



Christchurch
Resettlement
Services

Annual Report

2017/18

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Board Members 2017/18



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 29 years covering everything from Photography to Youth Aid, from Team Policing to the Highway Patrol. John loves being part of the CRS board and seeing the passion and enthusiasm the CRS team bring to their many roles.



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 to 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 Group Member at CRS. She moved into mainstream education, completing years 11, 12 and 13 at Hagley.

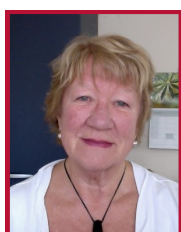
Wahida completed a Bachelor of Business at AUT - Human Resources Management and Employment Relations. She worked at Auckland Meat Processors as an HR Information Systems Developer, and as an HR coordinator at Goodson Imports before moving back to CHCH in April 2015. Wahida sees that she is fortunate 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 Brunei – 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.

**Brenda Cromie**

Brenda was brought up in Otautahi and feels fortunate to have her family here. She is a registered social worker and clinical leader for social work in Specialist Mental Health Services. She enjoys the privilege of working in mental health alongside consumers, whanau and mental health community organisations

**Archna Tandon**

Archna Tandon moved from India to NZ in 1990. She has worked for University of Canterbury for nearly 20 years. She is Justice of Peace of New Zealand and a Registered Marriage Celebrant. She is passionate about doing voluntary service and making a real contribution to our society. For over twenty years she has enjoyed working for, and with, people of various ethnicities and faiths and served all manner of people in our wider community. She is a woman who appreciates cultural and faith differences.

Resignations from CRS Board during 2017/18 Financial Year**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.

Christchurch Resettlement Services Inc.

Annual General Meeting

26th September 2018

1.00pm

AGENDA

1. Welcome - He mihi whakatau (Sally Pitama - Ngai Tahu)
2. Martin Maguire - Welcome to Annual General Meeting
3. Apologies and Minutes of AGM 20 September 2017
4. Matters Arising
5. Reports
 - Chairperson
 - Service Performance and Finance
 - General Manager and Staff
6. Election of Officers for 2018/19 year
7. Appointment of Auditor for 2018/19 year
8. Any other business

The meeting will conclude with afternoon tea.

Christchurch Resettlement Services Inc
Annual General Meeting
20 September 2017

Present: Ahmed Tani (Canterbury Refugee Resettlement Resource Centre), Alysha Pradhan (Supporter), Archana Tandon (potential Board Member), Belinda Smith (Canterbury DHB), Brenda Cromie (potential Board Member), Eileen Shewan (Network Waitangi Otautahi), Ellen Zhou (Ministry of Social Development), Gabrielle Humpheys (NZ Red Cross), Gay Pavelka (CRS member), Jacky Martin (Red Cross), Lesley Markham (PEETO), Maire Crawford (English Language Partners), Melanie Douglas (NZ Red Cross), Melissa McCreanor (Pegasus Health Charitable), Nicki Reece (Plains FM), Patrick O'Connor (PEETO & CRS member), Sally Brinsdon (CRS member), Sally Pitama (Ngai Tahu), Surinder Tandon (Multi-Cultural Council & CRS member), Thi Phan (Hagley Community College), Vaea Coe (Community & Public Health & CRS staff), Vivian Booth (Citizen's Advice Bureau)

Board Members: John Robinson (Deputy Chair), Lucy D'Aeth, Raylee Kane, Wahida Zahedi

Staff: Ahlam Salah (Volunteer), Shirley Wright (General Manager), Asha King (Community Connector), Catherine Comber (Volunteer), David Atkinson (Office Manager), Denise Huisman (Social Worker), Falis Jama (Somali Bi-lingual Community Worker & Health Promotion Community Worker), Gail Moore (CRS Senior Social Worker), Galawezh Noori (LWIC Bi-lingual Tutor, Farsi Bi-lingual Community Worker & Partnership Community Worker), Goma Mishra Devi (Childcare Support Worker), Hana Lee (Student Social Worker), Ian Turner (Funding & Communications Coordinator), Jo Fasheun (Health Promotion Team Leader), Kate Henry (Social Work Student), Lauren Cordy (Childcare Support Team Leader), Marian Hussen (Health Information Provider), Marita Perini (Administrator), Melissa Sheehan (Social Worker), Tula Ram Chhetri (Partnership Community Worker), Zeinap Hussein (Partnership Community Worker, Somali Bi-lingual Community Worker, Health Promotion Community Worker & Health Information Provider)

Apologies: AMartin Maguire (CRS Board Chair), Ali Maginness (Board Member), Anne-Marie Reynolds (CRS member), Hon Amy Adams (MP Selwyn), Carol Ball (NZ Red Cross), Daniel Svoboda (Canterbury DHB), David Cartwright (Fendalton Waimari Harewood Community Ward), Ester Vallero (Pegasus Health (Charitable) Ltd), Evelyn Nelson (CDHB Planning & Funding), Hon Gerry Brownlee (MP Ilam), Gill Taylor (English Language Partners), Jacqui Morris (Canterbury Clinical Network), Jennifer Chowanec (Wayne Francis Charitable Trust), Jenny Jo (CRS Interpreter), Jo Hayes (National List MP), Joyce Stokell (Deaf Aotearoa), Katherine Peet (Network Waitangi Otautahi), Kowoon Byun (CRS Community Connector), Lulette Carnie (Riccarton High School), Maria Fresia (Interpreting Canterbury), Mark Peterson (BDO Christchurch), Mayor Lianne Dalziel (CCC), Maryanne Cosgrove (CRS Social Work Assistant), Matt Doocey (MP Waimakariri), Dr Megan Woods (MP Wigram), Michael Kim (CRS CALD Counsellor), Mitra Kumar Rai (CRS Bhutanese Bi-lingual Community Worker), Mohammad Zareei (Waipuna Community Youth & Child Service), Mollie Howarth (Citizen's Advice Bureau), Murray Jones (Dove Charitable Trust), Hon Nicky Wagner (MP Christchurch Central), Norma Marriott (CRS Supervisor, Representative (Southern Trust), Richard Simmonds (CRS member), Ruth Dyson (MP Port Hills), Salina Poudyal Dhakal (CRS Bilingual Community Worker), Sally Buck (Linwood Central Heathcote Community Ward), Sally Carlton (CRS Board), Sally Latham (Department of Internal Affairs), Sue Dewe (CRS member), Sue Turner (Canterbury DHB), Ursula Klein (CRS Volunteer), Warren Johnstone (BDO Christchurch)

Apologies moved and accepted:

Moved:	Wahida Zahedi
Seconded:	Raylee Kane

Welcome: Sally Pitama (Ngai Tahu) provided her mihi Whakatau. Sally talked about her genealogy and how similar the Maori journey to New Zealand was to the refugees and migrants that arrive in New Zealand now. As we are all one peoples, everyone should be accepting of all diversity.

Introductions and welcomes were given around the room with attendees introducing themselves.

Minutes of the last meeting: AGM minutes of 21 September 2016 were presented and accepted by the meeting.

Moved:	Wahida Zahedi
Seconded:	Raylee Kane

Matters Arising: No matters arising

Constitutional Change: Section 9 Financial Arrangements / Whakarite Putea was amended.

Old version:

9.1 The financial year of Christchurch Resettlement Services will be from July 1st to 30th June the following year.

Added:

9.1.2 Christchurch Resettlement Services will maintain registration with the Charities Commission.
To change Para 9.2 from:

The accounts shall, as soon as practicable after the end of the financial year, be audited by a chartered accountant, or firm of chartered accountants, who shall be appointed at the Annual General Meeting.

To become:

- 9.2 Christchurch Resettlement Services will follow relevant reporting standards as required under the New Zealand legislation pertaining to charities. This will include, as soon as practicable after the end of the financial year, a financial audit by a chartered account, or a firm of chartered accountants, who shall be appointed at the Annual General Meeting.

Moved: Sandy Brinsdon

Seconded: Gaye Pavelka

Reports:

Chair: John Robinson read from Martin Maguires' Chairperson Report and spoke about the Communications & Funding Strategy that CRS is developing. In his report, Martin also acknowledged the Staff, Board, funders and supporters.

Moved: John Robinson

Seconded: Lucy D'Aeth

Financial: David Atkinson gave an overview of the financial report and the reason for the deficit of \$40k.

Moved: Raylee Kane

Seconded: Wahida Zaheidi

General Manager: Shirley Wright, General Manager, summarised her report, explaining the CRS history & founding Services. She also gave an overview of CRS' contributions to the Canterbury Children's Teams to support vulnerable children and their families, and to the Integrated Safety Response (ISR) initiative around family harm.

Throughout this report the six complementary services were introduced with staff giving stories within each of their service areas, and client feedback was highlighted.

Board Elections for 2017/2018 year:

All present board members were accepted onto the Board. Raylee Kane's resignation from the Board was accepted. Two new members were nominated and accepted, Brenda Cromie and Archana Tandon.

Moved: Sandy Brinsdon

Seconded: Gaye Pavelka

Appointment of Auditor for 2017/2018 year:

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

Moved: Catherine Comber

Seconded: John Robinson

CRS Business:

Barrer Report: John Robinson introduced the CRS Operational Funding Strategy by Sarah Barrer which lead to the employment of Ian Turner, CRS' Funding & Communications Co-ordinator.

Ian Turner gave a brief outline of what was expected in this role. The CRS website and facebook page has already been implemented with CRS online profile being enhanced.

General Business

Network Waitangi Otautahi: AGM in 2 wks. Please look on their website for details.

Acknowledgements: Patrick O'Conner, Marian Hussein and Surinder Tandon (Christchurch Multi Cultural Society) thanked CRS for the collaborative work the Agency has done over the last 20 years with people from refugee and migrant backgrounds, as well as other sector agencies.

The Annual General Meeting closed at 3.00 pm

Christchurch Resettlement Services, Inc.
Performance Report
For the Year Ended: 30 June 2018

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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 2018, the statement of financial position as at 30 June 2018, 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 2018;
 - the service performance for the year then ended; and
 - the financial position of the Society as at 30 June 2018, 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
3 September 2018

Christchurch Resettlement Services, Inc.

Entity Information

“Who are we?”, “Why do we exist?”

For the Year Ended: 30 June 2018

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

Entity’s Mission or Purpose

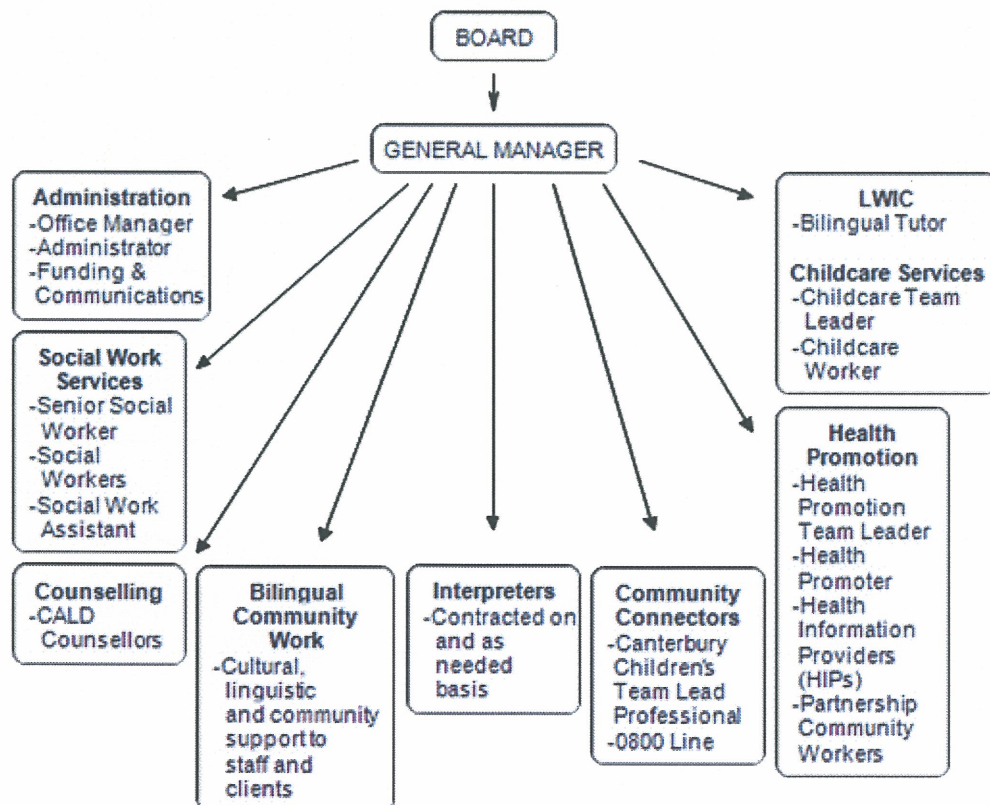
Mission Statement:

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

Values Statement:

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

Entity Structure:



Main Sources of Entity's Cash & Resources:

In the current financial year 84% 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
	Lucy D'Aeth
	Ali Maginness
	Sally Carlton
	Wahida Zahedi
	Brenda Cromie
	Archana Tandon
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 2018

Description of Entity's Outcomes:

Information obtained from formal feedback questionnaires

99% 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.

99% of social work clients across the Family Violence, Mental Health and Earthquake Support social work contracts reported satisfaction with the service provided, and 95% reported positive changes across a range of life domains as a result of the support received from the social workers.

97% 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

92% of householders receiving support from the earthquake support coordination team indicated satisfaction with the support received from the team members.

94% of clients supported by the CALD counselling team reported satisfaction with the service provided by the counsellors.

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

Description & Quantification of the Entity's Outputs	This Year 2017/18	Last Year 2016/17
Bilingual Community Work	151 Clients	184 Clients
Social work—all contracts including ISR	1,102 Clients	891 Clients
Children's Team Lead Professional	5 children	
Health Promotion including Partnership Community Work	671 Participants/ Clients	728 Participants/ Clients
Earthquake Support Coordinators/Community Connectors	39 Households _(.5FTE)	174 Households _(4FTE)
Community Connectors/Children's Team Lead Professional	22 children	N/A
Counselling	108 Clients	83 Clients
LWIC—Childcare	9 Children	9 Children
Bilingual Tutor	7 Learners	8 Learners



Additional Output Measures

- Christchurch Resettlement Services enjoys a diverse workforce with staff representing 21 ethnicities with the agency having 14 FTE paid staff on annual contracts
- CRS employs 44 people in a range of roles across all contracts
- Service users represent 53 ethnicities
- 17 volunteers engaged in supporting CRS client group or the organisation providing an average of 35 volunteer hours per week.

Additional Information:

Christchurch Resettlement Services staff are engaged with 9 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 2018

	Note	This Year 2017/18 \$	Last Year 2016/17 \$
Revenue			
Donations, fundraising and other similar revenue	I.	137,903	102,962
Fees, subscriptions of other revenue from member		951	1,200
Revenue from providing goods or services		795,599	962,523
Interest, dividends and other revenue investment		12,159	13,164
Total Revenue		946,612	1,078,849
Expenses			
Expenses related to public fundraising		1,762	6,000
Volunteer and employee related costs		812,705	901,304
Costs related to providing goods or services		160,877	199,750
Grants and donations made		1,303	744
Other expenses		14,427	10,951
Total Expenses		991,074	1,118,749
Surplus/(Deficit) for the Year		(44,462)	(39,900)

Christchurch Resettlement Services, Inc.

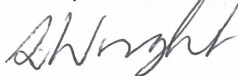
Statement of Financial Position


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

For the Year Ended: 30 June 2018

	Note	This Year 2017/18 \$	Last Year 2016/17 \$
Assets			
Current Assets			
Bank accounts & cash	3.	434,529	499,529
Debtors & Prepayments		98,345	319,091
Total Current Assets		532,874	768,620
Non-Current Assets			
Property, plant & equipment		1,550	1,699
Total Non-Current Assets		1,550	1,699
Total Assets		534,423	770,319
Liabilities			
Current Liabilities			
Creditors & accrued expenses		54,062	97,957
Employee costs payable		74,485	78,689
Unused donations & grants with conditions		128,509	271,843
Total Current Liabilities		257,055	448,489
Total Liabilities		257,055	448,489
Total Assets less Total Liabilities (Net Assets)		277,369	321,830
Accumulated Funds			
Accumulated surpluses or (deficits)		-44,462	-39,900
Reserves		321,830	361,730
Total Accumulated Funds		277,369	321,830

I certify that these financial statements will be submitted to and approved by members at a general meeting held on 26 September 2018.


 Shirley Wright
 General Manager
 Date 3/9/18


 John Robinson
 Deputy Chairperson
 Date 3.9.18



Christchurch Resettlement Services, Inc.

Statement of Cash Flows

“How the entity has received and used cash”

For the Year Ended: 30 June 2018

	Note	This Year 2017/18 \$	Last Year 2016/17 \$
Cash flows from Operating Activities			
Cash was received from:			
Donations, fundraising and other similar receipts		152,632	109,070
Fees, subscriptions and other receipts from members		1,094	1,390
Receipts from providing goods or services		960,234	1,072,000
Interest, dividends and other investment receipts		10,055	15,406
Cash was applied to:			
Payments to suppliers		272,767	302,464
Payments to employees (payroll)		585,491	652,542
Payments to IRD		278,070	301,505
Donations or grants paid		1,189	374
Net Cash Flows from Operating Activities		(13,502)	(59,019)
Cash Flows from Investment/Financing Activities			
Cash was received from:			
Cash was applied to:			
Payments to acquire property, plant or equipment		1,498	2,862
Operating outflows			
Net Cash Flow from Investment/Financing Activities		1,498	2,862
Net increase/(decrease) in cash		(15,000)	(61,881)
Opening Cash		449,529	511,206
Closing Cash		434,529	449,325
This is represented by:			
Bank Accounts & Cash		434,529	449,325

Christchurch Resettlement Services, Inc.

Statement of Accounting Policies

“How did we do our accounting?”

For the Year Ended: 30 June 2018

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 2018

Note 1: Analysis of Revenue

Revenue Item	Analysis	This Year 2017/18 \$	Last Year 2016/17 \$
Donations and other similar revenue	Blogg Charitable Trust	399	0
	CERT	9,000	0
	Christchurch City Council	39,578	41,180
	COGS	0	5,000
	Combined Probus Club Kaiapoi	500	0
	English Language Partners	3,039	3,090
	J&M Ferrier Trust	0	6,000
	Kiwanis	250	0
	Lions Clubs	700	0
	Mainland Foundation	2,500	0
	NZ Lottery	25,000	20,000
	One Foundation	13,648	0
	Pub Charity	585	710
	RAS NZ	0	1,000
	Rata Foundation	35,000	25,000
	Riccarton Youth Trust	761	582
	Southern Trust	5,000	0
	Trust Community Foundation	958	0
	Sundry	985	400
	Total donations and other similar revenue	137,903	102,962
Fees, subs and revenue from members	Youth Camp Contributions	0	339
	Ladies Swimming Contributions	951	861
	Total fees, subs and revenue from members	951	1,200
Revenue from providing goods or services	Canterbury DHB	91,550	105,507
	Christchurch Methodist Mission	0	2,000
	MHERC	0	300
	Ministry of Health	117,233	117,233
	Ministry of Social Development-Community Connector	148,180	291,750
	Ministry of Social Development-EQ	39,544	0
	Ministry of Social Development-Victim Advocate	79,185	40,000
	Ministry of Social Development-Family Centred Services	86,736	86,736
	NZ Red Cross	0	72,500
	Pegasus Health (Charitable)-PCW	111,818	108,360
	Pegasus Health (Charitable)-CALD Counselling	99,183	106,987
	Pegasus Health (Charitable)-Health Promotion Activities	22,170	27,601
	Pegasus Health (Charitable)-Deaf Interpreter	0	2,300
	Right Service Right Time	0	250
	Total fees, subs and revenue from members	795,599	961,523
Interest dividends and other revenue	BNZ Bank Accounts Interest	12,159	13,164
	Total interest dividends and other revenue	12,159	13,164
Total Income		946,612	1,078,849

Note 2: Analysis of Expenses

Expense Item	Analysis	This Year 2017/18 \$	Last Year 2016/167 \$
Expenses related to public fundraising		1,762	6,000
	Total expenses related to public fundraising	1,762	6,000
Volunteer/employee related costs	Wages	721,520	788,476
	ACC	6,348	18,951
	Counselling	74,713	74,857
	Interpreter Costs	7,006	14,126
	Supervision	1,870	2,470
	Training	1,247	2,424
	Total volunteer/employee related costs	812,705	901,304
Costs related to providing goods or services	Advertising	1,570	1,157
	Cleaning	(8,134)	2,746
	Electricity	3,746	4,506
	Health Information Provider	168	153
	Health Promotion Expenses/Activities	32,424	36,838
	Insurance	2,437	2,321
	IT Expenses	8,213	10,798
	Mileage/Travel	32,787	43,165
	Office Rent	65,839	70,147
	Parking	301	420
	Postage	664	1,043
	Printing, Stationery & Photocopying	7,840	8,285
	Resource Materials	790	511
	Staff Catering & Canteen	1,392	1,558
	Telephone Expenses	10,838	11,332
	Youth Expenses	0	4,770
	Total costs related to providing goods or services	160,877	199,750
Grants & donations made	Emergency Assistance	112	163
	Riccarton Rotary Youth Trust/Blogg Charitable Trust	1,190	581
	Total grants & donations made	1,303	744
Other expenses	AGM Expenses	4,215	4,194
	Audit Expenses	4,685	2,035
	Bank Fees	254	258
	CRS Board Governance	138	0
	Depreciation	1,452	1,275
	Subscriptions/Professional Fees	2,830	2,764
	Sundry Expenses	853	425
	Total other expenses	14,427	10,951
	Total Expenses	991,074	1,118,749

Note 3: Analysis of Assets & Liabilities

Expense Item	Analysis	This Year 2017/18 \$	Last Year 2016/17 \$
Current Assets			
Bank accounts & cash	Current Account	23,091	29,923
	Savings Account	175,766	189,332
	Term Deposits	234,407	228,269
	Cash	1,026	1,520
	Parking Coupons	239	485
	Total bank accounts & cash	434,529	449,529
Debtor & prepayments	Canterbury DHB	9,287	9,195
	English Language Partners	378	321
	Ministry of Health	11,235	11,235
	Ministry of Social Development	0	283,746
	Pegasus Health (Charitable)	75,191	12,744
	Riccarton Rotary Youth Trust	150	0
	Accrued Interest	2,104	1,852
	Total debtor & prepayments	98,345	319,091
Non-Current Assets			
Property, plant & equipment		1,550	1,699
	Total Non-Current Assets	1,550	1,699
Current Liabilities			
Creditors and accrual expenses	Accounts Payable	29,361	32,976
	GST Payable	12,244	40,796
	Accrual Accounts Payable	12,456	24,185
	Total creditors and accrual expenses	54,062	97,957
Employee costs payable	Wages earned but not paid	20,067	13,830
	Holiday pay accruals	48,069	57,130
	ACC contributions owing	6,348	7,729
	Total employee costs payable	74,485	78,689
Unused donations and grants	Christchurch City Council	7,943	7,520
	Ministry of Social Development	57,870	252,786
	Pegasus Health (Charitable)	43,820	11,537
	Riccarton Youth Trust	348	0
	Canterbury DHB	5,200	0
	One Foundation	364	0
	NZCT	5,281	0
	Rotary Kaiapoi Belfast	1,000	0
	Trust Community Foundation	3,042	0
	MHERC	3,000	0
	Blogg Charitable Trust	642	0
	Total unused donations and grants	128,509	271,843



Note 4: Property, Plant & Equipment

<u>This Year 2017/18</u> <u>Asset class</u>	<u>Opening carrying</u> <u>amount</u>	<u>Purchase</u>	<u>Sales/</u> <u>disposals</u>	<u>Current year</u> <u>depreciation</u>	<u>Closing carrying</u> <u>amount</u>
Computers incl. software	1,699	1,303	0	1,452	1,550
Total	1,699	1,303	0	1,452	1,550

<u>Last Year 2016/17</u> <u>Asset class</u>	<u>Opening carrying</u> <u>amount</u>	<u>Purchase</u>	<u>Sales/</u> <u>disposals</u>	<u>Current year</u> <u>depreciation</u>	<u>Closing carrying</u> <u>amount</u>
Computers incl. software	484	2,489	0	1,275	1,699
Total	484	2,489	0	1,275	1,699

Significant Donated Assets Recorded—Source and Date of Valuation:

There have been no significant donated assets (2017: Nil)

Significant Donated Assets –Not Recorded

There have been no significant donated assets (2017: Nil)

Note 5: Accumulated Funds

<u>This Year 2017/18</u> <u>Description</u>	<u>Capital contrib. by</u> <u>owners/members</u>	<u>Accum.</u> <u>Surplus or</u> <u>deficits</u>	<u>Reserves</u>	<u>Total</u>
Opening Balance	0	0	321,830	321,830
Surplus/(Deficit)	0	(44,462)		(44,462)
Transfer to Reserves	0	44,462	(44,462)	0
Closing Balance	0	0	277,369	277,369

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

Breakdown of Reserves

Name	Nature & Purpose	This Year 2017/18	Last Year 2016/17
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 30/06/2018 value of 4 months operating expenses = \$330k	277,368	321,830
	Total	277,368	321,830

Note 6: Commitments & Contingencies

Commitment	Explanation & Timing	At Balance Date This Year 2017/18 \$	At Balance Date Last Year 2016/17 \$
Commitments to lease or rent assets	Leased office premises until expiration on 13/12/2019	93,400	161,744
	Photocopier rental until expiration on 11/08/2020	6,240	8,880

Contingencies Liabilities & Guarantees

There are no contingent liabilities or guarantees as at balance date (2017: Nil)

Charges related to cleaning not invoiced to date for the period August 2013—April 2016 and owed to Nautikis Divers League, value estimated at \$9,390

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 (2017: Nil)

Note 8: Assets Held on Behalf of Others

There are no assets held on behalf of others as at balance date (2017: Nil)

Note 9: Related Party Disclosures

There were no transactions involving related parties during the financial year (2017: 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 (2017: 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 2018

CRS maintains a robust financial position for the year ended 30 June 2018, even though for the 2nd consecutive year we are presenting a deficit. This deficit of \$44,462 is compared to the deficit the previous year of \$39,900.

Although a deficit has again eventuated, this had been foreseen in the budget, and approved by the CRS Board, through the investment of the hiring of a Funding & Communications Coordinator, as recommended in the Barrer report outlined in the Board Chair's report. Funds from CRS' strategic reserve were used to fund this position.

The Board had approved a budgeted deficit of \$64k, to provide some social work hours as outlined in the Manager's report. The deficit reduced to \$44k, as we were able to secure funding to provide a full FTE position to meet this demand.

CRS' strategic reserve now stands at \$277k, leaving a shortfall of \$44k from the optimal reserve of 4 months operating costs that CRS Board had agreed upon (currently \$321k).

Annual income of \$946,612 for the FY2018 was a reduction of \$132k / 14% from \$1,078,849 in the 2017FY.

Expenses for the 2017/18 financial year totalled \$991,074 being a reduction of \$128k / 13% from the previous year in line with a reduction in income. CRS' principal expenses were attributed to staff wages, interpreting expenses and CALD counselling costs which totalled \$809,588 / 82% of expenses). Travel expenses—largely mileage expenses reimbursed to staff utilising their private vehicles for agency outreach work – was reduced to \$32,787 a reduction of \$10k (32%). Rent & power expenses totalled \$69,585, a reduction of \$5k (7%).

This year CRS will be carrying the sum of \$128,509 forward to the 2018/19 financial year. Of this amount \$97,814 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.

CRS' core objectives are directed to a number of key service delivery areas for which specific funding is sought. Funding from government contracts provided 84% 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.

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 2018/19 financial year indicates that funding together with funds from our investments and strategic reserve will allow CRS to maintain a current levels of service provision.

David Atkinson
Office Manager
September 2018



MARTIN MAGUIRE CHAIRPERSON



Chairperson's Report - September 2018

As befits an Annual General Meeting, there are a number of formalities. The Chairpersons report being one of them. It is often difficult to reflect in a report the significant outcomes and activities that have occurred in the last year.

The Board is concerned with Governance issues. This encompasses ensuring the kaupapa of CRS is maintained, funding is spent where it is designated, and that CRS delivers on its Charitable purpose.

To achieve this, CRS Board employs one person. The General Manager Shirley Wright is the Board's only employee. Shirley and the team she manages are charged with delivering on the agreed Strategic Outcomes.

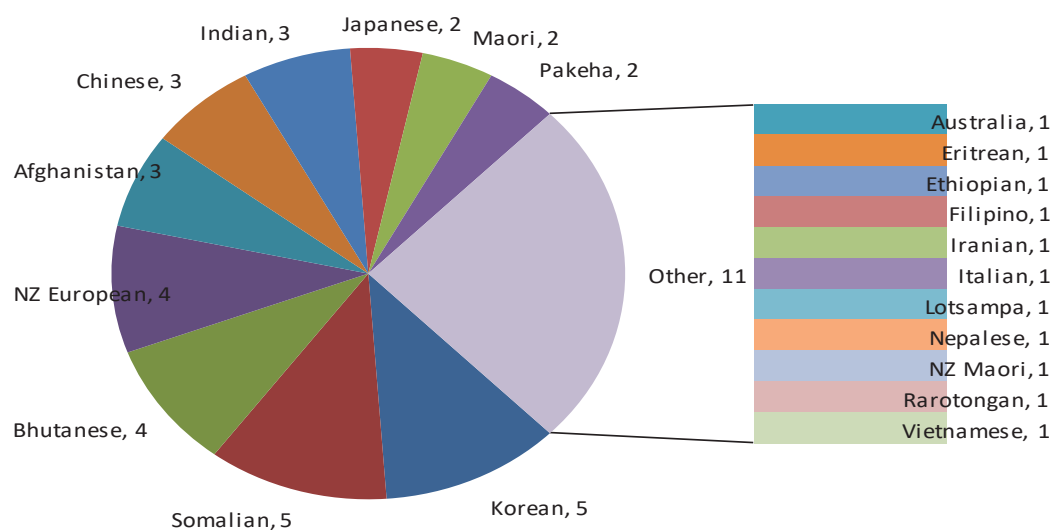
Shirley has shown great judgement. We are fortunate in having a wonderful staff team who work in a difficult profession, and work extremely hard to ensure the lives of people from refugee and migrant backgrounds are improved by their dealings with CRS.

This year because of funding ending, we have lost several faces from the team. Always sad when changes are forced on tight knit and successful teams. Our best wishes go with those who have moved to new work.

On behalf of the Board, our deep and sincere thanks to all staff for your continued hard work and loyalty to CRS and to our clients. It is appreciated.

As an agency we do not work alone. We are part of a community of like minded agencies and groups who try to ensure our collective clients are well served in their effort to settle in our city. Our thanks for that collegial support.

Similarly, we cannot operate without the generosity and support of those who fund our work. We appreciate there are many calls on available funds, so we are grateful for what we receive. We, like everyone else could always do with more. As a Board we aware that staff wages are not keeping up with the market.



Staff Ethnicity (self defined) Graph 2017/18

As I noted in last year's report the Board had funded a contract position to explore funding and also to update our electronic footprint. While we have some success in the updating of our public profile, dollars have not flowed in. The position has not been continued.

However the Board is keen to continue to use Barrer and Associates "Operational Funding Strategy" as a continuing and valuable resource to improve our financial position.

I have been a Board member or Trustee for a number of organisations over many years. There has always been an issue around ensuring sufficient numbers of people stand for Board positions. It is difficult for Social Service and other not for profit organisations to attract Board members. There are no financial rewards. People undertake this role because they believe in the cause. CRS is no different in this regard. I encourage you to consider membership of CRS Board.

I would like to thank all current Board members for their ongoing support for CRS and its work. I appreciate the support of you all.

CRS is a strong and vibrant agency with a bright future. It has exceptional leadership, a dedicated and professional staff, backed by a Board who believes strongly that the millions of disposed and displaced persons have a small voice in a far away country that is concerned for their humanity and their future.

KIA KAHA KOUTOU.

Martin Maguire
Chairperson
September 2018



SHIRLEY WRIGHT

GENERAL MANAGER



General Manager's Report - September 2018

It is my privilege to present another year's service report for Christchurch Resettlement Services (CRS).

In reflecting on the year past, the standout issues have been community opinion over immigration and the global refugee situation. CRS has received an increasing number of calls and emails from community members offering volunteer and/or practical support. Where we have not had the capacity to accept all of these offers, we have advised the callers to contact other settlement sector agencies to offer their support. These offers make me proud to be a Cantabrian.

Not all of community opinion has been positive or supportive of New Zealand's increasing cultural diversity. CRS works hard to challenge racism and negativity.

Phillipe Legrain is a British economist who has provided us with a most compelling argument for the benefits of a multi-cultural society. He has widely researched the economic benefits of cultural diversity, and states that immigrant and refugee communities provide a \$2 return on every \$1 invested (in resettlement). Phillipe Legrain promotes not only economic benefits, but also the human elements of cultural enrichment, and openness to new ways of thinking and doing things. His work is well worth reading.

Over the past year, CRS has continued to deliver 6 distinct, complementary services to refugee and migrant background people. In addition, CRS continues to contribute 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 a social worker contributing to the Integrated Safety Response (ISR) initiative to address the safety needs of people receiving Police attention for family violence events.

For the Children's Team and ISR, CRS works with people from any ethnicity (i.e. not limited to refugee and migrant backgrounds). This is part of the transformational change that is required to respond adequately to vulnerable children and adults.

Nevertheless, our primary focus remains on the support of people from refugee and migrant backgrounds.

The CRS Board committed to funding CRS' social work response to the earthquake recovery needs of CALD clients for a one year period, from the strategic reserve. We were fortunate to receive funding from MSD for this work for a one year period commencing 1 January 2018.

CRS' most precious resource (with the exception of our clients) is the paid and voluntary staff team, who are responsive and empathic to the well documented and emerging needs of the client group. As I stated in the previous year's report, I am touched by the deep commitment to the client group and the organisation. The high 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 who 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. All people participating in any of CRS services, activities and programmes are asked to complete a feedback questionnaire, which measures satisfaction with the service provided as well as client self reports on any changes made as a result of CRS support. The consistently high levels of satisfaction and positive outcomes reported by service users are documented throughout this report. I acknowledge the willingness of clients to work in

partnership with CRS, and the skills of our staff in supporting people to bring about positive changes in their lives.

The CRS workforce remains reasonably stable. CRS continues to be supported by 16 highly committed volunteers who contribute an average of 32.8 volunteer hours per week.. Amy Allen is a social worker who joined the volunteer team during the year, and is supporting the social work team in their client work, along with our longstanding volunteer Catherine Comber. We fare well with volunteers Yasue Parker and Ahlem Salah in the reporting period, as both obtained paid employment.

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

With the ending of the Earthquake Support Coordination Service on 30 June 2017, the funding was shifted to the Community Connector Service. Kowoon Byun and Asha King continued to work under this contract, with Kowoon in a full time Lead professional role with the Canterbury Children's team, and Asha splitting her time with 0.5FTE as a Children's Team lead professional, and 0.5FTE in the 0800 Line service, supporting those still requiring support with their EQC and Insurance earthquake claims.

We were sad to farewell both Kowoon and Asha as the funding ended on 30 June 2018. Both have moved onto other exciting career choices. CRS has benefitted hugely from the commitment and dedication that Kowoon and Asha gave.

Girdhari Kadariya left his position in the Health Information Provider team as he found full time employment. Khuma Kadariya has taken this position, in addition to providing cover for parental leave taken by Salina Dhakal, Bilingual Community Worker. Salina gave birth to a healthy baby girl.

The newly created role of Funding & Communications Coordinator held by Ian Turner was disestablished at 30 June 2018, due to lack of ongoing funding required to support the position. We are grateful for Ian's contribution to CRS, especially the upgrading of CRS' social media presence.

CRS continues 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 2 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, as they also provide the opportunity for the voices of our clients to be heard.

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, for your collective efforts on behalf of vulnerable people who access CRS support.

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.

Once again, I acknowledge the input of everyone supporting our work. We have positive relationships across the service sectors that refer clients to CRS, and who 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 within and beyond the settlement sector provide to improve the lives of children, young people, and adults of any ethnic background living in Aotearoa New Zealand.

I feel privileged to present this annual report on behalf of CRS. This is the very special occasion that provides us with the opportunity to celebrate the recovery and dignity of our service users, who provide us all with inspiration, and new learning. You so generously share your individual and collective vulnerabilities and strengths with us. Your strong sense of cultural and spiritual identity provides us all with the foundation to work with you to achieve positive outcomes, which you have been able to articulate in your feedback to us. We are blessed to be able to weave your achievements, thoughts and words throughout this report.

Highlights of the 2017/18 Year

- **Maintaining CRS' diverse workforce and Board.**
- **Continued Ministry of Social Development Approved Provider status.**
- **Positive promotion of the services provided by CRS by the Funding and Communications Coordinator and other staff.**
- **An improved social media presence created by the Funding and Communications 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 2017/18

Christchurch Resettlement Services provided six distinct but complementary service delivery areas.

Bilingual Community Work – the bilingual family support team consisted 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 consisted of 3 x IFTE social worker positions, IFTE social work assistant, and 2 volunteers who provide 0.5FTE to deliver on generic individual and family support around resettlement issues; psychosocial and practical support around the impacts of the earthquakes: mental health assessment, intervention and support; and family centred family violence support – all for people from refugee and migrant backgrounds. Christchurch Resettlement Services also provided Lead Professionals to the Canterbury Children's Team and a Whanau Support Worker 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 under the 2 latter contracts.

Culturally & Linguistically Diverse Counselling – 3 CALD background counsellors provided 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 have worked with local refugee communities 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 have also worked 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 Support Service – we have continued 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 provided one bilingual tutor and 2 childcare support workers for the programme. The childcare support service attached to the Living Well in Christchurch programme has enabled mothers of pre-school children to attend the programme. Due to legislative requirements the children must be cared for in the same room as their parents, and the children have been supported by the childcare workers to participate in age appropriate stimulating activities.

Community Connectors - formerly the Earthquake Support Coordination Service – CRS was funded to provide 2FTE to maintain a focus on the work of the former ESC service through the earthquake 0800 Line, and to provide some Lead professional time to the Canterbury Children's team. This service ended on 30 June 2018.

NOTE: Interpreters have been provided in all services for clients requiring linguistic support.

Volunteers have supported the social work, health promotion, and admin services.



Bilingual Community Work



Left to Right: (Zeinap Hussein (Somali BCW), Hanifa Mohammadi (Afghani BCW), Khuma Kadariya (Bhutanese BCW), Wubet Ahmedin (Ethiopian BCW). Inserts Falis Jama (Somali BCW), Salina Poudyal Dhakal (Bhutanese BCW), Mitra Kumar Rai (Bhutanese BCW), Galawezh Noori (Kurdish BCW),

The Christchurch City Council and NZ Lottery Grants Board have continued to fund the majority of the costs of CRS' Bilingual Community Work team. CRS employs seven team members who are from the Afghani, Bhutanese, Ethiopian, Kurdish, Nepali, and Somali communities. The team all work part time, collectively providing 47 bilingual community work hours per week. All are respected within their own communities.

For languages not covered by the Bilingual Community Work team, CRS contracts a small group of qualified, independent interpreters to provide interpreting support on an as needed basis to meet the needs of the cultural and linguistic needs of clients and health promotion programme participants. The bilingual team members and the interpreters have continued to 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. We are grateful to all of the interpreters who support our work.

Because the Bilingual Community Work team provides the foundation for the majority of services and programmes provided at CRS, the agency is assured of working to best practice principles of partnership inherent in the provision of cultural and linguistic support services to resettling refugee and migrant background people and staff. All staff and clients across the agency benefit from the guidance provided by the team around cultural understanding and tensions, and from the interpreting support provided. Each of the team members is fluent in English and their own mother tongue, and several are also fluent in other languages.

The team members are integral to a number of the health promotion activities provided by CRS. They also support the social work team and clients by providing direct support to clients in the community.

Five of the team members hold other roles within CRS: 3x Health Information Providers, 2x Partnership Community Workers, and 1x Bilingual Tutor, the latter at the Living Well in Christchurch programme. While each of these roles have a distinct focus, CRS staff and clients benefit 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:

- 151 clients were supported over the year across the CRS social work service by the bilingual community work team.
- 25% of client contacts made by the team members were in partnership with the social work team.
- 75% contacts were made independent of a social worker.
- The team supported people from 11 ethnicities, and with 10 languages.
- 49% of those supported were from the Afghani community.
- 16.55% were from the Bhutanese community.
- 57% of clients were female, and 43% male.

The team provided 448 face to face and 958 significant telephone contacts with clients over the year.

98% of clients exiting the service in the report period did so as a result of achieving positive outcomes. Formal feedback from clients indicated that:

- 99% of clients supported by the bilingual team reported 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, with access to services, improved wellbeing, skills and knowledge, and circumstances being the most prevalent changes reported.

Client comments from formal feedback questionnaires tell a fuller story:

Very good help, I never see people to help like you do at CRS.

For me it was too hard with children, I tried for one year to get benefit. I tried to help my children but didn't understand language or system. Now I don't care because you help me.

We need help and you help us understand.

The team members also supported a wide range of health promotion activities over the year. 350 participants of the annual CRS Ladies' Health Day, the Under 5's Expo, and the 50Plus outing to the Positive Aging Expo were supported by the bilingual team members. Service providers and participants at all events reported high levels of engagement with one another, and highly positive outcomes from the event as a result of the team's input.

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

The bilingual community work team has continued to contribute 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.

In particular, some of the team members have supported staff at "education talks" to service clubs over the past year. They have courageously told their refugee journey stories many times to external groups in order to enhance understanding of the refugee experience, and to garner support from such groups. I personally am always moved by their stories and their courage and generosity in telling these harrowing stories – which fortunately have happy endings!

All of the team members have 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 Bilingual community work team has continued to and will always play a key role in the credibility and success of CRS services.



CRS has delivered social work support to people from refugee and migrant backgrounds, with some New Zealand born clients for ISR and Children's team under the following contracts over the 2017/2018 year:

- The Family Centred Family Violence & Whanau Support (ISR) funded by Ministry of Social Development (MSD) contracts. In addition, we have provided some Lead Professional time to the Canterbury Children's team under our Youth at Risk contract with MSD.
- The Canterbury District Health Board contract for mental health services to refugee and migrant background people.
- CRS delivered a generic social work service for people impacted by the Canterbury earthquakes, funded by CRS Governance Board from the CRS Strategic Reserve up to 31 December 2017, and by MSD from 1 January 2018.

In addition, we have provided 0.1 FTE Lead Professional time from our CDHB mental health contract to the Canterbury Children's Team.

CRS social workers are all registered social workers, and maintain full membership with their professional association, ANZASW. Gail Moore, Denise Huisman, Melissa Sheehan, and Maryanne Cosgrove, CRS' social work assistant all hold FTE positions. 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. Jo Fasheun is also a member of the Canterbury Youth Workers' Collective.

CRS has continued to provide an integrated holistic model of service delivery. 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.

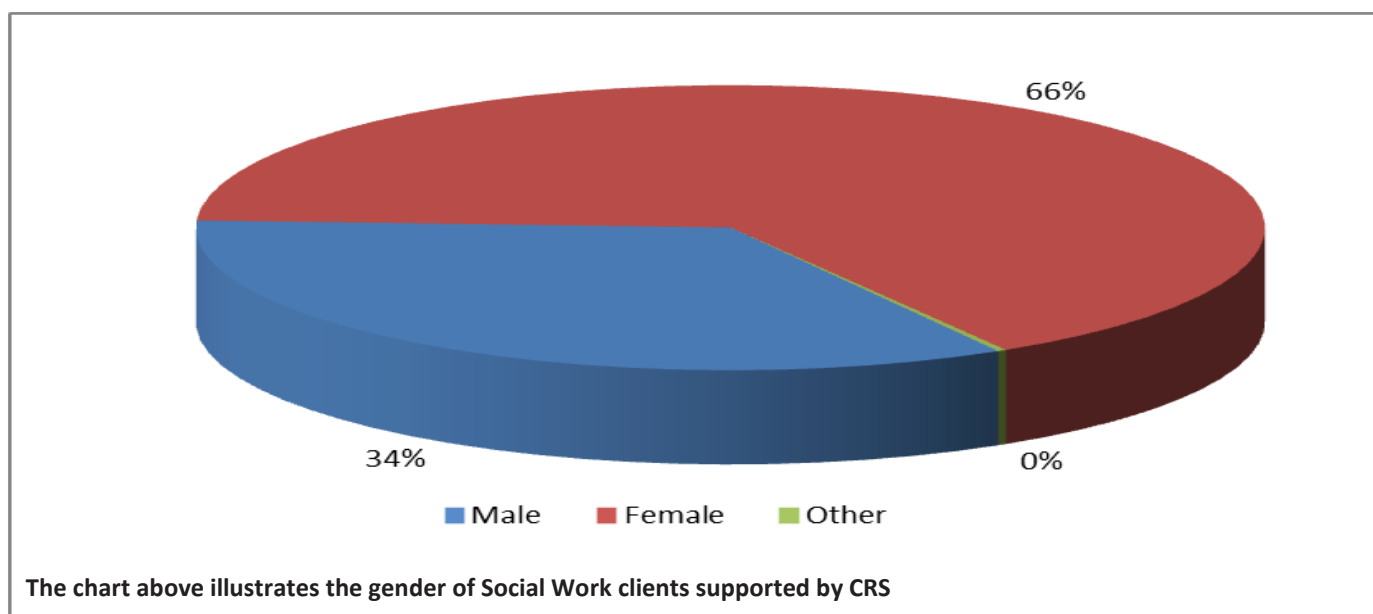
In spite of there being no new refugee quota intakes into Christchurch since 2010 (as a result of the earthquakes), the demand on our social work services has been consistently high across all contracts. It is our contention that this ongoing demand over a number of years demonstrates the need for culturally 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, 1,102 individuals from 53 ethnic backgrounds were supported across all of our social work contracts. Demographic analysis of the 1,102 individuals shows the following:

- 142 families and 610 individuals not attached to a family were supported.
- 40% were from a refugee background.
- 26% were from a migrant background.
- 34% were Whanau Support (ISR) clients (NZ European).
- 66% of clients were female.
- 34% were male.

855 individuals 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, 98 refugee and migrant background clients were supported under our CDHB mental health contract, with the majority being female (64%). 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.

51% of referrals for mental health support came from CRS staff, 29% from CDHB (SMHS, ChCh Hospital, GPs) and 13% self referred for support. The remaining referrals originated from community organisations.

It can be difficult for people from CALD communities to disclose mental health issues and access support for a range of reasons. The continuing trend of a high number of CRS mental health clients that were 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 recovery principles guide our work, and 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. We continue to work closely with specialist mental health services (SMHS) for those clients requiring more specialised mental health treatment.

Clients have reported positive outcomes with the support of the social work support received. 31 service users completed a feedback questionnaire in the contract period, with all respondents indicating that they felt satisfied with the service provided by CRS.

- 100% of respondents reported positive changes in their lives as a result of CRS support. 68% reported positive changes in their wellbeing, 58% reported an increase in their access to services, and the majority many also reported positive changes in other areas of their situations.

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 am feeling very better now I understand more to help myself, to feel better.*
- *It gave me an opportunity to share the situation I am in and got some options to deal with.*
- *Support from CRS and GP with gradual understanding and insight to processes have been able to increase motivation around my wellbeing.*
- *Thanks to my social worker I could learn about my diet and medication.*
- *It is good to talk about concerns and worries with one who knows my story.*
- *Social worker really helped me come to this stage without her help I wouldn't have come this far.*

The social work team have continued to meet regularly with the CDHB SMHS CALD Psychiatrist and Bishnu Pokhrel (SMHS CALD Facilitator) for clinical support and psychiatric consultation around CRS mental health clients. CRS regularly works with Bishnu Pokhrel for the benefit of mutual clients.

Feedback from participants of the mental health community education sessions provided by CRS Health Information Provider team to their communities is reported in the health promotion section of this report.

CRS has continued to deliver cultural competency in mental health training to a wide range of audiences, including 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 70 families/individuals under this contract.

The majority of referrals for people supported under this contract came through ISR – Integrated Safety Response (70%). Of this number, 24% were known to CRS. Self referrals by clients themselves to CRS accounted for 7% of the total number of referrals received. Other referrers were: Oranga Tamariki, Health, Plunket, English Language Partners, Shakti, Barnardos, CRS Internal referral, RSRT, Aviva and the Japanese Consulate.

32% of the people referred by ISR declined the service offered. We were able to provide some initial safety planning with them once contact was made.

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).

30% of the families supported under this contract came through community referral pathways, i.e. self, CRS internal or broader sector referrals.

All of the clients who engaged with CRS were provided with information about family violence, supported around their resettlement needs, and were connected to other supports. All were supported around safety planning.

57% of the ISR referrals were for males – all were the perpetrators of the violence. The remaining 43% were for women who were victims of violence and were known to CRS already, as they had previously been clients of CRS, over a range of social work services.

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.

Where possible CRS continues to monitor the safety of any children within the families receiving support around family violence.

CRS has continued to work with any service required to support families. In particular, we have partnered with Shakti and the

other refuges, Family law specialist lawyers, Community Law, Stopping Violence Services, The Canterbury Men's Centre, CRS CALD Counselling service, Oranga Tamariki, and RSRT.

Outcomes continue to be tentatively positive for the men who did want ongoing support. Many of the men demonstrated 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. As for the previous year, a number of the migrant background men referred through ISR required support around settlement issues, employment and financial sustainability. The majority of men had no extended family in New Zealand and appreciated the opportunity to talk through their feelings with CRS.

18 people returned CRS' client feedback questionnaire for the Family Violence service. Progress reviews with clients supported the formal feedback reported on below:

- 100% of clients engaged with the service reported satisfaction with the service received.
- 94% of the clients who completed the feedback questionnaire reported positive changes as a result of CRS support.
- The remaining 6% reported that nothing had changed for them yet.

The following positive changes were reported:

- 78% reported positive changes in their overall circumstances.
- 83% - better access to supports and services.
- 61% - increased knowledge and skills.
- 61% - enhanced wellbeing.
- 61% - positive changes in their own or a family member's behaviour.
- 45% - positive changes in their own or a family member's beliefs and attitudes.

A number of comments referred to appreciation of the support received, and having access to other supports and information.

Verbatim quotes from Feedback Questionnaires:

Now I don't have much anger.

I have a great appreciate to all the support and help I received.

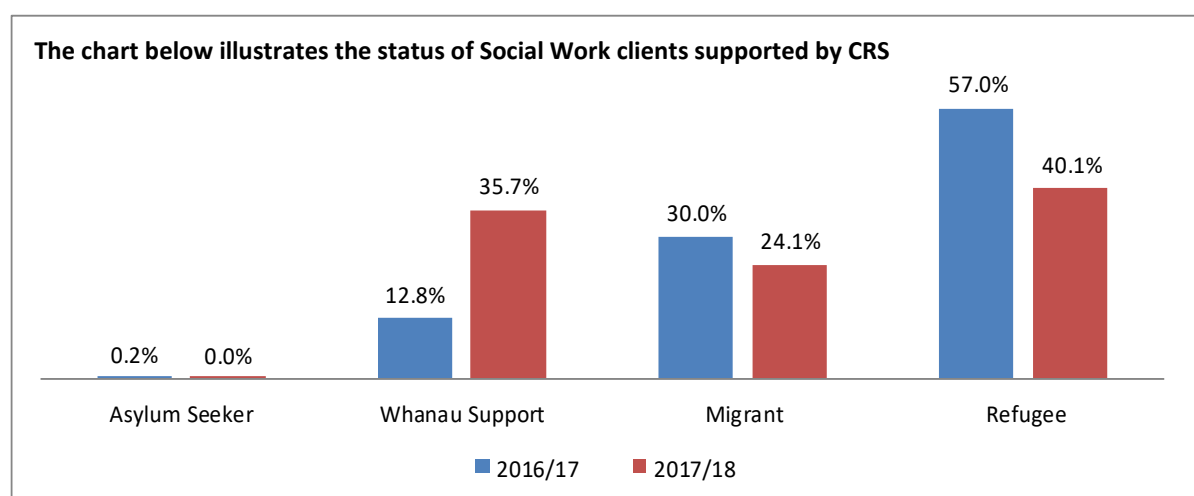
It made a lot of difference – know I am not alone.

The social worker help me get in another school and she help me with my behaviour and my school and my wellbeing.

Thank you for you help for me and my daughter got from CRS.

I prayed for help ... and I then I got you to help me.

As with Mental Health, participant feedback on the health education programme on family violence and healthy relationships is outlined in the health promotion section of this report.



B) Whanau Support Contract

CRS is a member of the ISR Battered Women's Trust (BWT) Collaboration, along with Stopping Violence Services, Barnardos, Victim Support, and Home and Family. This contract is 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.

The reporting for this work is provided through a secure client management system, and is not easily available for this annual report, with the exception of the total client figure of 397. Quite a small proportion of these people engaged in a support process, but contact was either made or attempted with each person. We can report that the majority of people who did engage with CRS' Whanau Support Worker reported feeling safer as a result of the support provided.

As for CRS' Family Centred Family Violence Service, clients are referred onto any other service available to support whanau safety, and child safety is of paramount consideration.

Youth at Risk

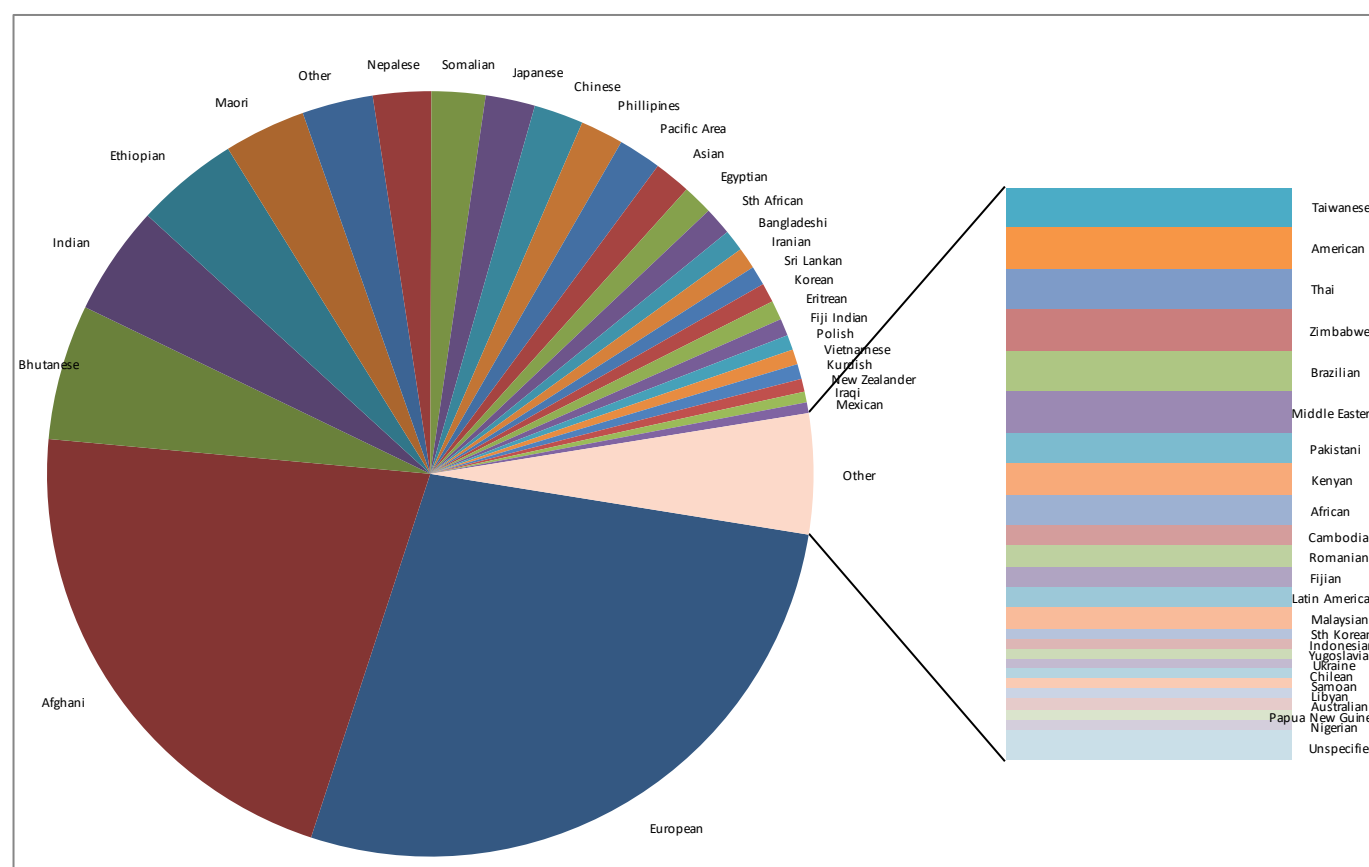
This contract was converted to 0.15 FTE Lead Professional time for the Canterbury Children's Team. Gail Moore holds this Lead Professional role. Gail supported 3 children and their families over this period.

Progress has been slow for the children and families supported by the CRS Lead Professional. The children each had a Children's Action Network, members of which are actively supporting the needs of the children.

The most effective combination of services have been those with a child specific focus, i.e. education, health, child counselling, income support, child/young person mentoring services, sport and recreation activities, community constables/Police, and parenting supports. Social supports have also been beneficial to the parents who are often socially isolated.

The Children's Team Panels have been helpful and bring a wide range of expertise and information for the support of the child. MOE has been especially helpful around the needs of the children supported by CRS.

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



Social Work support

– to address the impacts of the Canterbury earthquakes.

CRS continued to provide a generic social work response to people from refugee and migrant backgrounds, with a focus on

the impacts of the earthquakes. This was funded from the CRS Strategic Reserve up to 31/12/2017, then MSD from 01/01/2018.

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. Clients presented with a wide range of issues, all with some impacts from the earthquakes.

357 individuals have been supported under this service, with females comprising 56% of this total. 246 of these clients entered the service in this reporting period.

23% of clients were referred to this service by other services within CRS. 19% of clients self referred for support. 10.5% originated from other health services. ChCh Hospital, Family members, and Plunket each referred 7%, as did Right Service Right Time. 3.7% were referred by Oranga Tamariki, and community members referred 3.3% of clients. The remaining clients were referred by 14 other organisations.

94 clients provided feedback over the reporting year. This feedback was congruent with the information gathered during the formal reviews with clients, and demonstrated the following:

- 98% were satisfied with the service received.
- 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.
 - 58% reported positive changes in their overall circumstances.
 - 87% - better access to supports and services.
 - 72% - increased knowledge and skills.
 - 77% - enhanced wellbeing.
 - 32% - positive changes in their own or a family member's behaviour.
 - 29% - positive changes in their own or a family member's beliefs and attitudes.

Client comments continue to inspire us:

After you have help us we can now ring and talk on the telephone to everybody.

You helped us so much and we cherish all of that. Thank you so much.

CRS is very good they help me with house.

CRS help me and everybody at CRS look after me everyone. I have daughter but she busy work. CRS help me more understand when letters come to my house. Help very important for me to learn.

I am choose to separate my feelings very bad, confuse body very bad feelings low, but CRS support with interpret helped me with lots of information..

With CRS support I have been able to make positive changes with my behaviour towards my family. I have become aware I can achieve my goals without in appropriate behaviour. Mother agrees ... home is calmer, but more support is required. Child's feedback with consent for mother's comments to be included in feedback.

My son and I happy we have house. My son happy he have his own room. I am happy to increase my knowledge about budgeting as well.

Talking helped me bring everything out of my heart.

Several of the people reporting no change commented that they appreciated the support regardless.



Culturally & Linguistically Diverse Counselling Service

Pegasus Health (Charitable) Ltd funds the CALD Counselling Service. 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 2017. Early in 2018, we were saddened to learn that Michael Kim had been seriously injured in an accident. Michael has not returned to his role in the team. We wish him and his family well.

Shelley Hou and Rika Savage are responding to all of the referrals for the counselling service. Shelley, Rika and formerly Michael have provided counselling in their mother tongue to clients who speak the same language. Shelley provides counselling in the Mandarin language, Rika in Japanese, and Michael provided counselling in Korean. Interpreters are provided for clients requiring other languages. Clients who receive counselling in their mother tongue report that the process is very effective, and appreciated by them.

The counsellors have continued to see their clients at 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 counselling team has access to Psychiatric consultation where required and liaison with the SMHS CALD facilitator Bishnu Pokhrel, made possible through CRS' agreement with the CDHB Specialist Mental Health Services (SMHS),

Over the financial year, the counsellors supported 108 individuals from 23 ethnic backgrounds, and increase in diversity from the previous year. 10% of the clients were from refugee backgrounds. The counsellors provided an average of 54 appointments per month. The ages of the clients ranged from 12 years to 79 years of age. 69 clients entered the service in the reporting period.

72% of the clients supported were female, and 28% were male. Referral sources were in the main from self-referrals and General Practice. There were 18 different referral sources including self and GP referrals. CRS social workers and the CALD counsellors also refer to each service 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.



Community Connector Service



This service, funded by the Ministry of Social Development, ended on 30 June 2018. It was transformed from the Earthquake Support Coordination (ESC) Service. CRS was funded to provide 2FTE to maintain a focus on the work of the former ESC service, and provide some Lead Professional time to the Canterbury Children's team. Kowoon Byun and Asha King held these roles.

Asha King was the CRS Community Connector working to support those seeking help through the earthquake 0800 line, and continued to work mainly with householders from CALD communities, with interpreter funding provided by MSD. Asha provided 0.5FTE time for this service. Her remaining time was allocated to a Lead Professional role with the Canterbury Children's team.

The 0800 Line Community Connector service has supported homeowners or tenants requiring temporary accommodation while earthquake repairs or rebuilds are undertaken on their earthquake damaged homes, as well as supporting people to navigate systems and processes around their earthquake claims. Clients have been supported to develop a recovery plan and have been referred onto relevant services for their psychosocial needs. While the majority of people supported exited the service prior to the end of the contract, a small number still required assistance. These people were referred onto a relevant service provider for ongoing support.

39 householders were supported under the 0800 line Community Connector service over the year. The issues that the householders were managing were complex and difficult to find a resolution for. The householders that had resolved their issues prior to the end of the contract all expressed their gratitude for the support provided.

Asha King estimated that 92% of the people supported under this service reported satisfaction with the service received.

Kowoon Byun worked full time as a Lead Professional with the Canterbury Children's Team under this contract. Kowoon and Asha collectively supported 22 children and their whanau in their Community Connector Lead Professional roles. 8 ethnicities were represented across the whanau.

Part of the role of the lead professional is to understand the needs of the children and their whanau, and mobilise support to address these needs in the form of a Children's Action Network (CAN). The LPs helped families to take a solutions strengths based approach, and carried out respectful engagement with the children and their families. They also assisted in:

- Breaking down barriers to access to services.
- Providing effective communication and coordination with services already involved with the children and their families.
- Providing up-to-date information on resources and services available to help the children and their families, and helping children and families access these resources.
- Ensuring that interpreters were always available for clients requiring linguistic support.

Schools and services provided to children and families by MOE have been integral to the success of the Children's Team work. Mental health and counselling services have also been very important for children and their parents to access.

Other Government agencies such as Work and Income and MSD Social Housing have been important parts of the Children's Action Networks, and the Children's Team Panels have enhanced the Government/NGO collaborative support of children and their families.

A wide range of NGOs have played a large part in the efficacy of the Children's Action Network, especially those with a child focus, and Right Service Right Time has been an important point of referral. Connection with General Practitioners and the wider health system has been required to ensure the health needs of children and their families are addressed.

There has been no one combination that worked the best. A responsive system to the ongoing needs of children and their families has had the best outcomes.

We acknowledge the struggles that the children and their whanau have experienced, and feel privileged to have been part of their life journey for a brief time. We hope that the mobilisation of appropriate supports helps provide sustainable changes in the circumstances of the children and their whanau.

To conclude our annual reporting on the Earthquake Support Coordination and 0800Line Community Connector 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 and we had 4FTE working on this contract for a number of years. MSD also provided interpreter funding for the ESC service, which CRS administered on behalf of the sector.

We feel that 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.



Health Promotion



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

The Ministry of Health (MOH) has continued to fund the staffing for CRS' Health Promotion programme, with health promotion activity funding in the main 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 Pegasus Health funding support the majority of the 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 CRS multi-layered approach to Health Promotion is guided by the principles of the Ottawa Charter. Programmes and activities to are provided to enhance and enable participation in meaningful healthy activities by CALD community members, and complement the Health Information Provider (HIP) peer education health 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) is also supported under the umbrella of the CRS health promotion programme.

Jo Fasheun leads the health promotion team, and also provides some social work hours at CRS.

671 individuals participated in CRS' health promotion programmes over the year.

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)

The team commenced the reporting period with 8 members. The members represent the Afghan, Bhutanese/Nepalese, Eritrean/Ethiopian, and Somali communities.

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 Dental Health, Family Violence, Addictions, Mental Health and Wellbeing, Cancer, Infectious Diseases, and Pregnancy topics in this reporting period. Across the 6 ethnic groups participating in the peer education programme, an average of 128 people participated in each health topic seminar, and a total of 164 sessions were provided to small groups of community members for the 7 topics. The small groups allow for robust discussion on each topic and feedback from the HIPs on all of the topics indicate that these discussions are very lively as participants have the opportunity to ask questions, clarify any issues, and discuss the differing cultural approaches to these health issues.

Participant feedback is gathered from each HIP session, with 97% of participants in the community sessions reporting 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 our observations regarding the tracking of the feedback over a long period of time is that there is a growing acceptance that these topics must be acknowledged and understood by community members in order for people to seek help. It remains a privilege to read this feedback, which is honest and at times quite raw.

For all topics delivered, participants have continued to not only demonstrate 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. Feedback from the Cancer topic illustrates this well:

Cancer – delivered to the HIPs by the Cancer Society:

People need to communicate about cancer in the community.

Skin cancer – slip slop slap wrap.

Save children from smoking and lung cancer.

Keep in our mind.

Keep our life healthy and happy.

Participant quotes regarding the family violence and mental health topics also illustrate this feedback:

Mental Health – delivered to the HIPs by CRS HP Team leader and CRS Senior Social Worker:

We thought mental health is due to religious factor. This is the outcomes of what we did in our past life.

Glad to know mental health can be cured like physical health.

I can remember my resettlement and how far I have come.

It was good to know that feeling sad and stressed is a normal thing to do with what we have been through.

I learnt that we all have strengths and coping strategies that help us cope with mental health problems.

I learnt some breathing and calming tips to help me manage my stress and anxiety.

In NZ and in our culture is the same that culture religion and family help keep us well.

Being happy and sad is normal.

I learnt the difference between feeling sad and depression.

There are lots of ways we can help ourselves and others, and sometimes we need professional help.

Even though I am in NZ, but I will feel unsafe and sad and I did not ask for help but now I will try to get help after listening to this information.

I learnt that we all have strengths and coping that can help us get better.

I know there are plenty of places to get help.

In our culture is hard to say have mental health, knowing this gave me courage to ask for help.

Being sad or angry is not kind of crazy, is different thinking.

Family Violence – delivered to the HLPs by the Police Family Harm team:

I know that boys and girls are hurt by this when they growing.

Talking about domestic violence openly is something new to our culture.

We learn hitting children is not ok in NZ, which is different in our culture, we do sometimes.

I thought family violence was just about physical, I learned new things about financial and spiritual abuse is also not ok.

An interesting discussion I found is about managing anger.

We know to keep our mind, listen to one another.

I will keep learning about this topic, look at OK website.

I will be kinder to my family.

We will do good things together as our family.

I learn I need to be responsible and control myself sometimes



Partnership Community Workers (PCW)

CRS has 1.6FTE funding for this service, with Galawezh Noori, Zeinap Hussein and Tula Ram Chhetri forming the CRS PCW team. 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 empowerment and self-sufficiency.

The team supported 72 people from 11 ethnicities over the year. The majority of the PCW clients were from refugee backgrounds and had limited social support in their own communities and families. The focus of the PCW service has

continued to be to empower clients to be independent with regard to their own and their families' health needs. The team have also worked hard to increase the diversity of the clients supported by the CRS PCW team. The PCWs develop 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. The team has also continued to support GP practices to ensure that clients have interpreters available where required. The PCWs have continued to provide information to clients about their health entitlements, and to enhance 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 not only that health providers are aware of the need to provide interpreters for their patients, but also 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**

A). The Young Mothers' Group - CRS provided 9 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 5 mothers and 8 children attending each session.

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.

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 learned new things. They also reported that their children enjoyed playing and learning with the other children.

Quotes from the women when asked what they had gained from the group:

More English.

Learn about discipline with my children.

What to cook for my kids.

That all struggle with being mum at times.

Not feel so sad and alone.

Parenting ideas.

Ways to help my children eat more.

Not to feel upset when I don't know what to do.

B) The annual **Under 5's Expo** (Pegasus funded) was well attended with 56 parents and 38 pre-school children/babies participating in the event held on 29 June 2018 at the Aranui Community Centre. Ages of the parents ranged from 21 to 59 years of age. 54 mums and 2 fathers from 16 diverse ethnic backgrounds participated. 43% of the participants were from a refugee background, and 57% were from migrant backgrounds.

The event was a true collaboration of a wide range of service providers, interpreters, CRS and community members, with 17 services providing information about their services for families. Two workshops were also held over the course of the day, with Wheelie Fit Mums providing an exercise workshop, and Plunket covering Parenting and Child Safety in their Circle of Security workshop.

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.

Formal feedback was obtained from 25 parents from 10 ethnic backgrounds, utilising a feedback questionnaire:

- 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 as well as learning from the other mothers present were the predominant themes in the feedback.
- 55% of the respondents reported that they enjoyed being with other mums and appreciated the time together.
- Feedback about new learning from the day ranged from how to exercise, being able to exercise with their children, child safety, medication management, learning how to join the library, healthy food and lunches, IRD entitlements, health checks available, and how to keep houses warm.
- Appreciation of the support provided by all of the service providers and what they can offer children and parents was a common theme in comments made by the participants.

Participant quotes (verbatim):

Thank you all to make us feel better.

I loved the day and I have learned a lot of things I wasn't aware about.

I like to see other mums and I don't feel a lone.

I learned more places to get support for my kids.

I like have time with friend and meet others, practice English, and have time out with my children.

I learn from others both agency and all the mothers.



• Women

A). The Pegasus funded **Ladies' Exercise to Music programme** continues to be held at the YMCA, with 2 sessions per week in term time. Our thanks to the 2 instructors who work on contract for CRS and provide stimulating programmes for the participants.

47 different individuals attended over 70 sessions with a total of 669 attendances. Sessions are held during the school terms.

9 ethnicities were represented at the programme. Ages ranged from 21 years of age to 70 plus.

The women remain committed to attending the exercise programme, as evidenced by the numbers attending. It is an absolute pleasure to observe the joy and social connection that the women exhibit at the sessions.

Formal and informal feedback indicates that 100% of participants enjoyed the programme, and reported changes in their health, knowledge and/or well-being as a result of participating in the programme. Health and wellbeing changes reported by the women included increased wellbeing, less joint/body pain, feeling more active, feeling more energetic, feeling fitter, feeling healthier, enhanced breathing after exercising, improved sleep, eating healthier, feeling fitter, less sickness, weight loss, and the ability to walk longer distances.

Comments:

- I feel health and good.
- Walking is good now.
- No pain in my knee now.
- I feel more active, energy good.
- I am fit.
- Feel healthier.
- Doing exercise I feel good.
- I feel good and active all day.
- Exercising, meeting people, keeping fit.
- I make new friend, and the instructor so friendly.
- The activity motivates me because the company "young/elder".
- Doing exercise I feel good.

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.

B). 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.

38 sessions were held over the year. 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. 148 different women and children from 18 ethnicities participated with ages ranging from young babies to 65 years of age, with a total of 1050 attendances over the year.

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 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. All respondents reported a number of positive changes in their health, with the following outcomes reported:

More energy, flexible, learned to swim, lost weight, feeling good, body feels good, breathing better, body pain gone, feeling fit and active, feeling more confident, feeling happier in general, sleeping better, and feeling refreshed.

Participant comments are a pleasure to read:

The comfort I can swim in with a female environment.

I like swimming because I not in the water before.

I like exercise for the swim and I feel good for body.

I liked the swimming and the talking to people.

I enjoy swimming only because no man in there.

It really nice but actually one hour not long enough – you know as Muslim we can't go to public pool.

I have lose weight, and feel good and feel health.

Feel good sleeping at night, when I go swimming. Body feel so good.

I am breathing better and I feel healthier.

I feel health my body, and feel more activity in the water.

I feel confident and happy. Refresh every week.

I have more energy.

I am more flexible.

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.

C). The annual **Ladies' Health Day** funded by Pegasus was attended by 110 women and 49 pre-school children from 25 ethnicities. 10 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 23 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:

- Sexual Health – CDHB Sexual health Centre
- Walking Netball – The Canterbury Netball Centre
- Physical activity and wellbeing - The CDHB AllRight? Campaign.

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.

44% 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.

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.

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 46 responses:

- 75% indicated the sexual health workshop and the breast and cervical screening information. Specific mention was made of the cervical screening clinic at the event.
- 46% commented that the fire safety information was very important to them.
- 35% indicated that they learned about the importance of exercise, and appreciated the opportunity to try some different activity, i.e. netball and the walking/talking activity. 14 women signed up to the Canterbury Netball "Walking Netball" group, which has been created for women and those who would find the physicality required for netball a barrier.
- 25% commented that they learned the importance of being kind to ourselves and one another from the Wellbeing workshop.
- Others commented about learning when to go to see their GP, what CAB offers, and about entitlements from WINZ and IRD.

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

It was great! I meet new people and didn't feel alone.

I am very enjoyed here, lots of people meet, talking and walking.

Being new to NZ, this was my first time I got to learn about the different agencies available to me as a woman and I am grateful.

Played netball, learned about fire prevention things.

Learn how to check my breasts, cervical health, sexual health.

Be active, kind, connect with one another.

About the smoke alarm, I didn't know what those things were on my ceiling and I know how important they are now.

It's beautiful day and we enjoy everything.

- **Older People**

50 Plus Social Programme for People from Refugee Backgrounds

A). **Games Day** - 12 refugee background women and 3 refugee background men from 3 ethnicities participated in a Games Day held at the Canterbury Community House. A range of board and card games were provided for the participants, as well as music and dancing.

All participants provided formal feedback, and reported that they enjoyed the event. Once again, social connection was the main theme of the enjoyment expressed by the participants.

100% of the participants responded in the affirmative when asked if they felt that their health had benefitted from participating in the event.

Comments from the participants were positive:

It was nice that we came from one house to another place.

It was very good. I am like child and anyone ask me to go out and I didn't have anyone to take me.

Enjoy meeting people and learning games I didn't know.

Yes I wish there was something every day as I get out of the house and away from household chores.

(Enjoyed) meeting people together, talking and playing.

Yes it is good for our health.

We get tired of sitting home all the day.

I am a sick person and no-one can take me out I need to go out more often it is great for our health.

Happy to be with outside (the house) with other people.

B). Positive Aging Expo - 18 refugee and migrant background women and 10 men from 5 ethnic groups attended the Positive Ageing Expo at Papanui High School in October 2017.

Aged Concern organise this annual event. Participants were supported by CRS with transport and interpreters, and contributed their own lunch.

We observed that all participants came away better informed about services available for older people. The participants engaged very well with other older people attending the Expo, and the services present. 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.

The participants all had blood pressure and sugar testing – 2 had concerns that required follow up, with CRS PCW attending to this.

All of the participants provided formal feedback. (Verbatim) comments provided by the participants demonstrated a wide range of aspects of the event were enjoyed:

Every activity was good as we got information we never known before.

Music good, got good information for old people, friendly people.

Got medical information, medicines.

All the activity was good.

It was good, all of day was went well.

100% of participants felt that the expo experience would contribute to positive health changes. These changes varied:

They measure my blood and the result was good.

There was lot of information to improve our health.

We know there are agencies that could support us and we are mentally relaxed to get in touch with them.

It was good you guys helped us a lot.

Healthy food and recipes we got.

How to prevent osteo problem.

I go to Dr now because my blood pressure was bad.

The participants all enjoyed the giveaways from the service providers, i.e. bags, pens, brochures etc. All of the participants

reported that the Expo was very important for them. They also reported that all of the people they met were very friendly and paid them attention, and that the information provided was very relevant to them. They all reported that they had enjoyed the day, and appreciated a whole day spending time with others of their age group.

We acknowledge Aged Concern and all of the other services present at the event for their inclusive practices which assisted the group to participate fully.

Enhancing cultural responsiveness of health and other service providers.

We continue our membership of a number of advisory/networking/collaborative groups, with the purpose of promoting work practices that will enhance mental and physical wellbeing of refugee and migrant background people. Examples of this collaboration/advisory activity are as follows:

- CRS' maintains involvement with the Children's Team Governance and Advisory Groups.
- We led the project on interpreter policy and funding provision for the Right Service Right Time NGO service collaborative.
- CRS' multi-ethnic team provided consultancy group for the AllRight? campaign to inform the development of recovery messages for CALD communities for the campaign. These resources have been developed and launched. These include translated posters delivering culturally relevant messages in the 5 Ways to Wellbeing theme, small brochures with these messages in a range of languages, and a number of beautifully designed posters of people from a range of ethnicities giving their personal wellbeing message. These resources are available to view and order on the Community and Public Health AllRight? website.
- Cultural competency training has been provided to a number of services and organisations over the year.
- In addition, CRS has responded to a large number of queries around best practice guidelines for supporting people from refugee and migrant backgrounds.

Jo Fasheun – Health Promotion Team leader comments 2017/18 has been a year of settling into the Health Information Provider coordinator role. I have a greater understanding of my role with the help and support of the awesome HIPS team. I continue to be in awe of the amazing refugee background staff who go into their communities to deliver a range of health topics. I feel very honoured to be learning from the team, as well as helping them to learn all about the topics delivered to them by our wonderful health service partners. Health promotion activities have changed a bit over the last year due to funding limitations, but I continue to enjoy delivering the programs we have to all the awesome communities we work alongside. I enjoy the diversity of the CRS health promotion programme, from our health expos, to the women's women swimming and exercise programmes. I enjoy learning from the mothers attending the CRS coffee mornings as they chat and learn from each other. These activities keep me loving my role, which is a joyful experience.



Childcare Support, Bilingual Tutor

Living Well in Christchurch—LWIC



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

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

In the 2017/2018 year CRS has continued to provide the majority of funding for two childcare support workers and one bilingual assistant, with the provision of childcare support enabling mothers with pre-school children to attend the programme. The New Zealand Lottery Grants Board has provided funding for the bilingual tutor position and the Rata Foundation has funded 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.

Due to Ministry of Education legislative restrictions, the children are cared for in the same learning area as their mothers, who maintain ultimate responsibility for their children. The childcare support workers are guided by the principles embedded in Te Whariki, the New Zealand early childhood education curriculum.

The programme is based at the St Albans Cricket Club at the Hagley Oval. 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.

Lauren Cordy is the Childcare Support Team leader, and in her AGM report contribution, she refers to the obvious pleasure she gets in supporting the children's learning and development.

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 5 girls and 4 boys were from the Afghan community.

Galawezh Noori has held the CRS funded Bilingual Tutor position for the past 16 years. Her role is to work 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. Galawezh supports the Farsi speaking learners.

LWIC provides an excellent, quality learning experience for the learners, and all students are progressing well. 7 learners were supported with childcare support over the reporting year – these women would not have been able to attend LWIC if the childcare support was not provided at LWIC. All of these women have progressed well in their own learning at LWIC.

An additional benefit of the LWIC programme is the social interaction and connection the programme provides for the learners and their children.

CRS has other linkages to LWIC, which also enhance social connection and literacy - many of the women attending LWIC participate in the CRS Ladies Exercise programme, and CRS provides the Health Information Provider programme health topics to the learners.

The learners are also supported by ELP 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 enabled by the commitment of Gill Taylor and Maire Crawford of ELP to working in partnership with CRS to achieve positive outcomes for all participating in the LWIC programme. We look forward to yet another collaborative, productive year.

Lauren Cordy – Childcare Support Team leader comments When a child's eyes open....

There are so many wonderful qualities about my work but sometimes something happens that makes me feel so very blessed to be in the job I am.

This is the story:

We had no language in common, he spoke to me in Farsi and I spoke to him in English yet we were able to communicate with each other.

Day by day I watched his world open up right before my eyes - the things we take for granted.

Colouring pencils with all the colours,
the texture of playdough in your hand,
trucks, blocks, so many things to explore.

His world had opened.

He finally understood me and most importantly we understood each other

Goma Mishra – Childcare Support Worker comments My role is to help take care of the beautiful children if the learners. Every day is beautiful and blessed with the children and their smile on their faces. I really love being around the children and hearing their joyful giggle.

It is good to see the children engaging in different activities.

I communicate with the children in English and we do a variety of activities together like singing dancing, drawing and story-telling.

I feel so privileged and optimistic for these children contributing to New Zealand in the future.

I want to thank CRS and LWIC for supporting the children and their parents during this wonderful learning phase.



Administration



Left to right: Ian Turner (Funding and Communications Coordinator, Marita Perini (Administrator), David Atkinson (Office Manager). Insert: Ahlam Salah (Volunteer)

The admin team of David Atkinson, Marita Perini and the General Manager increased by one member from May 2017. As mentioned earlier in this report, Ian Turner joined the team in the role of Funding and Communications Coordinator. This position was disestablished at 30 June 2018 due to lack of funding.

Ian provided some excellent input into CRS' social media upgrade, with the development of CRS' Facebook page. Ian also restructured CRS' website.

Part of Ian's role was to apply for funding from small trusts and to connect with service organisations offering to talk at their meetings about CRS and the needs of refugee and migrant background people in resettlement. The hope was that CRS could secure some donations for CRS work. These talks are ongoing with other staff members attending the meetings to talk about CRS and resettlement issues.

CRS benefitted from Ian's input into the fundraising strategy, but unfortunately we were unable to secure sufficient funding to maintain this position.

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

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 systems.

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. David also processes funding applications to small trusts. I personally appreciate the accuracy and timeliness of this information which is provided as required by David & Marita, as well as their individual skills around systems maintenance and development.

I also take this opportunity to thank our cleaning team from Master Cleaning.



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.
- 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
- Refugee and 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)
- CRS is a regular participant of the Interagency Network for Refugees and Migrants (INFoRM)



Looking Forward to 2018/19

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

- Ongoing professional development of staff.
- Leadership development of all staff.
- Ongoing reflective practice across all service areas.
- Having an ongoing commitment to professional, culturally responsive practice informed by best practice principles and robust agency policies and procedures
- Continually providing an integrated response to refugee and migrant communities at inter and intra agency levels, through sourcing available relevant funding.
- Monitoring demand on service provision, and social work waiting lists
- Contributing well to the development of the Canterbury Children's Team.
- Contributing to the 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 all of the funding organisations and agencies, large and small, that have supported the work of CRS over the past year.

CRS thanks the many private individuals who have gifted resources for the CRS client group. We also thank the many people who have contacted us to offer CRS support in our work.

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 for what you teach us.

Our endless gratitude to those of you from refugee & migrant background communities 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 2018**

Catherine Comber – Volunteer - Social Work Service comments I have been privileged to be doing volunteer work for CRS for another year. I have great support and advice from the staff as I work with five clients and their families. This year one highlight was taking a young mother with two children to the Under-fives Expo. She was so happy to be out of the house and meeting with other women. In other situations I help clients access the Curtain Bank, fill in forms and applications, and take them to appointments. Assisting them towards independence is the goal and that is rewarding for me.

Denise Huisman – Social Worker comments This year I have been working with an increasing number of migrant background clients. This has been a learning curve for me about the stresses and issues some migrant woman face when they enter in a relationship with a New Zealand born partner.

My client is a young Filipino woman (S) who met her partner in the Philippines and they started a relationship. She moved to NZ a few years later with her son to start living with him on a Partnership Work Visa. Not long after arriving S had a son to her partner, and she reported that it was not long after this that the physical and mental abuse started.

Her partner told her that if she told anyone about the abuse to her and her oldest son, he would deport them. Her partner obtained a Court Order so she was unable to take her toddler out of New Zealand. If S left NZ, she would have to leave him here. In 2017 S finally left her partner, he subsequently informed INZ that the relationship had ended and the deportation process was started.

That was when S was referred to CRS for our support, being weeks away from deportation. She was self-harming, as the thought of leaving her three year old son in NZ was unbearable. I referred her to an immigration consultant who managed to get her a visitor visa for 6 months under the domestic violence category. She has now applied for a permanent resident visa under this policy so she can stay in NZ with her son, and she is waiting this outcome.

Under the immigration domestic violence criteria there has to be evidence of domestic violence from three professionals. This can be hard to obtain, as many women in these situations are under coercion not to tell about their abuse when it is happening, as they are continually threatened with deportation, which happened to S.

It is horrible to think that this young lady could be sent back to the Philippines leaving her four year old son without his mother – this is in contradiction to the UN Rights of the Child.

Gail Moore – Senior Social Worker comments Within my CRS role, I am constantly reminded of the resilience and strengths of individuals and families. It is a privilege to support people to embrace these strengths to empower them to enhance their personal situations. As I reflect upon the year I am reminded of a client who has harnessed her strengths to regain control and direction around her circumstances.

She is a widow, and had nursed her chronically ill husband for some time. When he passed away she had found herself alone, with no family supports, very limited English, and was about to face homelessness. She found it a challenge to understand the complexities of managing the needs of daily life. In addition to this she was negotiating grief and loss, not only for herself but her teenage child. She became easily overwhelmed, and simple tasks became very challenging for her. However through supporting her to take each step slowly, and working with our bi-lingual community worker she was able to start to understand some of the New Zealand systems.

Apart from the necessities of financial independence and housing, the first goal she identified was to learn English, but she had said was concerned that she didn't know how to use public transport to get to classes. We spent some time helping her to understand the bus system and she was able to attend classes. She took much joy in showing me her beautiful writing which she practices in her own time. Her son has informed her that he is happy that she is making progress so he does not need to worry so much about her. She has told me her new goals are to get her driving licence and start part-time work. Now when I visit her, she has her Road Code book in easy reach, and she tells me she is learning it. It is so gratifying to see her progressing with her goals

Khuma Kadariya Bilingual Community Worker comments I have the opportunity to work as a bilingual community worker at CRS to substitute for a staff member on leave. I am so fortunate to acknowledge the opportunity and my interest to work for CRS, after almost ten years of living in New Zealand Christchurch under the support of CRS. CRS has been the primary pathway to settlement for refugees and migrants. As new comers in the new country, life is not easy as we thought. We had cultural shock, unfamiliar environment and lack of language barrier we had no idea what to do! We were so lucky CRS existed for us to help settle in our problems access to health, education, family support, community services, and much more. CRS has a great contribution towards my community and we are always proud for their work. I could not imagine life without CRS help.

Once again thank you for the opportunity to be in a part of wonderful CRS team. I really enjoy working with you all and always looking forward to work together in a team.

Marita Perini – Administrator comments Another year has shot past so fast! Every year I say that it'll slow down soon but the workload keeps rolling in. Funder requirements, processes & procedures are always changing so you always have to be one-step ahead and be flexible ... here's hoping for a quieter year ahead!! A big thanks to all colleagues for the help given throughout the year.

Maryanne Cosgrove – Social Work Assistant comments In my role as S/W Assistant I have been supporting a family who have arrived within the last year to be reunited and settle with other family. They have told me they like the New Zealand way and the people. The father said even though he can speak English he has appreciated the support from CRS to help "teach us the ways with government systems." He told me of his hopes for his children to have a good education to help with employment opportunities.

Hanifa Mohammadi – Bilingual Community Worker comments CRS is the place who support my community, and I am enjoying working for this organisation supporting my community. I am proud of this office and to work with them. I always wonder how they can be really kind and nice to all.

Tula Ram Chhetri – Partnership Community Worker comments I have had the pleasure to work at Christchurch Resettlement Services for 6 years. Although I was employed at Piki Te Ora and Refugee Services in this role prior to that. Working together with organization, we can identify those within our community who are in need of healthcare, but unable to access this help for various reasons particularly culture & system barriers for the (CALD) clients. So, I liaise with local general practices and in particular with the practice nurse, for any assistance that may be available to those referred to CRS for this support.

Summary of parts of my role as below:

- Work with GP teams to support enrolment and attendance of appointments.
- Identify and manage the barriers that a person may have in accessing health care.
- Link to other community/social workers support services.
- Provide referrers with information and advice about community supports.
- Provide cultural support and ensure health services are providing interpreter services.

Therefore, I work very closely with Social Workers and all other staff at Christchurch Resettlement Services, and beyond – such as Hagley, Living well Christchurch/English Language Partners, and PEETO.

It has been always challenging for many refugee background people to access health services, without the support as we are bridge for them to link with various system in NZ. However, many of my clients have learnt to be independent though some of the challenges will never go for elderly people in the community.

I am always thankful to my lovely staffs at CRS who continued to support me when I had the other challenges in my work field. So, I am glad to be under the umbrella with skilled staffs at CRS. Not only this, but they are supportive and they share their experiences for my personal life and also to deal with my different clients. Finally, I would like to say that Christchurch Resettlement Services provides light to CALD communities where any clients or organisations make it as the centre place for working with clients.

Galawezh Noori – Partnership Community Worker, Bilingual Community Worker, Bilingual Tutor (LWIC) comments My 3 roles have continued within Christchurch Resettlement Services

Partnership Community Worker - Sometimes it is challenging to connect clients with the right service that will help them with their health needs but it is very satisfying when the right connections are made and people are able to access the service they need and their health improves.

Bilingual Community Worker - We help people needing our service. Each time I go alongside a social worker to meet with their clients it makes me feel good that we have made a difference.

Bilingual Tutor at Living Well in Christchurch - One of the things that is rewarding is to see people being able to get to school on the bus which they have learnt to catch, it is always nice to see people learning independence.

Phillipa Watson – Social Work Student comments My name is Philippa Watson and I came to CRS as part of my Bachelor of Social Work Degree through the University of Canterbury. I am currently two months in to a four-month placement and have found the work humbling and rewarding. Being surrounded by colleagues who genuinely care and advocate for the well-being of their clients, has cemented for me the importance of community outreach social work.

Before coming to CRS, I was somewhat naive to the issues that peoples from a migrant or refugee background experienced, when transitioning to a new country. Seeing first-hand the difference that CRS staff all make in the lives of families that have resettled in Christchurch and are endeavouring to make Christchurch their home has been inspiring.

What has particularly resonated with me is that positive change does not only come via the larger measures of support provided by the agency, but also, through small actions. Examples of these are taking the time to have a cup of tea with clients and talking through their worries, or perhaps being there to celebrate a client's achievements.

I am thankful that I have been given the opportunity to observe and be a part of the CRS team, as it is moving to see the difference that the organisation makes to the quality of life of its clients.

Amy Allen – Social Work Volunteer comments 'Poipoia te kākano, kia puāwai' 'Nurture the seed and it will blossom'. I feel very grateful for being nurtured in my role at CRS as a volunteer social worker. CRS has an awesome team who have welcomed me and continue to tautoko me. It's a real privilege to be a small part of the work you do here and to meet some of the incredible clients through the Brief Intervention work I have been doing. Ngā mihi nui to the CRS team for the work you do helping nurture your clients so that they can blossom.

Melissa Sheehan - Whanau Support Worker – Integrated Safety Response comments I have had the pleasure to work at Christchurch Resettlement Service almost 9 years. I was originally employed as a social worker supporting refugee quota families, and moved into a role as an Earthquake Support Co-ordinator after the September 2010 earthquake.

At the beginning of 2015 I returned to the social work team. In May 2017 I moved into a new adventure of working with the Integrated Safety Response (ISR) team, working as a Victim Advocate. I became a Whanau Support Worker in November with ISR. My role is to support victims of family violence.

I have had an amazing journey in the last year seeing families facing some hard complex situations and 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 break down a number barriers or fears that families have in their recovery. ISR provides service users a more transparent way of working.

Falis Jama – Health Promotion Community Worker, Bilingual Community Worker comments I help with the Ladies' Swimming and Exercises. The exercise programme for the women is doing well at YMCA, and some of the comments the ladies have made are: "I like it I feel better" and "I feel like I am losing weight".

At the swimming group there has been one lady that has never been swimming before and she told me that she was really scared, but now she is comfortable and learned lots of swimming. When she first started coming, she was in the small pool, now she can go in the big pool.

I go in the water too, when I first went to swimming I was scared about going in the water but now I am comfortable and can go in the small pool. I look forward to going to the swimming but wish it was a longer time.

We have just started with the walking group which is small at the moment, but when summertime comes there might be more people.

Wubet Ahmedin – Bilingual Community Worker comments It makes me happy to see the young people come to New Zealand and be successful. CRS are able to provide a pathway, a door - it is like a bridge to show them the systems here in New Zealand. For me I become their mouths so they can speak and I am able to provide communication. I am able to help the social workers to understand some of the resettling peoples' journey and the experience they may have felt. I help give insight for the social worker to have sensitivity around the traditions and culture that impact on the individuals and families and also so the client can understand how the social worker and CRS works.

Zeinap Hussein-Partnership Community Worker, Bilingual Community Worker, Health Promotion Community Worker, Health Information Provider comments I have had the pleasure to work at Christchurch Resettlement Services. I enjoy doing my roles because they are all about me supporting people, and I witnessed their progression and am pleased I could support that. They are very happy to say thank you so much for what CRS did for them.

Mitra Rai – Bilingual Community Worker comments Working in CRS is an interesting part of my work. I enjoy working with the staff members. They all have individual sense of humor and extra talent to help each other to support all the migrant, and refugee background people around their troubles and difficulties.

The supports and help of CRS staff gave an extra idea and power to go one step ahead for all the clients, it has and had. Their supports are boundless meaning they can help in their difficulties such as banking, housing, medical and etc.

Mothers can go to their English class. CRS provided them childcare support and a trained staff to look after their children, while moms are learning English at Living Well in Christchurch.

Moms really enjoy learning English. They really love the idea that their children are cared for in the same room as them when they learn English, their children can learn how to draw pictures, write something and play various types of toys provided by CRS. Providing childcare support for children is a great idea. It's a place where both moms and their children learn something which is very essential for them to settle in NZ. We can see them doing a small thing every day but those things are very huge and have deeper meaning which will help them to overcome their loneliness, anxiety, and language difficulties.

In such environment people can meet their friends and make new friends. In broad CRS is doing a great job, I would say glorious and praise worthy job to support our community.

Since our community moved to NZ in 2008 our people were well looked after. They got a huge range of supports from CRS. Their services are very nice and helpful. I'm having a very nice time here working with them all the time. I say thanks to CRS for being very supportive in our pains and sorrow. You've applied an ointment in refugee and migrants broken wounds.

All glory to almighty.