015/16
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 30/06/2017 value of 4 months operating expenses = \$373k	321,830	361,730
	Total	321,830	361,730

## Note 6: Commitments & Contingencies

Commitment	Explanation & Timing	At Balance Date This Year 2016/17 \$	At Balance Date Last Year 2015/16 \$
Commitments to lease or rent assets	Leased office premises until expiration on 13/12/2019	161,744	29,331
	Photocopier rental until expiration on 11/08/2020	8,880	12,240

## Contingencies Liabilities & Guarantees

There are no contingent liabilities or guarantees as at balance date (2016: 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 (2016: Nil)

### Note 8: Assets Held on Behalf of Others

There are no assets held on behalf of others as at balance date (2016: Nil)

### Note 9: Related Party Disclosures

There were no transactions involving related parties during the financial year (2016: 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 (2016: 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 2017**

**CRS has maintained a strong financial position for the year ended 30 June 2017, even though a deficit of \$39,900 was compared to the previous year's surplus of \$20,615.**

CRS' core objectives are directed to a number of key service delivery areas for which specific funding is sought. It quickly became apparent early in the financial year that a non-continuation of a grant and shortfalls from other funders would result in a deficit, in the event no alternative sources of funding were found. Funds from our Strategic Reserve have been utilised for the deficit which was created with this scenario in mind.

Our annual income of \$1,078,949 was a \$54k reduction of 5% from \$1,132,872 in the 2015/16 financial year.

CRS' strategic reserve now stands at \$322k, leaving a shortfall of \$51k from the optimal reserve of 4 months operating costs that CRS Board had agreed upon (currently \$373k).

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, some other small donations, as well as income from CRS' investments and strategic reserve.

Expenses for the 2016/17 financial year totalled \$1,118,749 an increase of \$6k (0.6%) from the previous year. CRS' principal expenses were attributed to staff wages, interpreting expenses and CALD counselling costs which totalled \$877,495 (78% of expenses). Travel expenses—largely mileage expenses reimbursed to staff utilising their private vehicles for agency outreach work – decreased to \$43,165 a reduction of \$3k (7%). Rent & power expenses totalled \$74,653, a reduction of \$6k (8%).

This year CRS will be carrying the sum of \$271,843 forward to the 2017/18 financial year. Of this amount \$263,238 is due to the timing of receipt of funds with the balance 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 2017/18 financial year indicates that funding together with funds from our strategic reserve will allow CRS to maintain current levels of service provision.

**David Atkinson**  
**Office Manager**  
**September 2017**



# MARTIN MAGUIRE CHAIRPERSON



## Chairperson's Report - September 2017

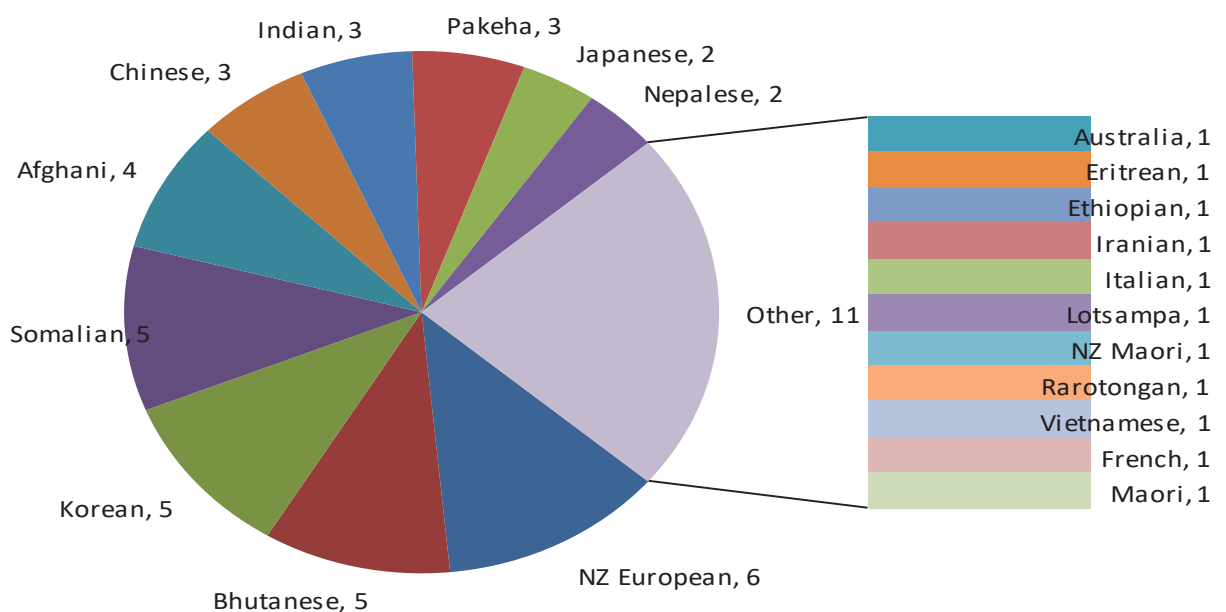
When I first joined the CRS Board in 2005 life was a little simpler for Board members. Times have changed. Board members are required to be much more professional and accountable in 2017. It is not a role to be undertaken lightly in this age of corporatized models and funding restrictions. Legislative requirements must be met and the outcomes funders seek must also be to the fore in our thinking and actions.

The Social Services sector is seeing many changes with some major agencies facing closure. Funding is a major cause of these issues. There has been a move to try a Social Enterprise model to enable agencies to become less reliant on outside funding. This has not been the path to independence many had hoped for. Philanthropy in New Zealand is yet to be as established as it is in other countries particularly in the area of Refugee and Migrant issues. Negative perceptions in the media of Refugees and Migrants from overseas are not helpful. Personal donations are also under pressure as many agencies try to keep their work ongoing.

CRS is not immune from these changes.

At the beginning of this year the Board engaged Barrer and Associates to develop an "Operational Funding Strategy". This strategy identified twelve streams of funding that would assist CRS to be less reliant on a shrinking pool of funding from other sources, and thereby continue the range of services we currently offer clients.

As a result of this report and in discussion with Shirley Wright, [General Manager] the Board agreed to employ on a short term basis a person to assist in achieving the goals outlined in the Barrer Report. Already we are seeing results with our profile being raised through a much improved communication strategy. We remain positive about the financial outcomes to follow.



**Staff Ethnicity (self defined) Graph 2016/17**

CRS has amazing staff. The Board is very aware of the hard work, commitment, and loyalty, all staff show in the delivery of service to our clients. We know it is not always easy. It is very much appreciated by all the Board members.

CRS is extremely well served by its General Manager Shirley Wright. Management is a tough career choice, particularly in social services. In what has been a sometimes difficult year Shirley has shown excellent leadership. Apart from the usual difficulties Shirley had to reorganise the office while complete renovations were undertaken. All of this while continuing to ensure that service was delivered effectively. None of us like change. Our work station is sometimes our refuge, and to have that disrupted is not pleasant. The fact that renovations were completed and “normal service resumed” without a revolt is testament to good planning and leadership. Thank you Shirley and to all the staff who cooperated so well during this difficult time.

I began this report talking about funding. I want to acknowledge on behalf of everyone at CRS how grateful we are to our current funders. We see funders as partners in the work we do to improve the lives of our clients, in their bid to integrate into this country. We all take this very personally. Every member of the CRS staff works tirelessly to ensure our clients get maximum value from every dollar spent. It is an important and valuable partnership. Thank you!

Finally to all Board members, thank you for your commitment to CRS and your support of me as Chairperson. A special thanks to Raylee Kane who is retiring from the Board. Raylee your wisdom understanding and commitment to the work of CRS has been excellent, you will be missed.

To all of you who support the work of CRS, A VERY BIG THANK YOU, from all of us. CRS cannot achieve the fantastic outcomes that we do without the help of many sister agencies who we give and receive support from. This allows us to collectively achieve many great things within our diverse Canterbury Community.

**Martin Maguire**  
**Chairperson**  
**September 2017**





# SHIRLEY WRIGHT

## GENERAL MANAGER



### General Manager's Report - September 2017

It is my privilege to present the annual service report for Christchurch Resettlement Services (CRS). This is the 21st CRS AGM I have attended and I am as inspired by the courage and dignity of our client group now as I was at my first AGM attendance.

Over that time, CRS has stayed true to her foundation and intent. The original services of bilingual community work, social work and childcare support for English language classes remain core services at CRS.

Social justice and commitment to The Treaty of Waitangi are core values of all the work undertaken at CRS. James Liu, Centre of Applied Cross-Cultural Research, Victoria University has stated that "New Zealand is an open society in principle, but prejudiced in practice in specific situations, in places, and against particular types of people." (NZ Diversity Forum 2013). The CRS client group often experiences this prejudice in accessing mainstream services. CRS staff observe it and work to address the inequities arising out of this prejudice. In honouring the bicultural principles of the Treaty, we are also helping to pave the way to equity for all cultures.

Inclusive of our CRS foundation services above, CRS has continued to deliver 6 distinct, complementary services to refugee and migrant background people. In addition, CRS has contributed to the wide reaching systems changes reported in the previous annual report. We have provided Lead Professional time to the Canterbury Children's Teams, to support vulnerable children and their families. CRS also has social workers contributing to the Integrated Safety Response (ISR) initiative to address the safety needs of people receiving Police attention for family violence events.

While our primary focus has continued to be on the support of people from refugee and migrant backgrounds, we have supported people from any ethnic background in our work with the Children's Teams and the ISR. This is part of the transformational change that is required to respond adequately to vulnerable children and adults, and CRS is honoured to be part of this collaboration and to respond to vulnerable people in our community.

When the Red Cross Earthquake funding ceased at the beginning of January 2017, we experienced a funding shortfall for our generic social work service which addressed earthquake related issues. The CRS Board committed to funding this service from the strategic reserve. While the earthquakes continue to have a negative impact on people, this is to a lessening degree. Our experience has also taught us that many resettling people require a generic social work response, in order to prevent potential crises in their lives.

CRS staff and volunteers across all services continue to demonstrate the ability to be responsive to emerging needs of the client group, and adaptable to systems changes. The deep commitment to the client group and the organisation, and the inspiring level of leadership and collaboration demonstrated by staff continues to enhance the ongoing development of the service. In particular, CRS 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.

CRS is an outcomes focused organisation, with regular formal reviews of progress with social work clients. In addition, all people participating in any of CRS services, 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. This feedback is woven throughout this report.

CRS has retained a stable workforce, with few changes. We have been fortunate to attract some very committed volunteers to support the work of CRS. In addition to Catherine Comber, Yasue Parker supports the social work team, and Ahlem Salah provides some time supporting the admin team.

We were delighted to have Tula Ram Chhetri back to his role as Partnership Community Worker, as he was medically cleared to return to work after the accident that killed his wife and baby son, and seriously injured Tula Ram. We are grateful to the excellent cover provided by Tulasha Bhandari and Girdhari Kadariya in Tula Ram's absence.

Qaali Mohamed has extended her leave of absence after the birth of her son. Goma Mishra has continued to provide cover for Qaali's childcare support role, and Falis Jama is covering Qaali's Bilingual Community Work position.

CRS was saddened with the resignation of one of our senior staff members during the year—Lisa Logan had been working 8 hours per week supervising the Health Information Provider (HIP) team for the past few years. Lisa moved onto a full time position at Pegasus Health. Jo Fasheun the Health Promotion Team Leader has taken on the supervision of the HIP team.

With the ending of the Earthquake Support Coordination Service on 30 June 2017, Alastair White and Tyne Becker utilised their expertise around earthquake related recovery to secure employment with other earthquake related services.

Bishnu Pokhrel and Durafshan Atayee also moved on from their positions with the Health Information Provider Team, to focus on their main areas of employment. We welcomed Girdhari Kadariya and Hanifa Mohammadi into these positions. While it is sad to farewell loyal staff, we were also pleased that Lisa, Alastair, Tyne, Bishnu, and Durafshan all had new adventures to move into.

We welcomed Ian Turner in May 2017, in the newly created role of Communications and Funding Coordinator. This position was created by the CRS Board to work to a comprehensive communications and funding strategy developed by Sarah Barrer (Barrer and Co.). It is hoped that by creating this new position, CRS will be able to attract new funding to cover the shortfall in funding currently being experienced by CRS as a result of increasing costs and reduced funding in some areas.

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. 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 has maintained our larger funding contracts, and we are 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.

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. We must also 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.

Each year, CRS' annual reports provide us with the opportunity to celebrate the recovery and dignity of our service users. You continue to inspire us all. You so generously share your individual and collective vulnerabilities and strengths with us, enabling us to learn from you. Your strong sense of cultural and spiritual identity provides us all with the foundation to support you to achieve positive outcomes, which you have been able to articulate in your feedback to us—your achievements, thoughts and words are woven through this report.

## **Highlights of the 2016/17 Year**

- **Maintaining CRS' diverse workforce and Board.**
- **Continued Ministry of Social Development Approved Provider status.**
- **The creation of the new position of Communications and Funding Coordinator to seek new areas of funding through delivering on the Communications and Funding Strategy developed for CRS by Barrer and Co.**
- **An improved social media presence created by the Communications and Funding Coordinator.**
- **The maintenance of positive relationships with our sector partners and development of new relationships.**
- **Contributing to positive outcomes being achieved by resettling communities.**
- **CRS involvement with the Canterbury Children's Team and the Integrated Safety Response.**
- **CRS' bilingual staff contribution to a number of projects across the city, to ensure cultural relevance in these projects, e.g. the AllRight Campaign.**
- **All CRS social workers maintain Social Work Registration.**



# The Work of 2016/17

Christchurch Resettlement Services provides six distinct but complementary service delivery areas, with a change this financial year in focus for the social work team.

**Bilingual Community Work – the bilingual family support** team consists of 7 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** – this team consists of 3 x IFTE social worker positions and IFTE social work assistant who provide generic individual and family support around resettlement issues; mental health assessment, intervention and support; and family centred family violence support – all for people from refugee and migrant backgrounds. Christchurch Resettlement Services is also providing Lead Professionals to the Canterbury Children's Team and Victim Advocates to the Integrated Safety Response (ISR) initiative to address the needs of families experiencing family violence. Support is available to referred families from any ethnic background.

Interpreters will continue to be contracted on an as-needed basis for the cultural and linguistic needs not provided for by the Bilingual Community Workers.

**Culturally & Linguistically Diverse Counselling** – 3 CALD background counsellors provide 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 New Zealand trained and accredited.

**Health Promotion** – 6 staff members work 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 positive health opportunities. Partnership Community Workers also work within this team – their role is to support refugee and background people to access primary health care.

**Living Well in Christchurch - Bilingual Tutor and Childcare Service** – we continue to work 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. Due to legislative requirements the children are cared for in the same room as their parents, and are supported by the childcare workers to participate in age appropriate stimulating activities.

**Earthquake Support Coordinators** – a Government and NGO collaborative providing support to householders directly affected by the earthquakes, through helping them 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

2 ESCs also contribute Lead Professional time to the Canterbury Children's Teams.

**NOTE:** Interpreters are provided in all services for clients requiring linguistic support.

Volunteers support the social work, health promotion, and admin services.



# **Bilingual Community Work**



The Christchurch City Council and NZ Lottery Grants Board have continued to fund the majority of the costs of 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 47 bilingual hours per week.

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

CRS is assured of working to best practice principles inherent in the provision of cultural and linguistic support services to resettling refugee and migrant background people and CRS staff. 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 positions, 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:

- 184 clients were supported over the year across the CRS social work service.
- An average of 42.75 social work clients were supported each month by the team.



- 48% of those supported were from the Afghani community .
- 29% were from the Bhutanese community.
- The team provided an average of 117 contacts with clients per month.
- Of these contacts, an average of 78 each month were significant telephone contacts, with the remaining 39 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.

Formal feedback from clients indicated that:

- 96% of clients supported by a social worker and a bilingual community worker reported a high degree of satisfaction with the services provided by CRS.
- 98% of clients 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.

Client comments from formal feedback questionnaires tell a fuller story:

- ⇒ *Many things has been changed. Everything are getting better. They help me with WINZ and doctor and many other places.*
- ⇒ *If I need any help I leave message with Maryanne, and she calls me back or asks the bilingual worker to phone me. CRS helps in many ways.*
- ⇒ *CRS helping a lot, we are very happy with CRS support.*
- ⇒ *When I need appointments at places they help me with that and help me talk.*

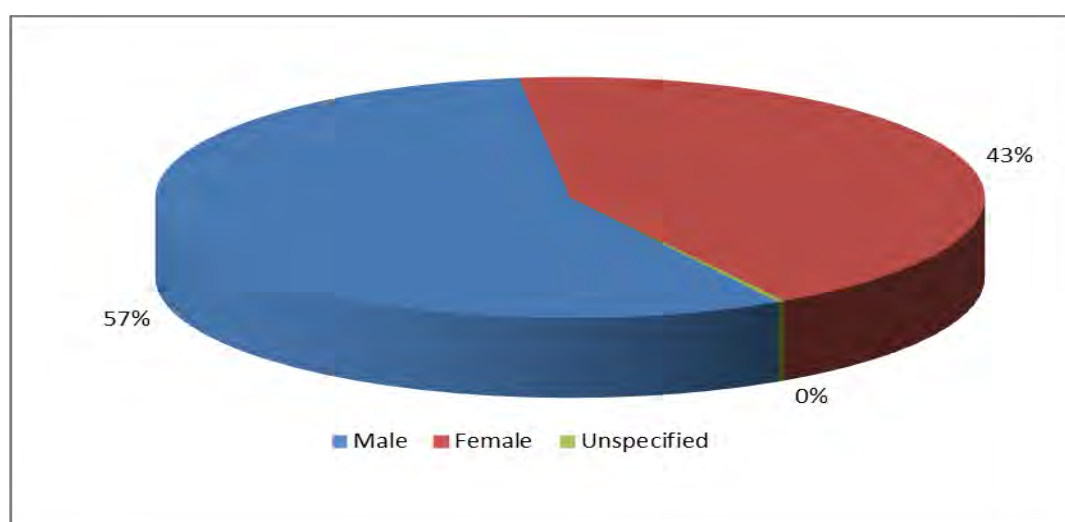
The team members also supported a wide range of health promotion activities over the year:

- 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.
- 37 older people participated in the CRS outing to the Positive Aging Expo at Papanui High School. Aged Concern organises this event and the bilingual community work team members all supported the CRS participants to fully experience this amazing event.

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 also contributed to a number of focus groups and consultation sessions with external providers with the objective of including voices of diversity in a range of policies and projects. The 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.

**The chart below illustrates the gender of Social Work Clients supported by CRS**





CRS has delivered social work support to people from refugee and migrant backgrounds under the following contracts over the 2016/2017 year:

- The Family Centred Family Violence, Young People at Risk and from April 2017 Victim Advocate services through the Ministry of Social Development contracts.
- The Canterbury District Health Board contract for mental health services to refugee and migrant background people.
- Social work support to people from CALD communities around the psychosocial impacts of the Canterbury earthquakes, with NZ Red Cross funding up to 31 December 2016.
- From 1 January 2017, CRS has delivered a generic social work service for our client group, for which the CRS Governance Board approved funding from the CRS Strategic Reserve.

In addition, the CDHB and MSD (youth at risk) contracts each provided 0.1FTE Lead professional time with the Canterbury Children's Team. Along with the 2 x 0.5FTE Lead Professional time contributed by Asha King and Kowoon Byun respectively of the CRS Earthquake Support Coordination Service, CRS has contributed 1.2FTE time to this new initiative.

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. Maryanne Cosgrove, CRS' social work assistant holds a 0.75 FTE position providing generic social work support. Jo Fasheun has continued in her role of health promotion team leader, combined with 3 hours social work per week.

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 where possible, clients engage with one social worker during their time with CRS. This process enhances the 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. Clients are also more able 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, 891 individuals from 54 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. 71 of the 891 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 962 clients being supported over the year. Demographic analysis of the 891 individuals shows the following:

- 182 families and 347 individuals not attached to a family were supported.
- 57% were from a refugee background.
- 30% were from a migrant background.
- 0.2% were asylum seekers.
- 12.8% were victim advocate clients (NZ European).
- 56.3% of clients were female.
- 43.3% were male.
- 0.3% were unspecified

393 individuals from 45 different ethnicities entered CRS for social work support across all contracts, and 498 people exited the service in this period.

Activity for each social work contract is outlined below.

#### Mental Health

Over the past financial year, 76 refugee and migrant background clients were supported under our CDHB mental health contract, with the majority being female (69%). In addition, Denise Huisman provided 4 hours Lead Professional time per week under this contract in support of 2 children and their families under the Canterbury Children's Team.

42% of referrals for mental health support came from CRS staff, 11.5% from CDHB SMHS, and 11.5% self referred for support.

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. The high number of CRS mental health clients referred for mental health support internally (i.e. from another CRS service area) indicates the trust in their social worker or bilingual worker in disclosing their mental health distress.

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 in the support process 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. 27 service users completed a feedback questionnaire in the contract period, with all respondents indicating that they felt satisfied with the service provided.

- 93% of respondents reported positive changes in their lives as a result of CRS support. In addition to reporting positive changes in their wellbeing, many also reported positive changes in their environmental situations.
- The remaining 7% of respondents did not report any change as a result of receiving CRS support.

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:

- ⇒ *I have come out of severe depression. I am confident in my abilities. I can do things I couldn't do in the past. Overall I am being continuously helped.*
- ⇒ *Get help mentally, emotionally and physically. I don't know who else could have helped me.*
- ⇒ *Understanding.*
- ⇒ *I am going out for walking and doing the things that enjoying me.*
- ⇒ *I was trap that time because I become alone and I have no sense about my life but CRS help me and how to keep my life. They encourage me and I am changed and I am fit.*

The social work team met regularly with the CDHB SMHS CALD Psychiatrist and Bishnu Pokhrel for clinical support and psychiatric consultation around CRS mental health clients. Bishnu is the SMHS CALD 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 is reported in the health promotion section of this report.

CRS has continued to support the CDHB cultural competency in mental health training to 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

**A) Under CRS' Family Centred Direct Services** contract, we are contracted to provide service support to 28 families. We supported 56 families/individuals under this contract.

This high volume is due to CRS receiving referrals from ISR – Integrated Safety Response from August 2016. 71% of referrals received under this contract originated from ISR – Integrated Safety Response, with 44% of the ISR referred people declining the service offered.

The Integrated Safety Response (ISR) is a collective partnership of government and non-government providers. The focus is on safety and resilience of whanau experiencing family violence. The purpose of ISR is to provide demand driven safe, effective, efficient services for those impacted by family harm where there is a report to the police or a prison release referral to ISR. (ISR Governance Group definition, 2017).

With the majority of referrals coming from ISR, our analysis of referral sources from the current and the previous year indicate that ISR has changed the way that people are being supported, and our traditional referrers who are also part of ISR are no longer referring people to CRS in the same way as previously.

The collaboration between CRS and other service providers hugely influences the outcomes for families experiencing family violence. We are well supported in our work by many agencies, and in turn, we support them to carry out their work, for the benefit of families experiencing family violence. All of the clients engaged with CRS through community referrals were provided with information about family violence, supported around their resettlement needs, connected to other supports. All were supported around safety planning.

We continue to note complexity around immigration status for a number of women who are victims of family violence where the perpetrator has sponsored their resettlement in NZ.

WINZ continues to be very supportive of women needing to access benefit, but access to appropriate financial support remains an issue for a number of the families due to their immigration status.

At times the Police have supported us in our work with families, in order to enhance safety of client families as well as our staff. All clients have been connected to legal assistance to either access a Protection Order and Day to Day Care of children, or to understand the legal requirements of being a respondent of a Protection Order and to apply for access to children

Where possible CRS continues to monitor the safety of any children within these families.

ISR referrals have changed the gender composition of the referrals received for this contract - 73% of the referrals were for men. In comparison, 18% of the clients supported in the previous year were men. 56% of these men engaged with CRS, with

the remaining 44% who declined the service being offered information about other supports available.

Outcomes are tentatively positive for this group of clients, as the perpetrators (the men) demonstrate a willingness to discuss their personal issues and stressors, and to engage in a learning process with CRS around the impacts of family violence, and the laws around family violence in New Zealand. CRS has supported a number of the men with settlement issues, employment and financial sustainability. Many of the men have no extended family in New Zealand and appreciate the opportunity to talk through their feelings with CRS.

18 people returned CRS' client feedback questionnaire, with the following reported outcomes:

- 92% of clients engaged with the service reported satisfaction with the service received.
- 89% of the clients who completed the feedback questionnaire reported positive changes as a result of CRS support. The remaining clients reported that nothing had changed for them yet.
- The same 89% reported positive changes in their overall circumstances, and a general sense of being supported and valued.
- A number of comments referred to being able to understand their situation better and having access to other supports and information.
- Several clients reported that they appreciated the support provided to understand the New Zealand system.

Verbatim quotes from Feedback Questionnaires:

- ⇒ *They (CRS) provided me with more contacts, and as much information as they could.*
- ⇒ *I have more courage to face the responsibilities of being a single mom, and to raise my daughter in a positively way.*
- ⇒ *I feel safe and supported.*
- ⇒ *Help with my problems.*
- ⇒ *Life is beautiful they care a lot and I am stress free.*
- ⇒ *With CRS support I was shown the way to things (understanding the protection order) I didn't know about.*

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.

## **B) Victim Advocate contract.**

This contract is also connected to the ISR, whereby CRS receives tasks from the Integrated Safety Response (ISR) service to engage with and provide short term support for people who are victims of family violence, with the objective of helping the whanau become safe from family harm.

CRS is still working on the reporting required for this contract, nevertheless we can report that in the period April to June 30 2017, CRS was tasked with providing victim advocate support for 105 people, with the vast majority being women.

All taskings require CRS to contact the named person to offer support. 24% of the people referred through ISR engaged with CRS for support. We estimate that approximately 50% of the people who did engage feel safer as a result of the support received. We have developed a pre- and post- support self report safety scale, which will provide more accurate information to inform our work.

### Youth at Risk

7 young people were supported under the contract, as CRS provided 0.1 FTE Lead Professional time to the Canterbury Children's Team from 1 April 2017 to 30 June 2017 under this contract. 2 children and their families have been supported under this LP time allocation.

With regard to the 7 young people supported, 4 were from migrant backgrounds and 3 refugee backgrounds. Mental health issues, social isolation, financial support issues and lack of family supports were the most serious issues impacting on children and young people in this reporting year.

The collaboration between CRS and other service providers hugely influences the outcomes for young people and their families, for example the families were supported by a number of services, from CYF, to CDHB Specialist Mental Health Services, MOE, schools, and health services. 2 of the referrals for youth focused support came from other services within

CRS, 1 young person self referred for support, and 4 were referred by community members or family.

Some of the parents of the young people were provided with parenting support, and behavioural change programmes for their children. CRS has also connected young people and their families to natural and other community supports which has assisted in breaking down social isolation, and provides a sustainable support network.

CRS has assisted some of the young people to engage in sporting or healthy leisure activities, which has also been helpful for the young people to develop social connections and healthy social skills.

All of the clients with the exception of the Children's Team clients returned a client feedback questionnaire. Analysis of the 7 client feedback questionnaires received indicate the following:

- 100% of clients reported that they felt listened to and were happy with the service received.
- 6 of the 7 clients reported positive changes as a result of the support received.
- 3 of the young people reported that they had improved their attitude and behaviour because of the support received.
- 3 families reported that they had been connected to other supports and had received support to manage their interactions with other agencies.
- 6 reported an overall positive change in their circumstances.

1 client reported no change as had just engaged with the service.

Client words about what has helped them is inspiring:

- ⇒ *It has changed my behaviour and self respect.*
- ⇒ *Changed me a lot my behaviour in the last year.*
- ⇒ *I feel supported and my future direction seem a lot clearer with support.*

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

##### **A) New Zealand Red Cross contract – support around the psychosocial impacts of the earthquakes.**

This contract ended on 31 December 2016. In the period 1 July to 31 December 2016 18 families and 28 individuals not attached to family entered the service for support. In the same period, and inclusive of the figures above, a total of 139 families and 106 individuals not attached to a family were supported under this contract. 24% of the clients were from migrant backgrounds, 76% from refugee backgrounds. 58 families and 40 individuals not attached to a family exited the service over the reporting period, all having achieved positive outcomes with the exception of 2 clients.

7 years on from the earthquakes, many people in Christchurch continue to struggle with the impacts across a range of issues. While the nature of the following issues may have changed, the most prevalent issues causing distress and hardship to CRS clients have remained constant over this 2 year contract, with variations in the prevalence over time. These issues are:

- housing (either no housing or inadequate housing) – a 7% increase in prevalence over the life of the NZ Red Cross contract. This increase is symptomatic of structural/systems issues impacting housing availability in Canterbury.
- overcrowding - a 16% reduction in prevalence, largely due to a decrease in the numbers of refugee people coming to Christchurch.
- family relationship breakdown – 20% reduction in prevalence, which is congruent with the issues outlined above, as well as ongoing earthquake recovery processes.
- parenting difficulties – 6% reduction in the numbers of parents seeking support around parenting.
- financial hardship – 5% reduction in prevalence – this issue impacts on the majority of CRS clients, possibly exacerbated by the earthquakes.
- difficulty accessing services and support – 5% reduction - we have noted a concerning increase in barriers to the CRS client group from Government services – largely due to these services moving to online and telephone transactions, which are almost impossible for the CRS client group to navigate.

- social isolation – 11% reduction, but high ongoing prevalence amongst elderly community members.
- increased stress, fearfulness and anxiety – 10% reduction prevalence, but remains a concern for many clients due to other stressors in their lives.
- stalled resettlement/acclimatisation processes – 9% reduction, also remains an issue for many due to other external factors.
- negative impacts on general wellbeing - 29% reduction, as 100% of people accessing the service originally were affected by this issue. We note that wellbeing is enhanced as people seek support and resolve their issues.

With regard to outcomes, we had a 65% return rate on the questionnaires provided to clients, with 72 forms returned.

- ⇒ 93% of respondents indicated that they were satisfied with the support received.
- ⇒ 87% of respondents indicated positive outcomes and changes in the areas of access to services and supports, overall circumstances, knowing that support was available to them, enhanced acquisition of knowledge and skills, attitude and behaviour, and increased wellbeing.

The majority of responses included more than one change category. As mentioned in the previous report, the words **support** and **happy** were prevalent throughout the feedback.

#### **Quotes:**

- ⇒ *There has been lot of good changes in our relationship.*
- ⇒ *Helping to get our rent. When we came we are like blind people and didn't know anything. We feel good now.*
- ⇒ *You help a lot I have someone who listen to me, takes away my angry, supported helped me mentally, keeps me alive and going.*
- ⇒ *We are so happy with all your help you help so much we are happy.*
- ⇒ *You help us with appointments and manage things.*
- ⇒ *Very helpful and nice. Now I am ill and my son needs their help, they help him with behaviour.*
- ⇒ *I understand more people to help me. I feel very good.*

#### **B) Generic social work support.**

From 1 January to 30 June 2017, CRS has continued to provide a generic social work response to people from refugee and migrant backgrounds. This is funded from the CRS Strategic Reserve providing a 0.75 position, held by Maryanne Cosgrove.

Due to the demand for this type of support, and the limited hours available, we have reshaped this service in order to provide a short term, brief intervention model of response. We have also focused heavily on making agreement with active clients to close their files, and for them to self refer for further support if needed in the future. This process has accounted for the high number of clients exiting the service in the reporting period.

Clients have a range of issues, congruent with those outlined in the NZ Red Cross contract section above.

101 families and 89 individuals not attached to a family have been supported under this service. Of this figure, 19 families and 20 individuals not attached to a family entered the service between 1 January to 30 June 2017.

Feedback from clients demonstrated the following:

- 98% were satisfied with the support provided.
- 91% indicated that they had experienced positive changes in one or more of the following: beliefs and attitudes, knowledge, behaviour, circumstances, wellbeing, and access to services and supports.

Client comments continue to inspire us:

- ⇒ *CRS is a place I get supported.*
- ⇒ *Good service and thanks for helping me.*
- ⇒ *Many things in my life change because I get CRS help.*
- ⇒ *Thank you very much for your help and your offer to me.*





# Culturally & Linguistically Diverse Counselling Service



Left to Right: Rika Savage, Michael (Sim) Kim  
Absent — Shelly (Lijie) Hou



The CALD Counselling Service is funded by Pegasus Health. CRS manages the service and provides clinical support to the counsellors who are all New Zealand trained and accredited.

Shelly (Lijie) Hou, Rika Savage and Michael Kim continued their fee for service contracts with CRS from 1 July 2016,

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. Interpreters are provided for clients requiring other languages. The counsellors report that provision of counselling in the client's mother tongue is very effective and much appreciated by their clients.

With the closure of the Migrant Centre where the counselling sessions were held, the counsellors now work from the CRS office in Lincoln Road.

While the major focus of the service is mental health, the counsellors also provide counselling around acculturation stress, family violence, relationship issues and a range of other issues.

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 83 individuals from 16 ethnic backgrounds, with an average of 51 appointments provided per month. The ages of the clients ranged from 13 years to 79 years of age. 59 of these people entered the service in the reporting period.

77% of the clients supported were female, and 23% were male. Referral sources were in the main from self-referrals, General Practice, CDHB and Shakti. CRS social workers and the CALD counsellors also refer to each other where it is evident that clients will benefit from the specific relevant support.

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 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.

The counsellors report that their clients indicate a high level of satisfaction with the service they have received.





# Earthquake Support Coordination Service



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

The ESC Service is funded by the Ministry of Social Development. CRS Earthquake Support Coordinators (ESCs) have worked mainly with householders from CALD communities, with interpreter funding provided by MSD. 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.

2016/2017 was the final year of the ESC service as we have known it. The service itself no longer existed beyond 30 June 2017. With the remaining EQ support fund due to end on 30 June 2018, the service was transformed into a community connector service from 1 July 2017, with a continued focus on short term earthquake recovery support and with vastly smaller numbers of funded positions available.

In the reporting year, the team members have supported a total of 174 householders. CRS has provided 91.75 interpreting hours for CRS and other ESC services' clients and staff over the year. ESC clients required Mandarin, Japanese and Korean language interpreters.

At the completion of the Earthquake Support Coordination Service, we can reflect on the excellent support that all of the ESCs across Canterbury have provided to homeowners.

Along with a small group of providers CRS was one of the first services providing ESCs to support homeowners after the 2011 earthquake. Our role was to support homeowners from culturally and linguistically diverse communities, and we were allocated interpreter funding along with the funding for ESC FTEs. With the devastating earthquake on 22 February 2011, the ESC service grew, and CRS was fortunate to be funded to provide 4FTE ESC positions to support not only CALD homeowners, but people from any ethnicity requiring support.

We have had 6 staff members supporting this service over its 6 and half year existence. In the reporting year, ESCs Kowoon Byun and Asha King accepted the offer of the opportunity to be Lead Professionals with the Canterbury Children's Team, and they both have continued to as lead professionals in their current roles. As the ESC service was coming to an end on 30 June 2017, ESCs Alastair White and Tyne Becker moved onto other roles in services supporting earthquake recovery, taking the knowledge and skills gained through the ESC service to benefit others.

It has been an absolute privilege to be part of a service response for a range of reasons:

- Being part of supporting the earthquake recovery needs of people in Canterbury.
- Working across sectors with non-traditional partners – the service has been a great example of true collaboration.
- Being able to support homeowners from CALD backgrounds in a meaningful way, as a result of the provision of interpreting funding.
- Finally – contributing to positive outcomes for the majority of the homeowners supported by the ESC service.

## 2 Final Good News Stories

**Asha King** - This first story is about supporting homeowners with EQC having to remediate a Fletcher managed repair. The ESC supported the homeowners through the entire process.

The owners of an older villa wanted to keep as much of the character as they could possibly save. As per previous scopes many dwellings did not include taking floor levels, therefore the damaged foundation was not picked up on in the initial scope. The property was signed off by Fletcher and EQC upon 'completion of works'.

A few months later the homeowners noticed their furniture in the bedroom and the lounge appeared to be on a lean. Fletcher was contacted again to have another inspection. After several months of disagreements between Fletcher and EQC, the homeowners were advised further floor levels would be undertaken. Once completed, it was agreed that the dwelling needed a new foundation, resulting in the house to be lifted and a new foundation was to be laid.

The owners moved out of their home for a second time and EQC elected to pick up the accommodation costs for the owners as well as the elderly parent of one of the owners, as he could not accompany them to the new rented accommodation due to lack of proper facilities for the elderly. He needed to be cared for in a rest home. EQC were very obliging and fulfilled his needs as well which lessened some of the homeowners stress, knowing he was well cared for. This left them to concentrate on the remediation issues, this time to make sure they were present at the property to almost co-manage the repairs to their satisfaction.

Fletcher undertook to remediate the issues. This caused further damage to the renovated dwelling. Fortunately this time Fletcher engaged a new Project manager who genuinely took care of the homeowner's wellbeing. This project has taken almost 2 and half years to complete, however the homeowners are extremely pleased with the way things have turned out. They have still managed to retain most of the characteristics of the old villa despite the extensive works undertaken. It is warm, light and airy. The owners say this is more than they had expected and are very grateful to Fletcher's for respecting and including them in the project and supporting them the way they have.

**Kowoon Byun** - One Korean homeowner client purchased a house after the earthquake and the house was a commercial building; a motel in Ilam. When I spoke with Vero and EQC regarding this, there was not much information regarding the claim and they even seemed quite confused due to the complex situation of the case. I helped the homeowner to make a new claim from last year's event and the EQC inspector finally came and assessed the house earlier this year. Although there was a claim before 2016, there were insufficient details regarding EQ damages, so the EQC inspector decided to reassess the whole house because it was very difficult to acknowledge which damage was from which year. Most damages, except for a few from external walls, were accepted and paid out. The Homeowner was very happy about the outcome.





# Health Promotion



Left to right: Tula Ram Chhetri (PCW), Galawezh Noori (PCW), Falis Jama (Health Promotion), Jo Fasheun (HP Team Leader), Zeinap Hussein (PCW & Health Promotion Community Worker)

The Ministry of Health (MOH) funds CRS' Health Promotion programme, with health promotion activity funding provided by Pegasus Health. While the focus of the MOH funding is to improve the overall health status of refugee background communities living in Christchurch, the Pegasus funding enables us to include migrant background community members in the majority of the programmes.

The MOH contract funds the CRS staff members employed in the health promotion team, and the Pegasus Health funding supports all of our population based activities delivered under the programme, with the exception of the Ladies' Swimming Programme. Pegasus and the Christchurch City Council provide the majority of the funding for this programme. The balance of the cost is covered with contributions from the participants and CRS' own funds.

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.

The CRS Partnership Community Work Team (a Pegasus funded and supported initiative) also work under the umbrella of the health promotion programme.

Jo Fasheun leads the health promotion team, and also took on the responsibility for the Health Information Provider programme after Lisa Logan left CRS for a position with Pegasus Health.

The health promotion team has been well supported by all staff and volunteers at CRS to provide the following activities/programmes:

## Health Information Providers (HIPs)

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

Health topics are developed and delivered to the HIPs by their team leader and the relevant CRS staff member and/or health specialist according to the health topic being delivered. The HIPs then deliver the information to small groups in their communities in the first language. 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, Arthritis/bone health, Family Violence/Family Relationships, Ear Health, Mental Health and Wellbeing, Discrimination/Human Rights, Visiting the Dr/the NZ Health System, and Water Safety topics in this period. Across the 5 ethnic groups participating in the peer education programme, an average of 175 people participated in each health topic seminar, and a total of 242 sessions were provided to small groups of community members for the 8 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.

Participant feedback is gathered from each HIP session, with 100% of participants in the community sessions reported improved health/knowledge and/or wellbeing as a result of participating in the HIP sessions. 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 we continue to observe that 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 poignant.

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 and mental health topics illustrate this feedback:

#### Mental Health:

- ⇒ *Will have more compassion to those with mental health (issues).*
- ⇒ *Learn how common some mental health problems are.*
- ⇒ *I enjoy seeing the difference between anxious and a anxiety disorder.*
- ⇒ *Good to keep asking help until someone listen to you.*
- ⇒ *Important to take care of you self.*
- ⇒ *There is no shame to want better Dr if they don't listen to you.*
- ⇒ *I learn things I will avoid before I go to sleep so I sleep better. I know I need to eat well.*
- ⇒ *Exercise and social life is good to stay well.*
- ⇒ *I love the breathing exercise.*

#### Family Violence:

- ⇒ *This is a wide range problem not just our community.*
- ⇒ *Very important to learn about this.*
- ⇒ *I learn about NZ law.*
- ⇒ *Learning how to control my action and get help.*
- ⇒ *I know my right now.*
- ⇒ *There are lot of women need help. Now I know how to help if they want.*
- ⇒ *I learned how to get myself and my children out of violence.*
- ⇒ *I can say "no" if I don't like something and I teach my daughters this too.*
- ⇒ *I learn some healthy things so I don't hurt my wife and kids.*
- ⇒ *In our culture it not ok to speak up about family matter. My friend last year was in abusing relationship. She know from these talks where to get help, to take care of her. She got courage to get out of abusive situation and she is happy.*
- ⇒ *Children who see family violence can be violent or hurt – we see this in our community. The children are sad.*
- ⇒ *It good to learn about healthy relationship in NZ. We all want peace and harmony.*

#### Partnership Community Workers (PCW)

Galawezh Noori, Zeinap Hussein and Tula Ram Chhetri form the PCW team at CRS. The team is part of a Christchurch wide health initiative funded by Pegasus Health (Charitable) Ltd in which 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, and the team is embedded in CRS' system of care. CRS has 1.6FTE PCW funding, and the team supported 73 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. The focus of the PCW service has been to have increased intentionality to the support provided, and to increase the diversity of the clients supported by the CRS PCW team. The PCWs have commenced developing a support plan with each of their clients in order to ensure that people are supported to be able to manage their own and their families' health needs.

The team members continue to 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. These tasks are undertaken in tandem with providing information to their clients about their health entitlements, and enhancing their clients' understanding of the NZ health system.

Networking and educating health services is an integral part of the CRS PCW's role. The outcome of this activity is 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 assist them to access other supports available.

#### Population based activities – Community Connectedness

Along with the wider CRS team, CRS Bilingual Community Workers and contract interpreters supported all of the activities outlined below.

#### • **Pre-School Children**

**The Young Mothers' Group** - CRS provided 19 sessions of the mothers' group for young refugee and migrant background women with babies and toddlers.

The sessions are held each fortnight, and an average of 10 mothers aged between 21 and 28 years of age attended each month. 18 young women from 6 ethnicities participated over the year.

The group is largely focused on social connection between mothers with young children, socialisation experiences with other children for their children, and mutual learning about parenting. While the CRS Health Promotion Team Leader supports the group, the mothers lead the group, and determine the focus of any discussion at the meetings.

As a result of the request for parenting support, we ran a parenting group at each session between 11 May to 15 June – funded by the Canterbury Earthquake Appeal Trust parenting package, and facilitated by the AllRight? Campaign parenting support worker. The women all reported that the programme was very important and helpful for them, and they appreciated being able to talk about the good things in their own culture around parenting.

Formal feedback was received from all of the women participating in the coffee mornings. Feedback is entirely consistent with the previous report, with 100% of the women reporting that they felt part of the group, that they enjoyed the social connection, and that they had improved health, knowledge and/or well-being. They also reported that their children enjoyed playing and learning with the other children. All of the women reported that they learned valuable things from one another, and that the parenting programme was very worthwhile to them.

#### Quotes from the women:

- ⇒ *I like learning from the other mothers and knows that I not alone.*
- ⇒ *I get different information about problem that I might not know.*
- ⇒ *I like meeting with Mums from other countries which helps me learn lots.*
- ⇒ *I don't feel so alone.*
- ⇒ *I don't feel so worried anymore.*
- ⇒ *I like to learn different things so I can cook for my children.*
- ⇒ *I know what to do with my children now.*
- ⇒ *It's good for my English.*

⇒ *I have something to do with my kids.*

The annual **Under 5's Expo** (Pegasus funded) was well attended with 80 parents and 56 pre-school children/babies participating in the event held on 30 June 2017 at the Aranui Community Centre. Ages of the parents ranged from 17 years of age to mid-50s. 71 mums and 9 fathers from 20 diverse ethnic backgrounds participated. 46% of the participants were from a refugee background, and 54% were from migrant backgrounds.

The event was a true collaboration of a wide range of service providers, interpreters, CRS and community members. 21 services provided information about their services for families. Three workshops were also held over the course of the day:

- Play time with children – practical activities to do with young children - AllRight Campaign
- Baby and Child Massage – Conductive Education Centre.
- Self-Care/wellbeing in parenting workshop – Norma Marriot, therapist.

Participants and service providers provided both informal and formal feedback.

- All health and service providers reported to the CRS Manager that the event was very worthwhile for their service with regard to engaging with hard to reach populations. Provision of linguistic support was pivotal to this success.
- Service providers all reported a high interest level in their particular service from the participants. This indicates the relevance of the services represented to the parents and their families.

Informal feedback indicated that the parents found all of the information and workshops helpful to them and their families. All participants canvassed reported that they had learned many new things. When asked what the best part of the day was, the women replied “all of it.”

Formal feedback was obtained from 24 parents from 8 ethnic backgrounds, utilising a feedback questionnaire

- This feedback is entirely consistent with the informal feedback outlined above, i.e. 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.
- 50% of the respondents reported that the “Infant and Child Massage” workshop was very useful to them and they had learned new things about how to soothe children – some of the women appreciated that older children can give consent to be massaged by “Mum”. This workshop was offered to CRS by the Conductive Education Service in exchange for interpreting support we provided to them for a mutual client.
- 38% of respondents indicated that the CPR session was most useful to them and their family.
- 34% of the respondents reported “all of the information” had provided them with information that is helpful to their families.
- 21% % of the participants commented that the self-care/wellbeing in parenting workshop was enjoyable and helpful.
- 17% of the respondents mentioned that the information provided by services in the service information session will be very useful for their families.
- One person commented that she did not know that she was able to ask for an interpreter at WINZ. 2 others appreciated the practical activity, toy workshop.
- Appreciation of the support provided by all of the service providers was a common theme in comments made by the participants, as was the enjoyment that their children got from the day. Several people commented on the wonderful venue.

Participant quotes (verbatim):

- ⇒ *Mentally we are not well because too many problem. We need somethings like today to enjoy and be happy.*
- ⇒ *Thank you very much God bless you all.*
- ⇒ *Helpful people here.*
- ⇒ *Mostly I like to learn about today for children and how they can listen to us as parents.*
- ⇒ *CPR was great to learn in case I need it.*
- ⇒ *Everything was good, lots of good services to help.*
- ⇒ *I like to hear about how to look after ourself.*
- ⇒ *I like the playdough and everything else.*

⇒ *I have learned to make toys for my children and about many services to help me be parent.*

- **Young People**

CRS' annual **youth camp** was held at the Wainui YMCA Camp in December 2016.

17 young people between the ages of 13 to 26 years of age participated in the camp. 9 were female and 8 male and 6 ethnicities were represented.

This is the lowest number of camp attendees we have experienced over the history of the annual CRS camp. We originally received 26 applications for camp, but 7 young people from one extended family withdrew their applications due to family reasons, and 2 withdrew due to work commitments. Concurrent community events also impacted on the numbers.

A range of activities were provided by the YMCA at the camp, with all of the young people fully participating.

Outcomes reported by the young people:

- The activities were directly beneficial and fun for the young people, with a general atmosphere of excitement and delight from the young people throughout the camp.
- Enhanced confidence resulting from the mastery over the challenging activities achieved by the young people.
- Enhanced collaboration between the young people, as they needed to rely on one another to achieve the activity goals.
- Inclusion of cultural considerations such as dietary and prayer needs were beneficial and appreciated, and affirming for the young people.

All of the young people were given a feedback form to complete in confidence. We received completed forms from 16 of the participants, with all reporting enjoyment of the venue and the activities, and appreciation for the opportunity to meet new people.

100% of the participants reported that they had learned and done new things at the camp.

Quotes:

- ⇒ *Thank you so much for an amazing time.*
- ⇒ *Like more camping days.*
- ⇒ *I like games and beach and water activity.*
- ⇒ *I like trying new thing like the raft building.*
- ⇒ *Like the food and everything was good.*
- ⇒ *Hanging with friends is good.*
- ⇒ *Maybe have fewer activities, more ball games. No cleaning please.*
- ⇒ *I love all the new activities.*

Due to the declining numbers of camp attendees over the past 2 years, we have decided to put the annual camp on hold until new refugee quota intakes return to Christchurch. The original intention of the camps was to provide young resettling people with the opportunity to have new experiences, and we believe that the lack of interest in the camp is a result of the young people having many other positive opportunities in their lives.

CRS held **2 school holiday activities** in the reporting year:

- i. 14 females and 13 males from 4 ethnicities participated in the 10 Pin Bowling event. Participants were aged between 12 to 25 years of age.

With regard to outcomes from the event, we observed the young people connecting across age and cultural groups. A number of young people participating had not done 10 Pin Bowling before. Most reported that they enjoyed the activity and expressed a desire to go bowling with their friends and family at another time.

Formal and informal feedback from the young people indicated that all felt that participating in the activity had enhanced their health, knowledge and/or wellbeing. Many reported that they had made some new friendships at the event. The young people reported the following when asked what they enjoyed the most about the event:

- ⇒ *Slam a winner!*

- ⇒ *Bowling and getting together.*
- ⇒ *Meeting new people.*
- ⇒ *Winning.*
- ⇒ *Make new friends.*
- ⇒ *Getting out of home.*

- ii. 11 young people from 5 ethnicities participated in a **movie outing** in April 2017, to the movie “Baby”. Ages of the participants ranged from 12 to 25 years of age.

This movie is an animated examination of families, siblings and how families and children feel and adapt when a new baby is born into a family.

The psychosocial aspect of the movie and group discussion afterwards enabled the young people to discuss their feelings and experiences related to the movie topic. They all found that they had common experiences and that family connection enabled them to find solutions to their issues.

100% of the young people reported that the movie was “great” and relevant to them. They all reported that the movie made them think about their own experiences of being the youngest sibling, or having younger siblings. 100% also reported that the discussion following the movie was interesting as they realised that the family issues identified in the movie were common to all of them regardless of ethnicity or age. The opportunity to socialise across ethnicities was appreciated by the participants. The young people reported a range of responses when asked for a comment:

- ⇒ *The movie was funny, but sad, with a happy ending.*
- ⇒ *I enjoyed meeting new people.*
- ⇒ *Families can be hard, but when you stick together it is good.*
- ⇒ *Make new friends.*
- ⇒ *With families we can find solutions together.*
- ⇒ *Good to get out of home.*

#### • **Women**

- i. The Pegasus funded **Ladies Exercise to Music programme** moved to the YMCA during the year. We have continued with the 2 instructors on contract who provide stimulating programmes for the participants.

53 different individuals attended over 64 sessions with a total of 766 attendances – an average 25 participants attending each month. Sessions are held during the school terms.

9 ethnicities were represented at the programme. Ages ranged from under 30 years of age to 70 plus.

The women remain committed to attending the exercise programme, as evidenced by the numbers attending. They are visibly happy and animated, and we observe many of the women “come to life” at the programme.

Formal and informal feedback indicates that 100% of participants enjoy the programme, and report changes in their health, knowledge and/or well-being as a result of participating in the programme. Participants have used the terms fit, *active*, and *energetic* in their feedback, which indicates that they are learning positive exercise terminology.

Health and wellbeing changes included enhanced wellbeing, feeling healthier, improved breathing, sleeping better at night, feeling more active in their lives, weight loss, improved breathing, and increased fitness.

A number of women report that they are more active overall as a result of coming to the programme. When asked “What could we do to improve the programme?” all of the women requested more sessions.

#### Participant comments

- ⇒ *I become more active and like social life.*
- ⇒ *Feeling better my health.*
- ⇒ *I more active sleep well.*
- ⇒ *I lost some weight.*
- ⇒ *I feel fit and active.*



- ⇒ *I can breathe well sleep well.*
- ⇒ *Please don't stop (the exercises).*
- ⇒ *I enjoy the tutor teaching us.*
- ⇒ *I enjoy the most coming here because I get more activity.*
- ⇒ *Coming the exercise gives me social talk to people.*
- ⇒ *Feel happy get involved.*
- ⇒ *Like rolling the balls.*
- ⇒ *Like activity to do, be busy.*
- ⇒ *I have whole body ache and when I come here goes away.*

The outcomes for the women's exercise programme are largely unchanged from report to report, which is indicative of the ongoing benefits of the programme. It is exciting to witness the social connection and enjoyment of especially the older women participating in the programme.

- li. The **Ladies' Swimming programme** has continued at AquaGym Pool each Saturday of the school year. The programme is funded by Pegasus Health and Christchurch City Council, with a small amount of participant contribution.

148 different women and children from 19 ethnicities participated with ages ranging from young babies to 65 years of age.

41 sessions were held over the year - we have continued to provide one session per week in school term time. CRS has continued to self-fund a swim tutor – this is in addition to the 3 lifeguards that the funding for the hire of the pool provides.

124 different individuals from 19 ethnicities participated, and an average of 45 participants attended per month, with a total of 790 attendances. We believe that the consistent attendances are partially due to the provision of swim tuition. It is wonderful to see the number of children attending with their mothers or older siblings.

The benefits of the programme are very broad:

- Enhanced water safety, and with the swim tutor, the opportunity to learn how to swim.
- The opportunity for women and girls who are unable to swim in public due to cultural and religious prohibitions to experience enjoyment and safety in the water.
- Providing equity for women and girls around a leisure/ physical activity – enhancing wellbeing.
- Increased fitness, and development of basic swimming skills.
- Enhanced wellbeing.
- Enhanced possibilities for women to continue physical exercise outside of the swimming programme.

The women are committed to attending the swimming programme, as evidenced by the numbers attending. Informal and formal feedback has been obtained from the women on an ongoing basis, and is consistent and positive.

- 100% of participants report improved health, knowledge and/or wellbeing as a result of participating in the programme.
- 100% of the participants report increased confidence in the water.
- Many of the women report that they have fun in the pool.
- All participants report increased water safety skills and basic swimming skills.
- A number of women reported that they felt “fitter”, happier and had stronger bodies as a result of participating in the programme.
- Many of the women report an enhanced sense of wellbeing and confidence as a result of attending the programme – they report that they feel very relaxed after the swimming session.
- Many also report a reduction in somatic complaints for a day or two after the sessions.
- Many report that they appreciate the time for themselves.
- Others reported that they appreciated the opportunity to spend quality time with their children in a safe environment.
- Several women reported that they have been able to lose weight as a result of regular attendance.

Participant comments are wonderful to read:

- ⇒ *Train/practise swimming fun way to exercise.*
- ⇒ *Fun to swim, enjoy going to the pools in privacy.*
- ⇒ *I feel brave now.*
- ⇒ *My children like to come.*
- ⇒ *I am more fit than before. Also I am so happy I can swim now.*
- ⇒ *I feel sick before. Now feel well.*
- ⇒ *Healthy exercise*
- ⇒ *I learn to swim*
- ⇒ *Many women good*
- ⇒ *Fun and lose weight*
- ⇒ *All women is good*
- ⇒ *Enjoy swimming because more difficulty before*
- ⇒ *Don't know how to swim before*
- ⇒ *I enjoying here with my daughter she likes so much*

We appreciate the good will of the staff at AquaGym, who welcome the women and their children each week. We are excited to read and hear about the health outcomes reported by the women and their children.

- lil. The annual **Ladies Health Day** funded by Pegasus was attended by 131 women and 48 pre-school children from 24 ethnicities. 19 languages were catered for at the event. Ages of the women ranged from 16 years to 80 years of age.

We acknowledge the invaluable support provided by PEETO, CPIT and Hagley with regard to enabling a number of their students to participate in the day.

The 26 services represented at the event (including CRS) provided displays and information 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.

- NZ Red Cross provided a workshop on child CPR.
- Vaea Hutchen provided a Zumba workshop.
- The CDHB AllRight? Campaign, focused on wellbeing and parenting for women.

Informal and formal 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.

80% of participants 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 that 100% of the participants reported improved health, knowledge and/or wellbeing as a result of their participation.

In response to the question "What have you learned today that will be helpful for your family?" we received 42 responses:

- All of the participants stated that the information provided in the workshops and the service displays was very relevant and useful for them and their families.
- 53% indicated the CPR workshop.
- 29% - be kind, communicate, ask for help with parenting and other themes from the AllRight wellbeing workshop.
- 14% - importance of exercise from the Zumba workshop.
- One person reported that they had learned about the free service provided by the City Libraries.
- Another reported that they had learned a lot from all of the people at the event.

Participant comments are humbling for us as organisers of the event:

- ⇒ *Thank you for enjoy things and I learned very helpful.*
- ⇒ *All topics are good, I enjoy the music dance as well, it relieves stress.*
- ⇒ *I enjoyed everything. I learned heaps of stuff on this event.*
- ⇒ *I learned about different things to do if I am depressed and I need to connect with people.*

- ⇒ *Communication and time together is good.*
- ⇒ *Be kind is important.*
- ⇒ *Love to talk to people from different nationality today.*

The participants were all very positive, engaged in activities and talking with service providers, appeared confident to ask lots of questions and really engage in the event. The women were all friendly, lively and very enthusiastic throughout the day. The majority demonstrated confidence in approaching service providers and asking questions about their own and their families' health and wellbeing. There was also very clear evidence of increased awareness of the importance in having regular check-ups for cervical and breast screening and other health conditions.

- **Older People**

### **50 Plus Social Programme for People from Refugee Backgrounds**

Games Day: 27 women and 6 men participated in a games and activity day at the Christchurch Community House. Participants were between 30 and 86 years of age and 5 refugee background ethnic groups were represented, with the majority coming from the Bhutanese community.

Participants were asked to bring some lunch to share - the shared lunch provided an opportunity for the participants to engage across the group through the sharing of their food. Pleasure and enjoyment in the activities were evident from the enthusiasm of the participants.

Enjoyment of a diverse range of music from around the world was appreciated by all, and a number of the ethnic groups spontaneously joined one another in dance. Many of the participants were excited to share their traditional games and activities with one another. The participants all appreciated the opportunity to have a break from their daily routines. The group expressed their appreciation for the opportunity to attend the event and for the provision of interpreters – they reported that they felt that they were important to us.

Formal and informal feedback indicated that 100% of the participants experienced positive changes in their health, knowledge and/or wellbeing from the event.

Participants discussed how they enjoyed the day:

- ⇒ *Happy Mood.*
- ⇒ *We were feeling happy, nice day.*
- ⇒ *Feeling good and happy.*
- ⇒ *Feeling positive.*
- ⇒ *I am happy.*
- ⇒ *Getting out and eating healthy.*
- ⇒ *I (enjoyed) friends, music.*
- ⇒ *Meeting friends, music, and environment, fun filled day.*
- ⇒ *Very fun, we are really happy.*
- ⇒ *Mixing with people, playing cards was fantastic.*
- ⇒ *Meeting nice ladies.*
- ⇒ *I am out meeting people and seeing some of my classmates.*
- ⇒ *Getting together with others.*
- ⇒ *I enjoy the puzzle.*

This activity was a huge success for the 50Plus group. It was a wonderful experience for CRS staff to observe the enjoyment of the participants and their interactions with their peers. Staff observed the visible signs that the participants were very relaxed and happy.

### Positive Aging Expo:

27 women and 10 men attended the Aged Concern Positive Ageing Expo at Papanui High School. Participants were supported by CRS with transport and interpreters, and contributed their own food to a shared lunch.

Ages of participants ranged from 41 and 75 years of age and came from 5 ethnic communities.

CRS and Aged Concern had liaised prior to the Expo, and their CEO had taken the initiative to make special mention to services presenting at the Expo of the need to consider how they would ensure that they were able to demonstrate inclusiveness of the diverse groups potentially attending the Expo. It is wonderful to observe the structural changes happening around inclusion of CALD communities in “mainstream” events as a result of their existing participation in such events.

The participants engaged very well with the services present, with CRS Partnership Community Workers supporting their clients and the CRS bilingual community work team interpreting to ensure effective communication with all parties.

- 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.
- The participants engaged very well with other older people attending the Expo. This is an opportunity that they do not have in their day to day lives – this provided them with the opportunity to observe and understand that many of their issues around aging are universal, potentially breaking down isolation.
- Pleasure and enjoyment in the activity was evident from the enthusiasm of the participants in ensuring that they spent time with all of the service providers.
- The participants all had blood pressure and sugar testing – none had any concerns to follow up on.

Informal and formal feedback indicated that 100% of participants reported improved health, knowledge and/or wellbeing. 100% of the participants reported that they enjoyed the event. Comments provided demonstrated a wide range of aspects of the event were enjoyed:

- ⇒ *Dance was good.*
- ⇒ *Interpreter was useful.*
- ⇒ *Lots of service providers, useful information.*
- ⇒ *Friends, networking, service providers from different agencies. Lots of people.*
- ⇒ *Everything we enjoy.*
- ⇒ *Yes, we saw some new stuff. I have the blood pressure check & blood test*

#### Picnic at the Botanic Gardens

12 women and 3 background men participated in an outing and picnic to the Museum and Botanic Gardens.

Ages of participants ranged from 40 to 80 plus years of age – several young women attended with their mothers. All participants were from refugee backgrounds, with 4 ethnicities represented.

CRS staff observed that all participants were enthusiastic about fully engaging in the experience. Many were excited to visit the museum and the gardens – the weather was beautiful, and the participants commented that the outing was refreshing for them. They all appreciated the opportunity to have a break from their daily routines, and expressed their appreciation for the opportunity to attend the event and for the provision of interpreters – they reported that they felt included and their diversity valued.

All participants reported that they enjoyed the outing, with 100% reporting improved health, knowledge and/or wellbeing. Social connection was the main theme of the enjoyment expressed by the participants.

Comments from the participants were very positive:

- ⇒ *Not sleep all day is good, talked with each other and having fun day.*
- ⇒ *Meeting other people was good.*
- ⇒ *The weather was very good and meeting other people was nice.*
- ⇒ *Walking so far was good for me.*
- ⇒ *We enjoyed this day.*
- ⇒ *The museum was very good and the thing I liked was the Air New Zealand at the museum.*
- ⇒ *Enjoy today I feel so high and enjoy people.*

This activity was a huge success for the 50Plus group. It was a wonderful experience for CRS staff to observe the enjoyment of the participants, and the visible signs that they were very relaxed.

#### Enhancing cultural responsiveness of health and other service providers



# Childcare Support, Bilingual Tutor

## Living Well in Christchurch—LWIC



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

CRS and English Language Partners maintain a long standing Memorandum of Understanding for 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.

In the 2016/2017 year, 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. The New Zealand Lottery Grants Board funds the bilingual tutor position and the Rata Foundation funds the two childcare support workers.

English Language Partners provides the funding for the additional costs of these positions, as well as the tutors, bilingual staff and all other resources required for the programme.

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.

CRS Childcare Support Workers Lauren Cordy and Goma Mishra have continued to provide a stimulating play and learning environment for the children over the year, which allows the mothers of the children to learn with minimal distraction.

LWIC shifted to the St Albans Cricket Club premises at the Hagley Cricket Oval in January of this year. In her AGM report contribution, Lauren Cordy refers to the wonderful learning opportunities being situated in a park setting presents to the children.

The childcare support workers have continued to 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.

9 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 girls and 5 boys were from the Afghan and Pakistani communities.

Galawezh Noori has held the CRS funded Bilingual Tutor position for the past 15 years, and 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.

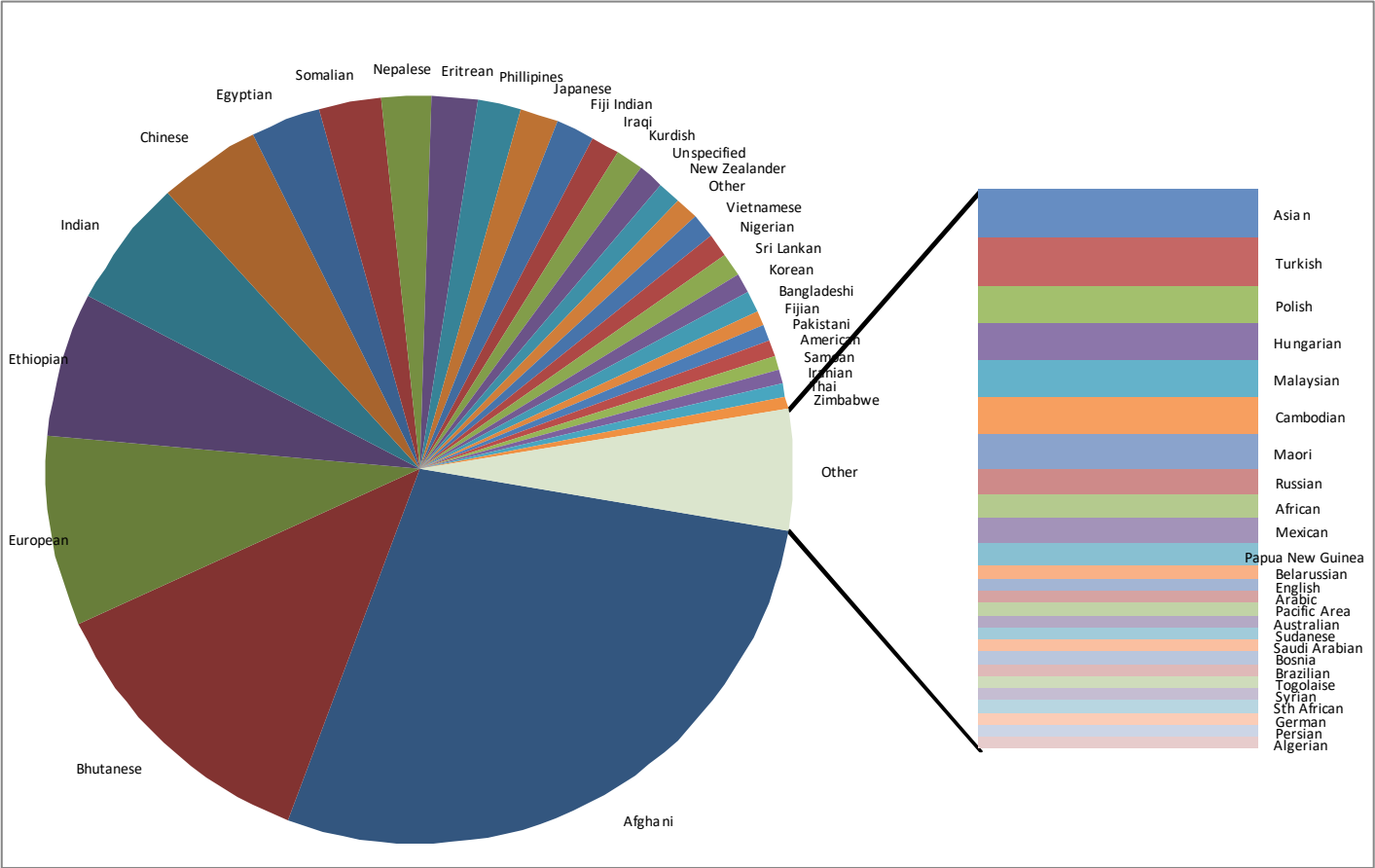
LWIC provides an excellent, quality learning experience for the learners, and all students are progressing well. 8 learners were supported with childcare support over the reporting year – these women would not have been able to attend LWIC if the childcare support was not provided at LWIC. All of these 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 the Health Information Provider programme health topics to the learners.

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.

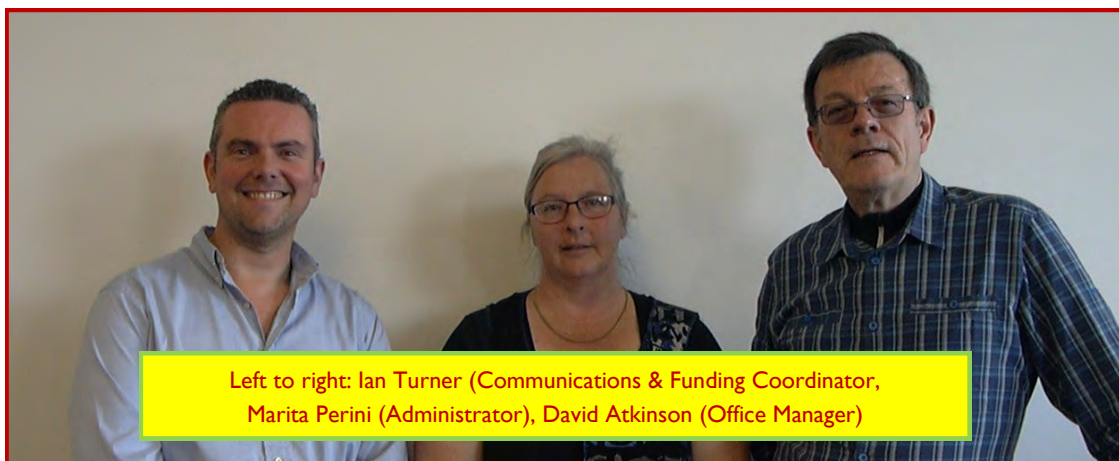
The collaboration between CRS and ELP is enhanced by the commitment of Maire Crawford and Gill Taylor (ELP) to working in partnership with CRS to achieve positive outcomes for all participating in the LWIC programme. We look forward to another collaborative, productive year.

The chart below illustrates the ethnicity of Social Work Clients supported by CRS





# Administration



Left to right: Ian Turner (Communications & Funding Coordinator, Marita Perini (Administrator), David Atkinson (Office Manager)

David Atkinson and Marita Perini have formed the administration team at CRS along with the General Manager. Both provide administrative support to the CRS Board, Manager, and staff. The team grew by one member in May 2017 when Ian Turner was recruited to take on the newly created position of Communications and Funding Coordinator.

David's specific duties are financial administration, greeting clients and visitors to the office, 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.

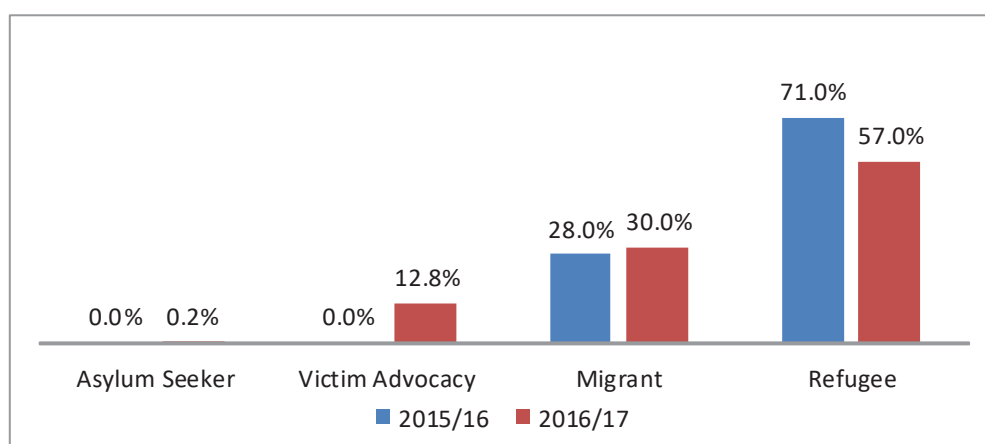
Ian is responsible for CRS' social media and website, as well as the communications strategy required to attract new sources of funding to support the work of CRS.

David and Marita each provides the financial and statistical data required to support funding applications and accountability reporting that is processed at CRS throughout the year. I personally appreciate the accuracy and timeliness of this information which is provided as required, and their individual skills around systems maintenance and development.

CRS was renovated in March this year, and I acknowledge both David and Marita for their input into the reorganisation of the office while maintaining their usual workload. All CRS staff members appreciate the administrative support that David and Marita provide to them in their work.

We are excited about the work that Ian is doing on the communications and funding strategy for CRS. He has created the CRS Facebook page, and posts very interesting and relevant content on a daily basis. Ian will be launching CRS' new website at the AGM.

**The chart below illustrates the status of Social Work Clients supported by CRS**





# 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 Resettlement Resource Centre
- Christchurch Multi-Cultural Council
- Canterbury Migrant Centre (until its closure) & Migrant community networks
- A wide range of settlement sector service providers
- Membership of the Right Service Right Time Governance Group to provide advice and information around the needs of culturally and linguistically diverse families in services provided
- Membership of the Canterbury Children's Team Governance Group
- Member of the Integrated Safety Response Operations Group
- 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 membership
- Member of 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 2017/18

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 and benefitting from the Communications & Funding Strategy and Coordinator
- Monitoring demand on service provision, and social work waiting lists
- Contributing well to the development of the Canterbury Children's Team.
- Contributing to the family violence Integrated Safety 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 Rata Foundation, 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, J & M Ferrier Charitable Trust, Pub Charity,

The children of New Brighton Catholic School for their donation of canned goods for our clients

- Aviva for their support and generous contribution of desk space at The Loft which will enhance access for our client group
- CRS thanks the private individuals who have gifted 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 his ongoing support to CRS as Board Chair.

**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 . It is a privilege to observe the compassion of our community.**

**Shirley Wright  
(MANZASW)  
General Manager  
September 2017**

**Kowoon Byun – Earthquake Support Coordinator/ Children’s Team Lead Professional comments .....**

Since 2011 it has been challenging for many earthquake affected households in Christchurch. However, I have been pleasantly surprised with my clients who have been 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 still a slow process.

I was eventually transferred to a full time position in the children’s team from July this year. It was sad to leave my earthquake support coordination role which I had been doing for the last five years but I am happy with what I am doing and like taking new challenges.

I am thankful to my great CRS staff who continue to support me, and furthermore, I am very pleased that I had the opportunity to be able to support CALD communities as well as my own Korean society.

**Asha King – Earthquake Support Coordinator comments .....** Another fantastic year gone by in my role as an Earthquake support Coordinator (ESC) here at Christchurch Resettlement Services (CRS); I have really enjoyed my roles as an ESC and also as a Lead professional for the Children’s Team.

This year has brought many changes to services in our roles, and also at CRS. Some have been challenging, while others have proved to be exciting and rewarding. It has been challenging in the sense the way of services we provide to our clients as this role is coming to its end soon. The challenges being faced as a result has allowed us become more adventurous to assist homeowners to finalise their earthquake related issues.

For example some of the support services that were readily available to clients no longer exist or do not provide the same level of support as previously. Therefore, some of the issues the homeowners face become quite complex. This became necessary as an ESC to become more creative in finding solutions that solve issues, and give our clients peace of mind. I am proud to say our ESC Team have done an absolute fantastic work to help clients finalise their EQ claims to a high degree of satisfaction.

My role as a Lead Professional with the Children’s Team is a privilege given to me to be able to work with young children and their families. I have thoroughly enjoyed doing so. I have met some wonderful parents who work hard to provide a balanced life for their families.

I would like to take this opportunity to thank my manager Shirley Wright, CRS Board Members, CETAS TEAM and the Community Funding for giving me the opportunity to be involved in assisting to build a healthy community.

**Melissa Sheehan - Social Worker comments .....** I have had the pleasure to work at Christchurch Resettlement Services for 7 years 9 months. I was originally employed as a social worker supporting refugee quota families, and moved another role as an Earthquake Support Co-ordinator after the September 2010 earthquake. In the beginning of 2015 I returned to the social work team. In May this year moved into a new adventure of working with the Integrated Safety Response (ISR) team as a victim advocate. ISR supports families involved in family violence.

I have had an amazing journey in the last year seeing families facing some hard complex situations; in spite of this they have had great strength and courage to overcome these.

I have also had the pleasure to support victims both women, men and children to ensure their safety and to remain safe. I have built up a fantastic support network of other amazing agencies in the ISR network which has helped breakdown a number of barriers or fears that families have around being supported by ISR. This model has allowed a more transparent way of working.

**Hanifa Mohammadi - Bilingual Community Worker comments .....** I have had a really good time with my colleagues at CRS. When I was a new refugee in Christchurch I didn’t know what it was like to work in an organisation that supports refugees. Now I work at CRS I know that everyone is kind and treats everyone the same and doesn’t favour anyone because of their race.

My team is very supportive and helpful. My office (CRS) is like the mother for everyone. My boss the Manager is very helpful and reliable for everyone. She is perfect for the Afghani people who need CRS help, it is a hard job she does.

**Marita Perini – Administrator comments .....** Another year has shot by and the workload seems to be forever increasing and changing. It’s great to be busy and it shows how much our services are appreciated in the community. A huge thank-you to all of my work colleagues and may next year be just as good.

**Denise Huisman - Social Worker comments .....** It's been a stretching year for me this year at CRS and I've come to realise I need and appreciate a challenge at times and I feel I have grown as a worker and in my skill set. This year I was trained and started working as a lead professional for the new Children's Team for vulnerable children under MVCOT. Also I have done a little work in the Integrated Safety Response service with people impacted by family violence.

Both have involved working with statutory agencies such as MVCOT, Police Corrections and with kiwi born families, which is completely new for CRS. This has been a real eye opener and both have involved learning new database systems which is often the biggest struggle for me.

I also have been stretched by taking on 3 hours per week under the CRS health promotion contract to provide information/education around health related topics to the student communities and other service providers.

Working with our majority CALD client base has been satisfying work as always. I have been working with a young woman who is parenting alone who arrived in NZ about 18 months ago with only one uncle in NZ whom she had never meet before. After working through the practical work of sourcing income, housing and schools with her I thought my work was mostly done.

However this year she became very distressed and eventually very depressed as her family were caught up in an ethnic cleansing war in her birth country. This required me to facilitate support and treatment around her depression. As she was desperate for ways to help her family we began to look at immigration options with her. As she began to realise that this is not an option she has recently decided to give up school and to look at a fulltime job which will enable her to financially support them. She has now found work that fits with her parenting, and her mental health has improved immensely as a result of being able to take control; of her situation.

**Catherine Comber – Social Work Volunteer comments .....** Another year as a CRS Volunteer has been a time of varied challenges for my individual and family clients. Some have short term issues while others are more complex and involve more time.

One highlight has been assisting a family to move into a new HNZ home after many months waiting. Another is continuing to support and encourage a young couple with a new first baby, who have no family in New Zealand. Walking alongside people and helping some resolve issues and others to learn coping skills towards independence is rewarding and worthwhile.

**Hana Lee – Social Work Student comments .....** Kia Ora, I am a social work student from Ara. I am originally from Korea and I moved to New Zealand with my family 22 and half years ago. As a migrant growing up in New Zealand there were some challenges. The language barrier was a great challenge for my parents therefore they used my siblings and I as a spokesperson for them. On many occasions, we interpreted for them and communicated on their behalf to deal with issues regarding bills, money, work and Income, emails and letters they received. My parents used us for this because they did not know who to go to for help and because we knew more English than them as we were attending school. However, because we were only children my siblings and I lacked the knowledge and skills to deal with adult matters. As a result we found it distressing and at times embarrassing that we could not effectively help our parents. Also, because we did not enjoy doing this often my siblings and I would fight about whose turn it was to interpret for our parents. Consequently, our parents would feel unsupported and this had a negative effect on the relationships in our family.

As I reflect on these experiences of having to interpret and be a support person for my parents as a child I wonder why people who saw us struggling and being used hadn't suggested to our family of available services that could have helped us in our times of need. I am pleased to know of organisations like Christchurch Resettlement Services (CRS) that understand and are aware of the needs of people from refugee and migrant backgrounds. I also appreciate how CRS informs people of their rights and resources that are available to them. I believe that this can prevent experiences like mine of being used as a child interpreter from replicating. I am excited to learn and contribute to the excellent work of this organisation and to develop as an efficient social worker.

**Salina Poudyal Dhakal comments .....** It has been a wonderful five years with CRS. I have had amazing years witnessing families becoming more resilient, independent, confident and content. It feels so nice to be a part of their resettlement journey. I also feel privileged to be involved to advocate on behalf of refugee and migrant community with different stakeholders meetings and workshops throughout my involvement with CRS such as, giving inputs during the formulation of multicultural strategy, all right campaign poster presentation, Pegasus health meetings etc...

In addition, I am constantly overwhelmed with the exceptional support from Shirley (GM) for everything I do for our community and for our people. I am also thankful to all our CRS staff for the constant support, advice and motivation

**Zeinap Hussein – Health Promotion Community Worker, Bilingual Community Worker, Health Information Provider and Partnership Community Worker .....** I have been working for CRS nearly 6 years, I work 4 roles across CRS. I have pleasure of working at Christchurch Resettlement Services. One of my highlights this last year has been working with someone with disability to support him to access services and immigration lawyer. This man was frustrated and lonely was needed to sponsor his wife to come to New Zealand.. I worked my role of CRS bilingual community worker and he let me talk to Somali community. His financial situation was very poor and all the community donated money for the immigration lawyer and tickets so his wife come to NZ January this year. She got work visa and they are happy now, and they are expecting their baby.

They are very happy to say thank you so much what CRS did for them.

**Jo Fasheun – Health promotion Team leader comments .....** When I reflect back over the last year as Health Promotion Team Leader I feel that I have finally understood my role and am now really enjoying it.

This year we again had a great Under 5's Expo with the difference in a new venue. This was a spacious and bought in a different feeling to the event. I really enjoy seeing mothers and fathers from so many different cultures coming together to experience particular aspects and support around their parenting. This year we had a few grandparents attending which was really lovely to see.

We have continued with our core activities, one of which is our exercise classes. This year they have moved to the YMCA on Hereford Street which seems to be a great success. We always endeavour to try and keep it in a central location so people can catch buses and get there easily from their English classes.

Anna Mowat (AllRight? Campaign) and I ran a parenting class for our Mothers" Coffee group. This was lovely to see mothers talking together about both the joys and struggles that parenting can bring. We spent time as well looking at healthy options for kids lunchboxes which was a great success and helpful for me as well.

A few months ago I took on the supervision and support of the HIPS from Lisa Logan when she left CRS. I find this an exciting part of my role and I am privileged to work with an awesome team, who have made my transition into this very smooth and easy.

We had a wonderful youth camp just before Christmas. I am both saddened but also believe it's the right time to put our camps on hold for now. We've had 9 years of amazing camps that we run at CRS in some amazing places in Hanmer, Woodend, and Wainui. I am so thankful for all the support people have given us through the years to make this experience possible for young people from refugee and migrant backgrounds. I have some wonderful memories of the amazing young people that came on those camps and the awesome volunteers we've had to support these wonderful young people. Thank you all for making my life as a Youth Worker/Youth Team Leader/Health Promotion Team Leader so much easier.

I look with excitement towards the upcoming year of Health Promotion at CRS by continuing the awesome activities that we deliver and finding new paths to venture our Health Promotion Journey into.

**Shelley Hou – CALD Counselling Service comments .....** Mental Health for most migrant and refugee people is still a taboo although this counselling service has been operating for a few years. During last year, I am glad to see more referrals from different agencies. I feel privileged to help promote this service, to encourage some people from migrant and refugee background to consider their health from a holistic point of view including their mental health.

I am grateful for the funding granted in this area although it is very limited. I hope this funding is on-going so that more people will get help in this way.

**Maryanne Cosgrove – Social Work Assistant comments .....** I have been working with a long term client and her family. She reported to me that she was very happy to have support from CRS regarding housing and "especially help with problems regarding my teenage children. The advice given helped with resolving some of the issues and increased my parenting skills to be able to approach our children to resolve other matters. IT has become easier and easier to talk with our children."

She continues. "Talking with CRS helped me realise although at times I can't always physically help my brother and sister living overseas I can still wish and hope they are okay. Now I feel less hopelessness and don't get angry with my husband and children."

It is very satisfying for me to be able to hear these comments, and validate my learning and experience.



**Ian Turner Communications and Fundraising Coordinator comments .....** As one of the most recent additions to the CRS team, I feel privileged to be able to work for an organisation that's making a real difference in people's lives and helping Christchurch become a far better place to live in the process. My promotions and marketing experience has allowed me to make immediate improvements to the way CRS presents itself online. Beginning with development of a social media policy then setting up Twitter, Instagram and Facebook Accounts. Facebook especially has shown exceptional growth as page likes have doubled month on month since the page was launched.

A key aspect of being able to fundraise for an organisation, is how that organisation presents itself. My involvement in refreshing the CRS logo, re-developing the website, online giving and creating material to support funding applications, will all help CRS strengthen its current service offerings and provide scope for expanding support in the future. I'm excited about how I'm going to help CRS do in the coming year and my opportunities to learn not only about new ways to fundraise for CRS, but more about the women & men that make up the refugee and migrant background community in Christchurch.

**Gail Moore – Senior Social Worker comments .....** This year has been a year of change, with different contracts for various individuals in the Social Work Team. These new roles included:

- Integrated Safety Response – 0.5 of my role is as a Victim Advocate with this pilot scheme around Family Harm callouts. My role has been to provide support for both the perpetrator of the violence under our Family Violence contract, and to the victim under the Victim Advocate contract.
- Canterbury Children's Teams – 0.15 FTE of my role is as a Children's Team Lead Professional. I have supported 2 families to negotiate the challenges of daily struggles to ensure that families are given assistance for their children to thrive.

For me this has been a learning curve; developing new skills and connections which I have found invaluable for my professional development. From learning how to negotiate the computer systems associated with both roles to asking police to be present when home visiting an individual, it has been an exciting new challenge for both me and other staff that I supervise.

With all these new experiences the human factor always stands out, the importance and gratitude that individuals have voiced around the initial contact and offers of support, to voicing their need for long term support. Individuals and families have discussed the challenges of developing relationships with services and the importance of continuity within these relationships.

With these new experiences it has reinforced personally the importance of continuing developing wider connections to assist individuals and families reach their fullest potential.

**Galawezh Noori – Bilingual Community Worker, Partnership Community Worker, Bilingual Tutor at LWIC comments .....** I have continued in each of my 3 roles at CRS. I love each of my roles because they are all about me supporting people to achieve positive outcomes.

I always learn as much from my clients as they learn from me. We share our experiences and knowledge with each other.

At CRS we are supporting the community to overcome difficulties and issues, and helping them become independent. It is a real pleasure for me to see people become integrated into the wider New Zealand society and to be able to seek support from any service or group available to them.

I am glad to be part of CRS and part of the settlement journey of our clients.

**Falis Jama – Bilingual Community Worker and Health Promotion Community Worker comments .....** I enjoy my role to support swimming and the exercise programme for women. I do the exercises with the women and this is good for me too. Part of my role is to transport women to and from the programme as some of the older women have no English and are not able to catch the bus because they have some mobility problems. I enjoy working at CRS.

**Ahlam Salah – Volunteer – Administration team comments .....** I have been working with CRS since February 2017. I really enjoy working at CRS. I assist with some administration works.

CRS is helping people in many things and that what made me wanted to join them. It is so nice to feel the happiness of others who need support.

I am happy to work with such wonderful and kind staff.

**Kate Henry – Social Work Student comments .....** I have been on placement at CRS for two weeks and am really enjoying it. CRS's work and vision are really inspiring. It's great working with multi-ethnic staff and clients. The thorough student induction, staff support and kindness, have helped me feel confident and accepted. Many thanks.

**Goma Mishra – Childcare Support Worker comments .....** I work for CRS at Living Well in Christchurch as a child care support worker. I am also employed at the programme by English Language Partners as a cultural language assistant.

My role is to care for the children of the learners. I communicate with the children from different ethnicities in English. I enjoy doing activities with the children like writing, drawing, colouring pictures and making shapes with paper with the children. We also use play dough to make many shapes and models that we like. We also share our culture through talking and singing.

While the children play and learn, their mothers are free to learn English. I really enjoy being together with children, their mothers and other teachers here for teaching and learning and at the same time looking after lovely children. We always think of the good of the children as we care about them. This environment in this programme is lovely and amazing for them to grow. As a person from a refugee background myself, being together here has always made us happy and increased our bond of friendship in the community. I wish this friendly environment could grow bigger and wider for the wellbeing of our children in the community day by day.

**Yasue Hirao – Volunteer social work team comments .....** I have been working at CRS for a couple of months. I assist the staff by calling clients to arrange home visits and I also manage the distribution of food parcels. This year I have also participated in International Languages Week by sharing my experiences as a migrant, in a series of programmes produced for Plains FM.

This working environment feels like home. It's a very supportive and welcoming place to work. Meeting and engaging other migrants especially those from refugee backgrounds, is a great learning experience for me. I am privileged to be part of the CRS team.

**Lauren Cordy Childcare Team Leader comments .....** The childcare support service has found a new home – we are nestled amongst the trees at the Hagley Cricket Oval. It is a wonderful location for the children as we can watch the helicopters fly above us and watch the tractors in the oval. We integrate this into our learning, drawing pictures and talking about what we can see.

The biggest highlight for me is watching the children's language develop. We have two brothers that started attending 6 months ago who spoke no English. It was challenging for us both as we were unable to communicate with each other, in fact they were like deer caught in the headlights when I spoke to them but now they are like little sponges soaking up everything around them and their language skills are amazing.

They have gone from strength to strength and this is what makes this service so important. Their journey one of the many reasons I love my job and feel privileged to work alongside these amazing children who teach me many things day by day.

**Wubet Ahmedin – Bilingual Community Worker comments .....** I have been working as a bi-lingual worker at CRS for more than 10 years now and through this time I have grown both personally and also when working alongside my community. One of the things I enjoy most about my role has been making a difference in people's lives, when they first arrive to New Zealand. When you see the struggles that people resettling go through it gives me such joy to watch them grow and prosper to having happiness through so much hard work.

**Michael Kim – CALD Counselling Service comments .....** I am pleased to be able to share my client's story with you, with her consent.

"I was referred to Christchurch Resettlement Services Counselling by my GP. I was torn between what I felt right and what was expected of me. I was scared, emotional and not coping with everyday tasks. I blamed myself and felt useless. Michael helped me breakdown these emotions and understand why I was feeling this way. He helped me to realise for myself that my past experiences and clashes between two cultures are part of the reason why I felt this way. I am a work in progress but have come a long way from where I used to be. I am grateful for CRS Counselling service especially when mental healthcare is hard to access.

**Mitra Rai – Bilingual Community Worker comments .....** It is always hard for the refugees or migrants in a new country. They always have problem something on language, school and environment, meeting people and making friends.

Hard to send their children to school and for themselves. Some people they didn't have idea how to read and write in their first language. For them it is really-really hard to catch foreign language and English

Language is the biggest trouble for the refugees and migrants between the age of 40s and 60s. If they want to go shopping, they don't have language. They can't make friends due to the lack of language again. If they go to English class they can't do much progress as per their age. They can't learn because they've problem in language and family back in camp so I am sure most of the migrants and refugees agree with my points.

Besides these above problems and difficulties, they also have other hard time. Such as about their health, transportation, social activities, communication health, rules and regulation. Law breakers make big trouble in family. Seeing their problems, their pains and difficulties CRS is the right organisation to support people.

CRS supports and helps are incredible and valuable. My longtime working CRS proved that they supported many people during their difficulties such as, school, transportation, work, health, law, resettlement, counselling reunification of their family.

Most of the Bhutanese people didn't have experience of earthquake when ChCh was hit by earthquake, they're devastated. In hard time CRS stood beside them to support them, which made them to stand today and smile at CRS with their joyful thanks.

In any circumstance there is CRS. So I can say, our community is really happy to have such a lovely organisation. I work very closely with Social Worker and other staff in CRS, they are very helpful, supportive and have lots of experiences, how to deal with different clients in different occasions.

CRS is giving very valuable service to our community for their health, education and other. Our community can't stay away being in touch with CRS, because it shows them they have respect and support to grow in the new country. Therefore I can say, I am working with the superstars staff in rewarding environment. I'm glad that CRS is beside us to extend their helping hands to raise us to more steps ahead.

**Tula Ram Chhetri – Partnership Community Worker comments .....** I would like to thank CRS and all the CRS staff for being so supportive to me when I had the tragedy that took my wife and son away from me. CRS also helped me support my children.

CRS are like my arms and legs because I got everything I needed at a time when I couldn't do anything for myself. I appreciate the ongoing support from CRS for my children and myself.

I am happy to be back at work with my team.