



Christchurch
Resettlement
Services

Annual Report 2018/19

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Board Members 2018/19



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 has been in the Police for 35 years in both Dunedin and Christchurch and is currently an Inspector working as a Shift Commander in the Police Southern Communications Centre.



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 Ōtautahi 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, whānau and mental health community organisations



Fiona Roberston

As a Board Member, Fiona brings to the position a unique combination of skills of understanding people and understanding business. With a background in accounting she demonstrates the financial skills needed for fiscal understanding of an organization whether it is an NGO or a business. In addition, she brings a 30+ year history as a social worker involved in Canterbury health and social services including women's health, mental health, rural health, acute and crisis services, telephone counselling service and management. She has been involved in international social work for 20 years within the International Federation of Social Workers and Commonwealth Organisation for Social Work. This experience provides understanding and the skills to work with all cultures and the need for human dignity and social justice. Her commitment to the social work profession is demonstrated through her membership of Aotearoa New Zealand Association (ANZASW) which has been continuous since 1989 and in which she has served in various ANZASW volunteer roles over this period.

She describes herself as a 'rural girl' from North Canterbury and brought up in bare feet and gumboots. Her upbringing taught her to be a practical, a logical problem solver and willing to assist people and communities to achieve the best outcomes for them. She is pleased to be a CRS Board Member and to help contribute to the wellbeing of the organisation and the people who use and work within the service.



Kate Henry

As part of my degree in social work I did a placement at CRS. I loved it so much, I was thrilled to be asked onto the Board. For me, CRS represents the highest standards in client care and professional practice. I currently work as the social worker at Lyttelton Community House and have a further degree in science. In the past I have worked as a telephone counsellor, mental health support worker, international student home stay host, aromatherapist, reflexologist, sales rep and secretary. My interests include nutrition and mental health. Voluntary work includes being a Lifeline counsellor and helping at Lyttelton Seafarers' Centre. I have been married 32 years and have three adult children. We emigrated from UK to Christchurch in 2006 and are proud New Zealand citizens.



Archana Tandon

Archana 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.

Retired from Board during the 2018/2019 Financial Year.

Christchurch Resettlement Services Inc.

Annual General Meeting

25th September 2019

1.00pm

AGENDA

1. Welcome - He mihi whakatau (Sally Pitama - Ngai Tahu)
2. Martin Maguire - Welcome to Annual General Meeting
3. Guest speaker: Meng Foon, Race Relations Commissioner
4. Apologies and Minutes of AGM 26 September 2018
5. Matters Arising
6. Reports
 - Chairperson
 - Service Performance and Finance
 - General Manager and Staff
7. Election of Officers for 2019/20 year
8. Appointment of Auditor for 2019/20 year
9. Any other business

The meeting will conclude with afternoon tea.

Christchurch Resettlement Services Inc

ANNUAL GENERAL MEETING

26 September 2018

Present: Amber Paterson (Canterbury Youth Worker Collective), Barbara Petrie, Bishnu Pokhrel (Specialist Mental Health Services, CDHB), Candy Wu Zhang (Office Ethnic Communities), Claire Phillips (CRS Member), Ellen Zhou (Ministry of Social Development), Erin Mason (NZ Police), Ester Vallero (Pegasus Health (Charitable)), Gay Pavelka (CRS member), Katherine Peet (Network Waitangi Otautahi), Maire Crawford (English Language Partners), Merrin Taylor (Citizen's Advice Bureau), Millan Gurung (ARA), Mohammad Jama (Somalian Association), Nancy Goh (Chinese Association), Patrick O'Connor (PEETO & CRS member), Sally Pitama (Ngai Tahu), Stella Yaxley (Community & Public Health), Sun Lim (Wilkinsons Workplace Literacy), Surinder Tandon, (Multi-Cultural Council & CRS member), Kaleb Jones (Nawawe Centre)

Board Members: Martin Maguire (CRS Board Chair), John Robinson (Deputy Chair), Raylee Kane, Sally Carlton, Wahida Zahedi.

Staff: Shirley Wright (General Manager), Catherine Comber (Volunteer), David Atkinson (Office Manager), Denise Huisman (Social Worker), Falis Jama (Bilingual Community Worker & Health Promotion Community Worker), Galawezh Noori (LWIC Bilingual Tutor, Bilingual Community Worker, Partnership Community Worker), Goma Mishra Devi (Childcare Support Worker), Hanifa Mohammadi (Bilingual Community Worker), Jo Fasheun (Health Promotion Team Leader), Kate Henry (Former Student Social Work Student), Lauren Cordy (Childcare Support Team Leader), Marita Perini (Administrator), Maryanne Cosgrove (Social Work Assistant), Melissa Sheehan (Social Worker), Pip Watson (Social Work Student), Tula Ram Chhetri (Partnership Community Worker), Wubet Ahmedin (Bilingual Community Worker), Zeinap Hussein (Partnership Community Worker, Bilingual Community Worker, Health Promotion Community Worker & Health Information Provider)

Apologies: Ali Jones (Papanui Innes Community Board), Ali Maginness (Board Member), Hon Amy Adams (MP Selwyn), Anne-Marie Reynolds (CRS member), Archana Tandon (Board Member), Asha King (CRS Member), Brenda Cromie (Board Member), Deb Lamb (Office Ethnic Communities), Directors (The Trust Community Foundation), Dr Duncan Webb (MP ChCh Central), Hon Eugenie Sage (Green MP), Jacky Percy (Pegasus Health (Charitable)), Jo Hayes (National List MP), Joy Stockel (Deaf Aotearoa NZ), Kevin Blogg (Blogg Charitable Trust), Khuma Kadariya (CRS Bi-lingual Community Worker), Kim Money (Coastal-Burwood Community Board), Kirstin Dingwall-Okaye (Presbyterian Support), Gail Moore (CRS Senior Social Worker), Kowoon Byun (CRS Member), Mayor Lianne Dalziel, (CCC), Lisa Burdes (Skills Connect Canterbury), Louise Edwards (CRS Member), Lynne Gibbons (Age Concern Canterbury), Matt Doocey (MP Waimakariri), Mastura Abd Rahman (Ministry of Education), Dr Megan Woods (MP Wigram), Melanie Douglas (Red Cross), Mitra Kumar Rai (CRS Bi-lingual Community Worker), Monique Gale (CDHB), Norma Marriott (CRS External Supervisor), Pam Richardson (Banks Peninsula Community Board), Rose Henderson (Specialist Mental Health Services, CDHB), Sandy Brinson (CRS Member), Hon Ruth Dyson (MP Port Hills), Shelley McCabe (Pegasus Health (Charitable)), Tony McNeill (Immigration NZ), Victoria Green (Deaf Aotearoa NZ)

Apologies moved and accepted:

Moved: John Robinson
Seconded: Wahida Zahedi

Welcome: He mihi whakatau : Sally Pitama (Ngai Tahu)

Introductions and welcomes were given around the meeting.

Minutes of the last meeting: AGM minutes of 20 September 2017 were presented and accepted by the meeting.

Moved: John Robinson
Seconded: Wahida Zahedi

Matters Arising: No matters arising

Reports:

Chair: In his report Martin Maguire spoke about the governance role the CRS Board holds. The Board thanked all staff for work done during the year considering staff numbers were slightly lower this year. He also encouraged others to become Board members.

Moved: John Robinson

Seconded: Sally Carlton

Financial: David Atkinson, Office Manager, gave an overview of the financial report and explained the End of Year Report.

Moved: Raylee Kane

Seconded: Wahida Zaheidi

General Manager: Shirley Wright, General Manager, summarised the CRS Statement of Service Performance.

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 2018/2019 year:

All present Board members were accepted onto the Board:

Martin Maguire, John Robinson, Ali Maginness, Sally Carlton, Wahida Zahedi, Brenda Cromie, Archana Tandon.

Moved: Gay Pavelka

Seconded: Raylee Kane

Appointment of Auditor for 2018/2019 year:

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

Moved: Martin Maguire

Seconded: John Robinson

Other Business:

There was no Other Business

The Annual General Meeting closed at 3.00 pm

Christchurch Resettlement Services, Inc.
Performance Report
For the Year Ended: 30 June 2019

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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 2019, the statement of financial position as at 30 June 2019, 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 2019;
 - the service performance for the year then ended; and
 - the financial position of the Society as at 30 June 2019, and its financial performance, and cash flows for the year then ended

in accordance with Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) 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 of the financial statements, which describes the validity of the going concern assumption. Our opinion is not modified in respect of this matter.

Responsibilities of the Board for the Performance Report

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 report

in accordance with Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) issued by the New Zealand Accounting Standards Board; and

- c) 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 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
13 September 2019

Christchurch Resettlement Services, Inc.

Entity Information

“Who are we?”, “Why do we exist?”

For the Year Ended: 30 June 2019

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

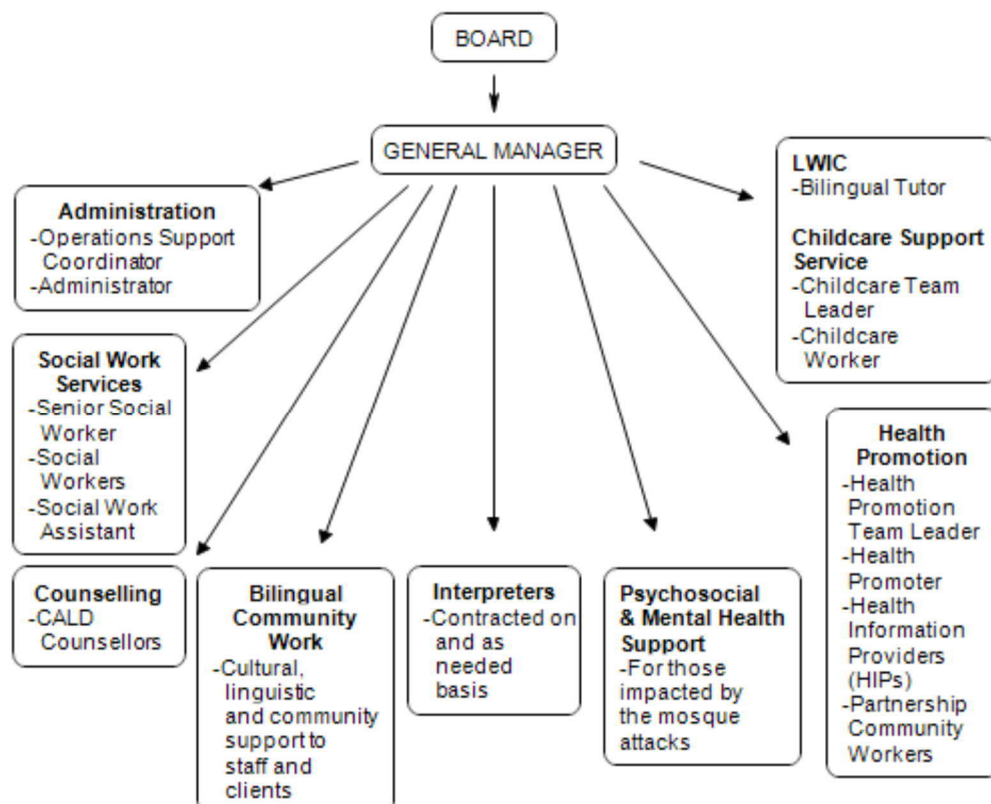
Mission Statement:

“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 83% 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
	Wahida Zahedi
	Ali Maginness
	Sally Carlton
	Brenda Cromie
	Archna Tandon
	Kate Henry
	Fiona Robinson
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 2019

Description of Entity's Outcomes:

Information obtained from formal feedback questionnaires

100% of clients supported by the Bilingual Community Work team reported satisfaction with the quality of the service provided, and 94.5% also reported positive changes as a result of the support received from the team members.

97% of social work clients across the Family Violence, Mental Health, Generic and Mosque related psychosocial and social work contracts reported satisfaction with the service provided, and 91% reported positive changes across a range of life domains as a result of the support received from the social workers.

99% 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

98% 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 four 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 2018/19	Last Year 2017/18
Bilingual Community Work	140 Clients	151 Clients
Social work—all contracts including ISR and Mosque related services	1,320 Clients	1,102 Clients
Children's Team Lead Professional	7 Children	5 children
Health Promotion including Partnership Community Work	544 Participants/ Clients	671 Participants/ Clients
Earthquake Support Coordinators/Community Connectors	0 Households	39 Households _(.5FTE)
Community Connectors/Children's Team Lead Professional	0 Children	22 children
Counselling	111 Clients	108 Clients
LWIC—Childcare	6 Children	9 Children
Bilingual Tutor	4 Learners	7 Learners

Additional Output Measures

- Christchurch Resettlement Services enjoys a diverse workforce with staff representing 18 ethnicities with the agency having 15 FTE paid staff on annual contracts
- CRS employs 45 people in a range of roles across all contracts
- Service users represent 60 ethnicities
- 16 volunteers engaged in supporting CRS client group or the organisation providing an average of 32 volunteer hours per week.

Additional Information:

Christchurch Resettlement Services staff are engaged with 10 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 2019

		Actual	Actual
	Note	2018/19	2017/18
Revenue		\$	\$
Donations, fundraising and similar revenue	1.	155,505	137,903
Fees, subscriptions & other revenue from members		813	951
Revenue from providing goods or services		735,261	795,599
Interest, dividends and other revenue		6,457	12,159
Total Revenue		898,036	946,612
Expenses	2.		
Expenses related to public fundraising		-	1,762
Volunteer and employee related costs		731,713	812,705
Costs related to providing goods or services		163,507	160,877
Grants and donations made		5,548	1,303
Other expenses		14,841	14,427
Total Expenses		915,609	991,074
Surplus/(Deficit) for the Year		(17,573)	(44,462)

Christchurch Resettlement Services, Inc.

Statement of Financial Position

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

For the Year Ended: 30 June 2019

Assets	Note	Actual 2018/19 \$	Actual 2017/18 \$
Current Assets	3.		
Bank accounts & cash		484,975	434,529
Debtors & Prepayments		34,232	98,345
Total Current Assets		519,207	532,874
Non-Current Assets			
Property, plant & equipment		4,619	1,550
Total Non-Current Assets		4,619	1,550
Total Assets		523,827	534,424
Liabilities			
Current Liabilities			
Creditors & accrued expenses		57,805	54,062
Employee costs payable		71,051	74,485
Unused donations & grants with conditions		135,175	128,509
Total Current Liabilities		264,031	257,055
Total Liabilities		264,031	257,055
Total Assets less Total Liabilities (Net Assets)		259,796	277,369
Accumulated Funds			
Accumulated surpluses or (deficits)		(17,573)	(44,462)
Reserves		277,369	321,830
Total Accumulated Funds		259,796	277,368

I certify that these financial statements will be submitted to and approved by members at a general meeting held on 25 September 2019.

Shirley Wright
Shirley Wright

General Manager

Date *13/09/2019*

Martin Maguire
Martin Maguire

Chairperson

Date *13/9/2019*

Christchurch Resettlement Services, Inc.

Statement of Cash Flows

“How the entity has received and used cash”

For the Year Ended: 30 June 2019

Cash flows from Operating Activities	Note	This Year 2018/19 \$	This Year 2017/18 \$
Cash was received from:			
Donations, fundraising and other similar receipts		155,549	152,632
Fees, subscriptions and other receipts from members		813	1,094
Receipts from providing goods or services		917,871	960,234
Interest, dividends and other investment receipts		6,457	<u>10,055</u>
Cash was applied to:			
Payments to suppliers		196,394	272,767
Payments to employees (payroll)		591,016	585,491
Payments to IRD		232,536	278,070
Donations or grants paid		5,548	<u>1,189</u>
Net Cash Flows from Operating Activities		<u>55,196</u>	<u>(13,502)</u>
Cash Flows from Investment/Financing Activities			
Cash was received from:			
Cash was applied to:			
Payments to acquire property, plant or equipment		4,750	1,498
Operating outflows			
Net Cash Flow from Investment/Financing Activities		<u>(4,750)</u>	<u>(1,498)</u>
Net increase/(decrease) in cash		<u>50,446</u>	<u>(15,000)</u>
Opening Cash		434,529	449,529
Closing Cash		<u>484,975</u>	<u>434,529</u>
This is represented by:			
Bank Accounts & Cash		<u>484,975</u>	<u>434,529</u>

Christchurch Resettlement Services, Inc.

Statement of Accounting Policies

“How did we do our accounting?”

For the Year Ended: 30 June 2019

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 2019

Note 1: Analysis of Revenue

Revenue Item	Analysis	This Year 2018/19 \$	This Year 2017/18 \$
Donations and other similar revenue			
	Blogg Charitable Trust	1,469	399
	CERT	15,281	9,000
	Christchurch City Council	27,443	39,578
	Ashburton DC	60	-
	Rotary Belfast Kaiapoi CT	1,000	500
	English Language Partners	2,682	3,039
	Donation Bilingual Worker	1,800	-
	Kiwanis Christchurch	-	250
	Lions Club Ferrymead	-	200
	Lions Club Halswell	-	500
	Mainland Foundation	-	2,500
	NZ Lottery	22,625	25,000
	One Foundation	-	13,648
	Pub Charity	3,000	585
	Quakers	200	200
	Rata Foundation	35,000	35,000
	Riccarton Youth Trust	3,273	761
	Southern Trust	7,700	5,000
	Sundry	728	785
	Blue Mount. Refuge	888	-
	Trust Community Foundation	3,042	958
	NZ Comm Trust	8,633	-
	Four Winds Foundation	2,000	-
	Chinese Lions Club	1,650	-
	Brown Bread Ltd	1,055	-
	Donation & Website Donations	7,478	-
	Donation Stephen McCarthy	8,500	-
	Total donations and other similar revenue	155,505	137,903
Fees, subs and other revenue from members			
	Ladies Swimming Contributions	813	951
	Total fees, subs and other revenue from members	813	951
Revenue from providing goods or services			
	Canterbury DHB	103,385	91,550
	Ministry of Health	109,733	117,233
	Ministry of Social Development - Family Centred services	70,471	-
	Ministry of Social Development - BCW-Family Centred Services	3,000	-
	Ministry of Social Development - BCW.Lott-Family Violence	2,000	-
	Ministry of Social Development-Comm.Connector	17,870	148,180
	Ministry of Social Development - Oranga Tamariki/Children's Team	13,045	-
	Ministry of Social Development - Oranga Tamariki/ SW.Trauma	13,300	-
	Ministry of Social Development-EQ	40,000	39,544
	Ministry of Social Development-Victim Advocate	-	79,185
	Ministry of Social Development-Youth/Family Centred Service	-	86,736
	Ministry of Social Development - SSW	8,000	-
	Ministry of Social Development - SW.Chch Violence	16,900	-
	Pegasus Health (Charitable)-CALD Counselling	109,150	99,183
	Pegasus Health (Charitable)-Health Promotion Activities	17,170	22,170
	Pegasus Health (Charitable)-Partnership Community Workers	129,900	111,818
	Right Service Right Time	250	-
	Battered Women's Trust - ISR Whanau Support Worker	78,088	-
	ISR - Flexi-Fund Interpreter	3,000	-
	Total revenue from providing goods or services	735,262	795,599
Interest, dividends and other revenue			
	BNZ Bank Accounts Interest	6,457	12,159
	Total Interest, dividends and other revenue	6,457	12,159
	Total Income	898,036	946,612

Note 2: Analysis of Expenses

Expense Item	Analysis	This Year 2018/19 \$	This Year 2017/18 \$
		-	1,762
	Total expenses related to public fundraising	-	1,762
Volunteer/employee related costs			
	Wages	643,415	721,520
	ACC	5,018	6,348
	Counselling	75,121	74,713
	Interpreter Costs	4,094	7,006
	Supervision & Ext. Prof. Development	3,231	1,870
	Training	835	1,247
	Total Volunteer/employee related costs	731,713	812,705
Costs related to providing goods or services			
	Advertising	721	1,570
	Cleaning	4,084	(8,134)
	Electricity	3,934	3,746
	Health Information Provider	183	168
	Health Promotion Expenses/Activities	26,095	32,424
	Insurance	2,533	2,437
	IT Expenses	7,908	8,213
	Mileage/Travel	30,991	32,787
	Office Rent	64,598	65,839
	Parking	435	301
	Postage	891	664
	Printing, Stationery & Photocopying	10,267	7,840
	Resource Materials	575	790
	Staff Catering & Canteen	1,201	1,392
	Telephone Expenses	9,091	10,838
	Total costs related to providing goods or services	163,507	160,877
Grants & donations made			
	Emergency Assistance	310	112
	Riccarton Youth Trust/Blogg C.T.	5,237	1,190
	Total Grants & donations made	5,548	1,303
Other expenses			
	AGM Expenses	4,172	4,215
	Audit Expenses	2,535	4,685
	Bank Fees	679	254
	CRS Board Governance	47	138
	Depreciation	1,680	1,452
	Subscriptions/Professional Fees	2,708	2,830
	Sundry Expenses	3,020	853
	Total other expenses	14,841	14,427
	Total Expenses	915,609	991,073

Note 3: Analysis of Assets & Liabilities

Expense Item	Analysis	This Year 2018/19 \$	This Year 2017/18 \$
Current Assets			
<i>Banks accounts & cash</i>	Current Account	122,952	23,091
	Savings Account	91,374	175,766
	Term Deposits	268,701	234,407
	Cash	1,436	1,026
	Parking Coupons	512	239
	Total banks accounts & cash	484,975	434,529
<i>Debtor & prepayments</i>	Canterbury DHB	12,793	9,287
	English Language Partners	621	378
	Ministry of Health	11,235	11,235
	Pegasus Health (Charitable)	9,583	75,191
	Riccarton Rotary Trust	-	150
	Accrued Interest	-	2,104
	Total debtor & prepayments	34,232	98,345
Non-Current Assets			
Property, plant & equipment		4,619	1,550
	Total non-Current Assets	4,619	1,550
Current Liabilities			
<i>Creditors and accrual expenses</i>	Accounts Payable-Suppliers	28,558	29,361
	GST Payable	22,683	12,244
	Accrual Accounts Payable	10,338	12,456
	Total creditors and accrual expenses	61,579	54,062
<i>Employee costs payable</i>	Wages earned but not paid	13,891	20,067
	Holiday pay accruals	48,368	48,069
	ACC contributions owing	5,018	6,348
	Total employee costs payable	67,277	74,485
<i>Unused donations and grants</i>	Christchurch City Council	5,500	7,943
	Ministry of Social Development	31,300	57,870
	Pegasus Health (Charitable)	5,000	43,820
	Riccarton Youth Trust	-	348
	Canterbury DHB	2,500	5,200
	One Foundation	-	364
	NZCT	-	5,281
	Rotary Kaiapoi Belfast	-	1,000
	Trust Comm.Foundation	-	3,042
	MHERC	-	3,000
	Blogg CT	-	642
	Lottery - Bi-lingual Costs	2,000	-
	Lottery - ESOL	375	-
	Ministry of Health	7,500	-
	Department of Internal Affairs	76,000	-
	Police Guild Trust	5,000	-
	Total unused donations and grants	135,175	128,509

Note 4: Property, Plant & Equipment

<u>This Year 2018/19</u>	<u>Opening carrying amount</u>	<u>Purchase</u>	<u>Sales/disposals</u>	<u>Current year depreciation</u>	<u>Closing carrying amount</u>
<u>Asset class</u>					
Computers incl/ software	1,550	4,750	0	1,680	4,619
Total	1,550	4,750	0	1,680	4,619

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

Significant Donated Assets Recorded—Source and Date of Valuation:

There have been no significant donated assets (2018: Nil)

Significant Donated Assets –Not Recorded

Note 5: Accumulated Funds

<u>This Year 2018/19</u>	<u>Capital contrib. by owners/members</u>	<u>Accum. Surplus or deficits</u>	<u>Reserves</u>	<u>Total</u>
<u>Description</u>				
Opening Balance	-	-	277,368	277,368
Surplus/(Deficit)	-	(17,573)		(17,573)
Transfer from Reserves	-	17,573	(17,573)	-
Closing Balance	-	-	259,795	259,795

<u>This Year 2017/18</u>	<u>Capital contrib. by owners/members</u>	<u>Accum. Surplus or deficits</u>	<u>Reserves</u>	<u>Total</u>
<u>Description</u>				
Opening Balance	-	-	321,830	321,830
Surplus/(Deficit)	-	(44,462)		(44,462)
Transfer from Reserves	-	44,462	(44,462)	-
Closing Balance	-	-	277,368	277,368

Breakdown of Reserves

Name	Nature & Purpose	This Year 2018/19	Last Year 2017/18
CRS Strategic Reserve	A reserve of up to 3 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 30/06/2019 value of 3 months operating expenses = \$228k	259,795	277,368
	Total	259,795	277,368

Note 6: Commitments & Contingencies

Commitment	Explanation & Timing	At Balance Date This Year 2018/19 \$	At Balance Date This Year 2017/18 \$
Commitments to lease or rent assets	Leased office premises until expiration on 13/12/2019	33,562	93,400
	Photocopier rental until expiration on 18/01/2023 (New Lease signed in Feb 2019)	12,685	6,240

Contingencies Liabilities & Guarantees

There are no contingent liabilities or guarantees as at balance date (2018: 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 (2018: Nil)

Note 8: Assets Held on Behalf of Others

There are no assets held on behalf of others as at balance date (2018: Nil)

Note 9: Related Party Disclosures

There were no transactions involving related parties during the financial year (2018: 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 (2018: 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 2019

CRS maintains a robust financial position for the year ended 30 June 2019, even though we are presenting a deficit. This deficit of \$17,573 is compared to the deficit the previous year of \$44,462.

Although a deficit has again eventuated, this had been foreseen in the budget, which was approved by the CRS Board.

CRS' strategic reserve now stands at \$259k, leaving a shortfall of \$17k from the optimal reserve of 3 months operating costs that CRS Board had changed from 4 months to 3 months in 2018/2019 year.

Annual income of \$898,036 for the FY2019 was a reduction of \$48k / 5% from \$946,612 in the 2018FY.

Expenses for the 2018/19 financial year totalled \$915,609 being a reduction of \$75k / 8% 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 \$727,648 / 79% of expenses). Travel expenses - largely mileage expenses reimbursed to staff utilising their private vehicles for agency outreach work - was reduced to \$30,991 a reduction of \$2k (5%). Rent and power expenses totalled \$68,532, a reduction of \$1k (2%).

This year CRS will be carrying the sum of \$135,175 forward to the 2019/20 financial year. This sum is partially 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. It also includes funds received for the 19/20 financial year for services to be delivered in that 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 77% 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 2019/20 financial year indicates that funding, together with funds from our investments and strategic reserve, will allow CRS to maintain the current level of service provision.

Omar Gomaa
Operations Support Coordinator
September 2019



Chairperson's Report - September 2019

2019 has been a difficult year. The massacre in March at the Al Noor and Linwood Mosques brought an evil aspect of the 21st century to our home. The impact on the Muslim community both here and around the world has been deep, and life changing.

CRS has a working and personal relationship with the refugee and migrant sector. As an agency we have felt the grief, pain and disbelief that follow such a destructive act. As a Board, we are incredibly proud of the response by CRS staff and volunteers, who, while dealing with their own emotional response have continued to provide amazing help and support to their clients and their families. As a frontline provider of services, the burden on CRS staff and volunteers has been immense. I know the Board joins with me in thanking you for your courage and commitment in a very difficult time.

Social work is a core service delivery for CRS. The Board is only too aware of the increased pressure Social Workers and the support staff have faced in the last six months. For a relatively small agency, we have a reputation for being effective and able to respond quickly to changing need. This flexibility needs good leadership. The Board is very aware of the demanding role played by Shirley Wright, our General Manager. Shirley is a fierce defender and supporter of the CRS staff and an excellent advisor to the Board. We certainly appreciate your work, Shirley.

We have not worked through this crisis in isolation. We are fortunate in this city to be part of a collaborative sector. To our sister agencies, thank you for your ongoing support. It is appreciated.

David Atkinson, former Office Manager for CRS retired in May after many years service. David will be remembered [among other things] for his meticulous financial reports to the Board. Enjoy your well earned retirement, David. Omar Gomaa is David's replacement. Omar has already established himself in the role as a key member of CRS.

We are fortunate to have a stable and diverse Board, and I wish to thank all Board members for their commitment and support for CRS and to the task of governance. It is very much appreciated. Being a Board member of an NGO is not easy. All Board members are volunteers and therefore unpaid. Most Board members of CRS work full time as well. All have a commitment to CRS, its staff and the clients we serve.

A crisis response requires funding. We are incredibly grateful to our funders for their rapid response, which has enabled us to meet the huge increase in demand for our services to our clients. Funding is critical to the life of any non-government agency, and we are very appreciative of all our funders and their support.

I began this report with reference to the shooting at the Mosque. The racist ideology that drove this tragedy must be challenged and eradicated at every level.

This includes all aspects of Government, the telling of our history both good and bad, our behaviours, beliefs and practices and the mindset that promotes the superiority of one race of people over another.

We are all responsible – be brave, you are not alone.

Kia kaha katoa.

Martin Maguire
Chairperson
September 2019



SHIRLEY WRIGHT

GENERAL MANAGER



General Manager's Report - September 2019

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

March 15 changed the world for many people, and we acknowledge the terrible losses incurred by our Muslim brothers and sisters as a result of the March 15 terror attacks on Masjid Al-Noor and Linwood. CRS has also been changed, as we experienced the loss of a number of people we had been associated with over the years of our operation, and we are witness to the hurt and loss being experienced by our Muslim staff and the communities we serve. We recognise that we are highly privileged to be able to offer support services to those needing support, and to be able to work alongside the Muslim communities, Government, local Government and non-Government organisations seeking to help people in their recovery. CRS has always stood up for people's rights to express their culture, religion, language and identity, and the Mosque attacks were the complete antithesis of this belief. The attacks challenged our core values but have also strongly reinforced them.

CRS was overwhelmed with the outpouring of support to our service, staff and clients from all over New Zealand. This was a reflection of the love and commitment that the New Zealand public showed and continue to show the Muslim communities across Aotearoa. I want to especially acknowledge our colleagues across the NGO mental health and social service arena, to our funders, and to the Right Service Right Time Governance Group in particular who provided staff to back up our staff in the immediate aftermath of the attacks. We also acknowledge the Operations Management Group and the Canterbury Whānau Safety Service collaborative of Integrated Safety Response for providing cover for our ISR Whānau Support Worker to enable her to join our service wide response activities.

CRS staff and Board have continued to demonstrate a high level of commitment to the mahi of the agency, and have managed to move with the required changes with dignity and grace. We are thankful for CRS' Muslim staff who have continued to advise CRS on correct protocols, and with their refugee background colleagues have continued to provide excellent support to their communities.

As ever, we are grateful to our funders, old and new, who continue to support our business as usual services as well as the services created to support those impacted by the Mosque attacks.

Up to March 15, CRS delivered 5 distinct, complementary services to refugee and migrant background people. Post-March 15, CRS has been funded to provide psychosocial and mental health support to members of the Muslim communities in Christchurch. We have been successful in securing funding for these services in the 2019/2020 financial year, in order to maintain the level of support required to meet the demand on CRS arising from the Mosque attacks.

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 continues to be on the support of people from refugee and migrant backgrounds.

We were fortunate to receive funding from MSD for support to those struggling with the impacts of the earthquakes. This funding ended on 30 December 2018, when Rata funding provided ongoing support for those still requiring this.

CRS is an outcomes focused organisation, with regular formal reviews of progress with social work clients. In addition, all people participating in any of CRS services, activities and programmes are asked to complete a feedback questionnaire, which measures satisfaction with the service provided as well as client self reports on any changes resulting from CRS support. The consistently high levels of satisfaction and positive outcomes reported by service users are documented throughout this report. We 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 volunteer hours per week. Amy Allen left her volunteer role with CRS during the year to take on a social work position elsewhere. Our longstanding volunteer Catherine Comber has remained with CRS, and stepped into a social work assistant role for a few months in the reporting period.

CRS had two significant staffing changes this year. Jo Fasheun left CRS in January to take on the Manager role in the Red Cross Pathways to Resettlement programme. Jo had worked at CRS for 14 years, firstly in the Youth Work Team Leader role and latterly in the Health Promotion Team Leader role. We still have regular liaison with Jo in terms of collaboration around the support provided for newly-resettled refugee background people. The second major change was the retirement of David Atkinson in May 2019. David provided 11 and a half years of excellent service to CRS in the areas of financial responsibilities and general administration duties that assisted in CRS' smooth daily operations.

Omar Gomaa has taken on the financial responsibilities carried out by David. The administrative duties in the role are being covered by Marita Perini, and Rika Savage, as Omar's Student Visa only enables him to work 20 hours per week. Sally Carlton has been updating CRS' website, which is well worth a visit.

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 two 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 (situated at the end of this report), 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 once again 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.

Shirley Wright
General Manager
September 2019

Highlights of the 2018/19 Year

- **Maintaining CRS' diverse workforce and Board.**
- **Continued Ministry of Social Development Approved Provider status.**
- **Positive promotion of the services provided by CRS by CRS staff and Board.**
- **Ongoing positive social media presence.**
- **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 Initiative.**
- **CRS' bilingual staff contribution to a number of projects across the city, to ensure cultural relevance in these projects.**
- **All CRS social workers maintain Social Work Registration.**
- **Positive ongoing engagement with Muslim communities enhanced CRS' ability to respond in a supportive collaborative manner to support those most affected.**
- **The overwhelming messages of support and unsolicited donations to CRS and our Muslim staff from around New Zealand to support our work after the March 15 Mosque attacks.**



The Work of 2018/19

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

Bilingual Community Work – the bilingual family support team consisted of eight people from the five 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 work positions, IFTE social work assistant, and two volunteers (0.5FTE) who delivered 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 Professional time to the Canterbury Children's Team and a Whānau 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 – Two 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 acculturation issues, family violence, relationship issues and a wide range of other issues. The counsellors are New Zealand trained and accredited.

Health Promotion – Six 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. The 8 member Health Information Provider team delivered peer health education to refugee background communities. Partnership Community Workers have worked within this team – their role is to support refugee and background people to access primary health care.

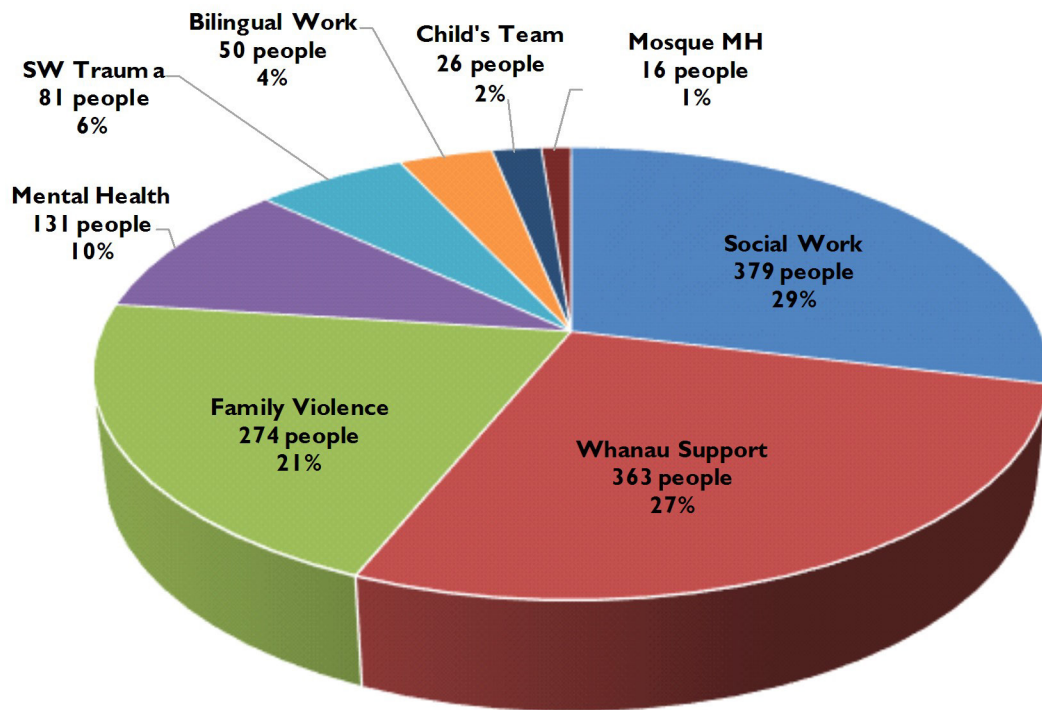
Living Well in Christchurch - Bilingual Tutor and Childcare Support Service – we have continued to work in partnership with English Language Partners, who provide an English language literacy programme for primarily pre-literate refugee background women and men. CRS provided one bilingual tutor and 2 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.

Psychosocial and mental health services – for those impacted by the Mosque attacks on March 15 2019.

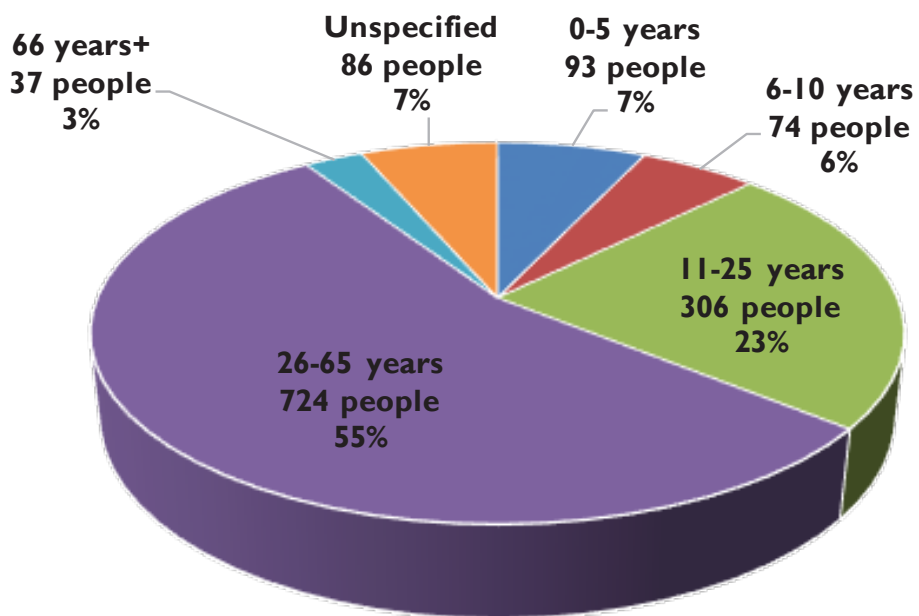
NOTE: Interpreters have been provided in all services for clients requiring linguistic support.

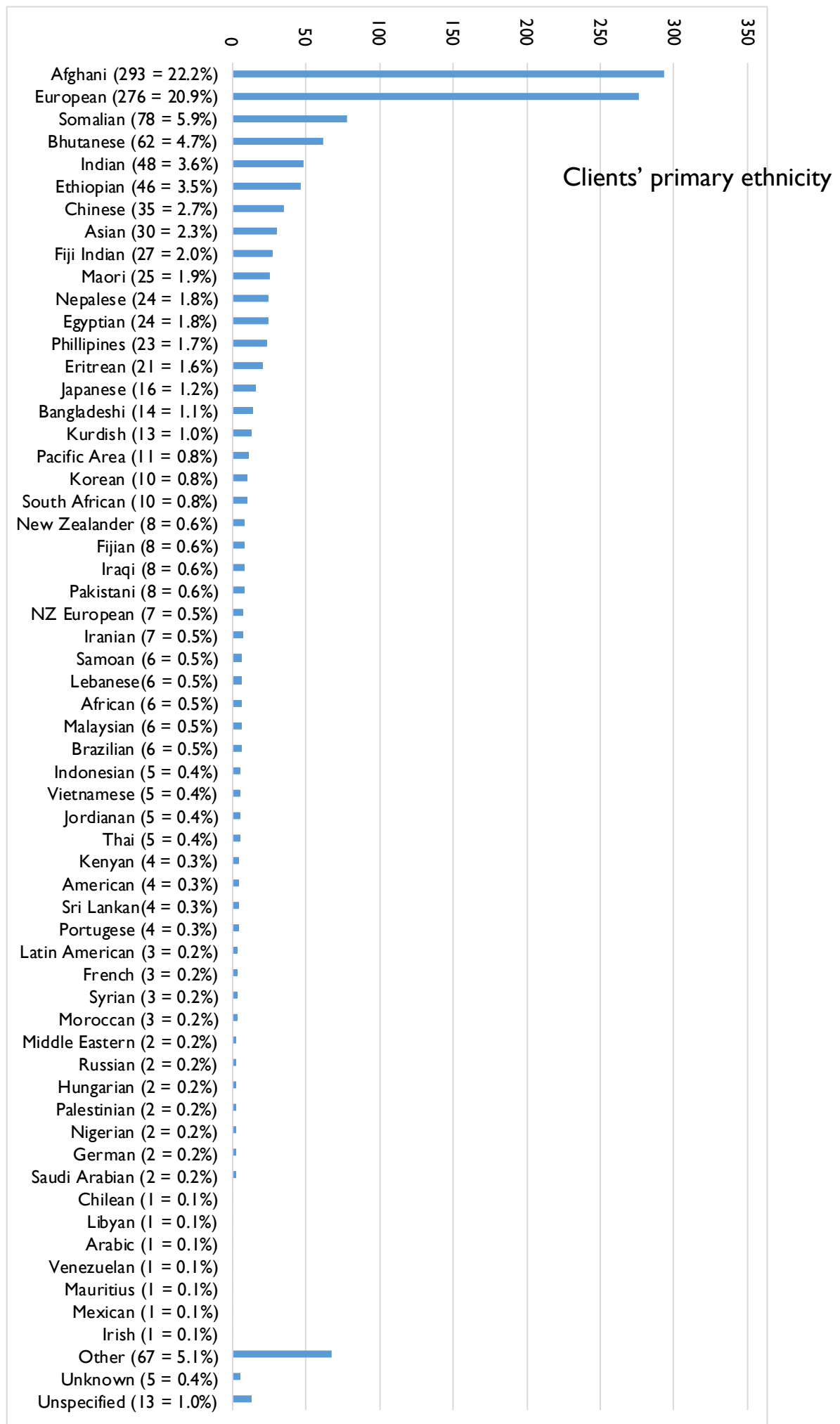
Volunteers have supported the social work, health promotion, and admin services.

Number of clients by CRS service

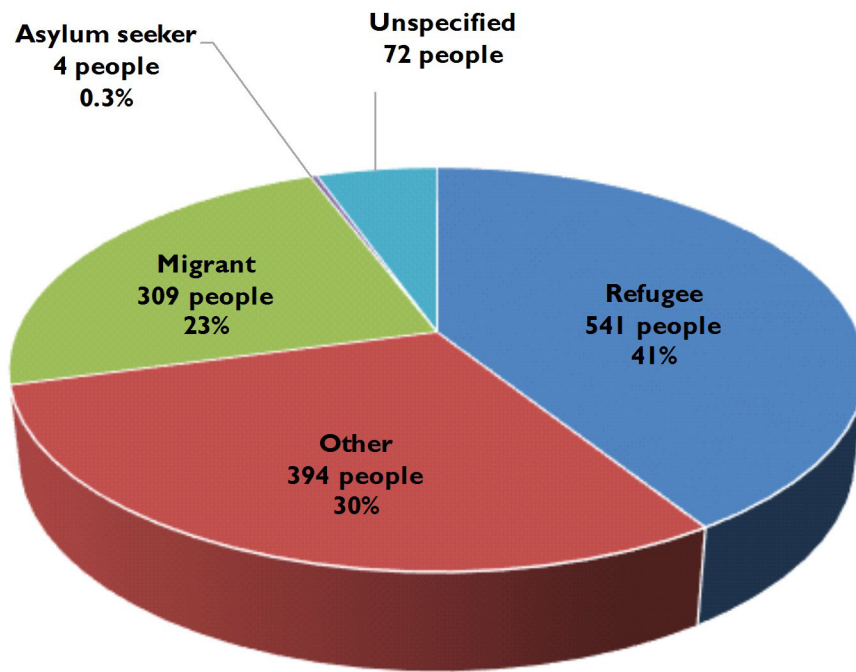


Client age at entry (all services)





Clients' Immigration Status





Bilingual Community Work



L-R: Galawezh Noori (also PCW, HIP), Hanifa Mohammadi (also HIP), Khuma Kadatiya (also HIP), Farah Khosravi

Absent: Mitra Rai, Wubet Ahmedin, Qali Mohamed, Zeinap Hussein

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 eight team members who are from the Afghani, Bhutanese, Ethiopian, Kurdish, Nepali, Iranian and Somali communities. The team members each speak at least three languages, and all work part time, collectively providing 44 bilingual community work hours per week. All are respected within their own communities.

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.

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.

CRS 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, due to the provision of the foundation for the majority of services and programmes provided at CRS by the team. 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.

The hours for our 5 Muslim team members were increased by 100% to enhance the support provided to their ethnic communities. This funding was provided by MSD.

Five of the team members hold other roles within CRS: 5x Health Information Providers and 2x Partnership Community Workers, and 1x Health Promotion Community Worker. 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:

- ☐ 140 clients were supported over the year across the CRS social work service by the bilingual community work team.
- ☐ 32% of client contacts made by the team members were in partnership with the social work team.
- ☐ 68% contacts were made independent of a social worker.
- ☐ the team supported people from 9 ethnicities.
- ☐ 50.90% of those supported were from the Afghani community.
- ☐ 20.70% were from the Bhutanese community.
- ☐ 66% of clients were female, and 34% male.

The team provided 550 face to face and 689 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:

- ☐ 100% of clients supported by the bilingual team reported satisfaction with the services provided by CRS.
- ☐ 94.5% 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:

The communication is good when I phone you always phone me back, you always ask how my health is.

She is feeling so happy with CRS help and she wants to continue with the service.

I want to say thanks for all your support.

When I came to CRS I had no job, didn't know where to go. CRS helped, my thinking is better now, and I can make plans and goals. I don't feel depressed. I have hope for the future.

The team members also supported a wide range of health promotion activities over the year. 300 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. One participant reports thus:

With bilingual support, my health has improved, helping me go to 50Plus things, and walking group. My GP very happy, my blood pressure is decreased with my weight.

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.

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.



L-R: Melissa Sheehan (ISR Whānau Support Worker), Maryanne Cosgrove (Social Work Assistant), Gail Moore (Senior Social Worker), Denise Huisman (Health Promotion Team Leader/Social Worker)

Inset: Farah Khosravi (Social Work Assistant)

Absent: Catherine Comber (Social Work Assistant/Volunteer)

CRS delivered social work support to people from refugee and migrant backgrounds under the following contracts over the 2018/2019 year:

- ☐ Family Centred Family Violence and Lead Professional time to the Canterbury Children's team both funded by Ministry of Social Development (MSD).
- ☐ CRS Mental Health service funded by the Canterbury District Health Board.
- ☐ CRS delivered a generic social work service for people impacted by the Canterbury earthquakes, funded by MSD from June to December 2018, then generic social work support funded by Rata from January to June 2019.

CRS also employed a IFTE Whānau Support Worker with the Integrated Safety Response initiative, providing a "make safe" response to victims of family violence – this contract is for people of any ethnicity, but in the main those born in New Zealand.

CRS social workers are all registered social workers, and maintain full membership with their professional association, ANZASW. Gail Moore, Melissa Sheehan, and Maryanne Cosgrove, CRS' social work assistant all hold FTE positions. Jo Fasheun continued in her role of Health Promotion Team Leader, combined with some social work hours, until she resigned from CRS to take on the role of Christchurch Pathways to Resettlement Manager with Red Cross, supporting the quota refugee intakes into Christchurch. Denise Huisman moved from the social work team to take on the Health

Promotion Team Leader role, and maintained some social work hours.

CRS' integrated holistic model of service delivery has continued to provide staff and clients alike with satisfaction and positive outcomes overall. 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.

We were delighted to collaborate with other sector partners in particular Red Cross in the planning for the reintroduction of the refugee quota intakes into Christchurch – these stopped after the 2010 earthquakes. We continue to work in collaboration with a wide range of partners in supporting Red Cross in their work of resettling each quota intake. In spite of the lack of new intakes over the past few years, 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, 1,320 individuals from 60 ethnic backgrounds were supported across all of our social work contracts, including CRS' response to the Mosque attacks in March 2019. This work is reported separately in another section. Demographic analysis of the 1,320 individuals shows the following:

- ☐ 672 family members and 648 individuals not attached to a family were supported.
- ☐ 41% were from a refugee background, and we supported four asylum-seeking people.
- ☐ 23.4% were from a migrant background, with a further 29.8% on temporary visas.
- ☐ 21% were Whānau Support (ISR) clients (NZ European).
- ☐ 65% of clients were female.
- ☐ 35% were male.

952 individuals entered CRS for social work support across all contracts. 951 people exited the service over the year, mainly having achieved positive outcomes for their needs. 49% were referred by ISR for social work family violence support or Whānau Support family violence services.

Twelve percent self referred, 20% were referred through other services at CRS, and 4% were referred by family members. The remainder were referred by 29 services external to CRS.

Activity for each social work contract is outlined below.

Mental Health

Over the past financial year, 79 refugee and migrant background clients were supported under our CDHB mental health contract, with a small majority being female (54%). In addition, Gail Moore provided 4 hours Lead Professional time per week under this contract in support of 4 children and their families under the Canterbury Children's Team.

It can be difficult for people from CALD communities to disclose mental health issues and access support for a range of reasons. CRS internal mental health referrals demonstrate the trust inherent in the existing support relationship.

Mental health recovery principles guide our work, and support is provided within the context of support for resettlement/acculturation 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. 22 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. 86% reported positive changes in their wellbeing; 86% 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:

Thank you for everything you guys, thank you for helping and making my life happy.

I feel like I not alone, and supported.

I feeling good, I try a good way, I not so worried.

Support from CRS has helped me come more positive. Made more friends. Being able to talk over concerns to help resolve or accept some situations.

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 36 families. We supported 274 people under this contract.

The majority of referrals for people supported under this contract came through ISR – Integrated Safety Response (81%). Self referrals by clients themselves to CRS accounted for 25% of the total number of referrals received. Other referrers were: community members, community agencies, Oranga Tamariki, The Loft, Amuri Connectors, a health service and a secondary school.

40% of the people referred by ISR declined the service offered. We were able to provide some initial safety planning with those declining support 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).

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.

71% of the ISR referrals were for males – all were the perpetrators of the violence. The remaining 29% 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.

49% of ISR referred clients completed the ISR questionnaire. For those who completed the CRS feedback questionnaire. Progress reviews with clients supported the formal feedback reported on below:

- ☐ 89% of clients engaged with the service reported satisfaction with the service received.
- ☐ 74% of the clients who completed the feedback questionnaire reported positive changes as a result of CRS support.

The following positive changes were reported:

- 53% reported positive changes in their overall circumstances.
- 68% - better access to supports and services.
- 53% - increased knowledge and skills.
- 84% - enhanced wellbeing.
- 53% - positive changes in their own or a family member's behaviour.
- 32% - positive changes in their own or a family member's beliefs and attitudes.

41% of ISR referred clients who completed the ISR pre-and post-questionnaire (mainly CALD background perpetrators of violence) reported increased knowledge of the impacts of family violence on whānau. Many respondents also reported an increase in their knowledge of supports and services available to them.

Verbatim quotes from Feedback Questionnaires:

Thank you – with support from CRS we are now a family. Before there was lots of fighting, you worked with our family, mother, husband, helped him. Positive change for me and my daughter.

Feel more confident. I feel get more good help which gives me strength. I am happy I have someone to talk to about my stress and find resolutions I can use to help me cope.

All staffs are amazing, non-judgemental, and have extensive experience that are extremely useful.

After talking and supporting my husband he is more caring and will care for children more....he is more responsible.

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) Whānau Support Contract

CRS is a member of the ISR Canterbury Whānau Safety Services Collaboration – led by Battered Women's Trust (BWT). The collaboration members are BWT, CRS, 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 "making safe", i.e. helping the whānau 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 363. 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' Whānau 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 whānau safety, and child safety is of paramount consideration.

Lead Professional – Canterbury Children's Team

This contract provides 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.

As for previous years, 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.

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 by MSD from 01/07/2018 to 31/12/2018.

Clients presented with a wide range of issues, all with some impacts from the earthquakes. We were able to provide support to 352 individuals from 31 ethnicities (42 families, and 71 people not attached to a family). 55% of people were from a refugee background, 2% were asylum seekers, and 43% were from migrant backgrounds.

We received 72 feedback forms, and the formal feedback was consistent with the client progress reviews and other informal feedback.

100% of clients reported satisfaction with the services received, and 95% of the respondents reported positive changes:

78% - overall circumstances

92% - general wellbeing

92% - access to services

64% - skill and knowledge acquisition

62% - positive changes in attitude/behaviour

Client comments from the feedback:

Always help with housing matters, happy when SW assistant visits and I am able to talk about my problems.

From information and talking it has helped to increase my knowledge how to resolve some matters and understand.

Very good now able to move forward in my life because of CRS. My confidence has increased to be able to achieve goals, to increase my opportunities for future employment.

Because I was alcoholic, heavy smoker, gambler, now I change for everything for my future life.

I have changed from my help with sw assistant – my attitude towards my parents has been changed – I don't yell and swear so much. I have awareness can manage my behaviour better, leave the house when I get angry and don't hurt my family. I know I am not fully there but I am continuing to try.

We received good support in terms of advice and guidance. We were mentally and emotionally supported in wait to be housed with help from other services.

Social Work support funded by Rata Foundation 01/01/2019 to 30/06/2019

91 people were supported in the 6 month period covered by the Rata grant. 66% of clients were female, 82% were from refugee backgrounds and 18% from migrant backgrounds. Presenting issues were broad and varied.

100% of clients completing the feedback questionnaire reported satisfaction with the service received. 100% also reported positive changes as a result of the support from CRS:

79% reported enhanced access to services and support

68% reported improved wellbeing.

59% reported positive changes in their circumstances.

59% reported positive changes in their skill base and knowledge.

18% reported improved behaviour, and 12% positive changes in their beliefs and attitudes.

Client comments were positive:

Thank you CRS for help, highly appreciated. Everything has changed and I am better than before. I was no good before, didn't know who to ask and talk to. Now better if I have issues/trouble to can talk with my support people at CRS and Salvation Army.

Everything good and helped me to recover myself, counselling for depression, help with reflection to advance my life. CRS help me to budget and positive thing "I can do this."

I am happy you visit and help me with ideas to keep healthy and myself feel better.



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 both New Zealand trained and accredited.

Shelly (Lijie) Hou and Rika Savage continued their fee for service contracts with CRS from 1 July 2018. Both are able to provide counselling in their mother tongue where required, Mandarin and Japanese respectively. The counsellors work with people from refugee and migrant backgrounds. 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 111 individuals from 16 ethnic backgrounds and the counsellors provided an average of 48 appointments per month. The ages of the clients ranged from 12 years to 65 years of age.

42 clients entered the service in the reporting period, and 82 people exited the service.

Referral sources were in the main from self-referrals and General Practice. 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. The majority of referrals were for mental health related issues, with some people being supported around the impacts of the Mosque attacks.

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

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



Psychosocial and mental health support for people impacted by the Mosque attacks



Lauren Brunt (Mental Health Social Worker), Maha Galal (Social Work Assistant), Alastair White (Social Work Assistant)

All CRS clients have been deeply affected by the Mosque attacks. A number of our refugee background staff follow the Muslim faith, and they have continued to provide us with the knowledge and information about Islam that we need to be able to engage with their communities. We are all humbled by the dignity and grace they exhibit in their daily lives and through their work at CRS. This is the same dignity and grace we have witnessed from the Muslim communities since the attacks.

Initially CRS staff across all service areas supported the collaborative response to support those impacted by the Mosque attacks. We had a presence at the wellbeing hub initially delivered from Hagley Community College, then at the Horticultural Centre. All CRS funders supported us to be part of the response, and our colleagues across the sector worked alongside us to support our contribution to the wellbeing hub.

Our service framework increased to ensure that all those needing specific support around the Mosque attacks could access it, directly from CRS and through collaboration with other services providing support. We were fortunate to very quickly receive funding from MSD and Oranga Tamariki, to enable us to employ staff to provide psychosocial support, and to increase the hours of our Muslim Bilingual Community Workers. CDHB provided a Mental Health Social Worker on secondment from Specialist Mental Health.

With this increased capacity, we have been able to manage our business as usual work to ensure all clients are responded to in a timely manner, and receive appropriate support.

Maha Galal and Alastair White formed the social work assistant team responsible for supporting people referred for support around the Mosque attacks.

Maha joined the team early April, and continues to provide essential support to mainly women-led whānau and their children. Maha had been visiting many of the bereaved families on a voluntary basis since the attacks, and she has created a natural pathway to CRS support.

Alastair is a former staff member of CRS, having worked as a Youth Worker and an Earthquake Support Coordinator for CRS. Alastair returned to CRS to support the men impacted.

Lauren Brunt was seconded by CDHB to provide mental health support to those requiring a specialised response to their symptoms of trauma and grief. Lauren had completed a social work student placement at CRS in 2005.

Maha, Alastair and Lauren work as a team to ensure that continuum of presenting needs of are appropriately addressed. We have worked in partnership with other services supporting the communities, in particular Victim Support and the MSD Case Managers. The Muslim leadership groups have provided us with important guidance around engaging with the Muslim communities.

90 people were supported by the bilingual and social work assistant teams up to June 30. Of these, 16 people also received mental health support from Lauren Brunt.

100% of people supported by the team who completed a feedback questionnaire expressed satisfaction with the support received. 100% reported some positive change arising from CRS support.

The following positive changes were reported by those completing the feedback questionnaire:

30% - reported positive changes in their overall circumstances.

85% - better access to supports and services.

75% - increased knowledge and skills.

55% - enhanced wellbeing.


Comments from those supported were very humbling, and are treasured words from people who have allowed us into their lives and shared their pain and grief with us.

We have received ongoing funding to continue this work, and we thank the Canterbury District Health Board, Department of Internal Affairs, Ministry of Social Development and Oranga Tamariki for their continued support.

CRS is highly privileged to be able to support some of the bereaved, the injured, and those who have been traumatised, and we are equally privileged to be part of their recovery.

// What more is there to be said?

A poem responding to the events of 15 March



What more is there to be said?
When women and children are among the dead?

What is going through your head?
Now that 50 and more could be dead?

It's up to us to make sure
That this doesn't happen anymore

It's not about religion
Or to what and who you swore your legion

It's about humanity
Bringing peace and immunity
To each and every community

Yes, we are all in shock
But together on heaven's door we must knock

But wait
God always opens the gate
Because he does not differentiate or hate

For it's he who knows best
When laying victims to rest

And keeping them warm
No matter what colour, faith or form

So now we ask God for direction
On hatred and rejection

To guide us from above
So we can better love

Now stand with me to give all we have
To Linwood and Deans Ave

Sirwan Mohamadi, 17-03-2019



Health Promotion



L-R: Falis Jama and Zeinap Hussein (Health Promotion Community Workers)

Absent: Denise Huisman (Health Promotion Team Leader)

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.

Denise Huisman took on the Health Promotion Team Leader role in February 2019. The position was formerly held by Jo Fasheun who moved into a new role at Red Cross. Denise also provides some social work hours at CRS.

544 individuals participated in CRS' health promotion programmes over the year (inclusive of PCW figures).

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/Kurdish, 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 their first language. Presentations are also provided at the Living Well in Christchurch programme for the Bhutanese and Afghan learners and the Bhutanese NZ Sign Language class.

The team delivered the Diabetes, Child Safety, Civil Defence, Mental Health and Wellbeing, Family Violence, and Home Safety/Keeping Warm in Winter topics in this reporting period. Across the 7 ethnic groups participating in the peer education programme, an average of 151 people participated in each health topic seminar, and a total of 170 sessions were provided to small groups of community members for the 6 topics. The small groups allow for robust discussion on each topic and feedback from the HIPs on all of the topics indicate that these discussions are very lively as participants have the opportunity to ask questions, clarify any issues, and discuss the differing cultural approaches to these health issues.

Participant feedback is gathered from each HIP session, with 100% 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:

Diabetes – delivered by the Diabetes Society

I learned how to use nutrition label (food).

Learned food and exercise important with diabetes management.

Will look at our lifestyle for more health.

Participant quotes regarding the family violence and mental health topics also illustrate positive feedback.

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

Helping and supporting others is important.

(Learned) how stress affects my body.

(Learned) normal worry and what is different with anxiety.

Learned about symptoms.

Mental health is not just for one person.

We are not alone.

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

Keep in mind family violence effect our children.

Good to walk away when I feel angry.

Good to learn about law in NZ, so we have to use for our community families.

It's ok to ask for help.

I can not control someone else.

Home safety/Keeping Warm in Winter – presented by Community Energy Action and NZ Fire Service

Feedback from this topic clearly demonstrates the need for the HIPs programme for CALD communities:

This information we can use because our house very cold and power cost is high too much and very hard for us to pay it.

Learn how to use I I I.

I use what I learn today to keep my children and my family safe.

Fire is quiet and fast.

With fire get out stay out, have plan for family._

Partnership Community Workers (PCW)

CRS has 2 xFTE 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 106 people from 13 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 supported 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 PCWs' 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 own health needs and conditions, medications, and assist them to access other supports available.

Population based activities – Community Connectedness

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

☐ **Pre-School Children**

The annual **Under 5's Expo** (Pegasus funded) was well attended with 52 parents and 54 pre-school children/babies from 15 ethnicities participating in the event held on 28 June 2019 at the Aranui Community Centre. Ages of the parents ranged from 20 to 59 years of age. 42% of the participants were from a refugee background, and 58% were from migrant backgrounds.

The event was a true collaboration of a wide range of service providers, interpreters, CRS and community members, with 20 services providing information about their services for families. Two workshops were also held over the course of the day, with a child psychologist providing a workshop on supporting children through grief and loss – in response to the Mosque attacks. Conductive education provided their workshop on Music and Movement with Under 5.

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.

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 20 parents 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. All services were appreciated in the feedback, with the predominant feedback focusing on the ability to learn from the Fire Service and Police about making emergency calls, understanding how to use smoke alarms, and developing a plan for families in the event of a fire.
- ☐ 35 parents requested follow up from services present.
- ☐ 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):

Liked getting together with other parents, seeing the culture and the language.

Learned about the new police number.

I have learned how to look after my little one emotions in positive way and more organisation support.

Everything is good, everyone so helpful.

Fire making plan to meet all family by mail box.

☐ **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.

65 different individuals attended over 71 sessions with a total of 772 attendances. Sessions are held during the school terms.

14 ethnicities were represented at the programme. Ages ranged from 20 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, better balance and strength, 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:

Strengthening all body, more energy.

Health very good when I do exercise.

Enjoy exercise and talking to other people.

No back pain.

I feel more active than before.

Like seeing others and doing exercise.

I love this class.

It helps my mood. I'm always happy here and smiling.

Feel better than before.

Improves my neck and back pain.

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 continued at AquaGym Pool each Saturday of the school year until the end of 2018, when they were no longer able to accommodate the women's only session. We acknowledge the excellent support provided by AquaGym management and staff to the women and children participating.

We collaborated with Christchurch City Council (CCC) to develop the newly formed women's only sessions at Pioneer Stadium to meet the needs of the women and children who had been participating in the subsidised sessions at AquaGym. Any women can participate, with the funding provided by Pegasus Health and Christchurch City Council enable the sessions to be subsidised for women from refugee and migrant backgrounds. The subsidised participants provide a small financial contribution.

The CCC provides a swim tutor and lifeguards for the sessions. We acknowledge the Council for their commitment to providing access to women who are not able to swim in public due to religious and cultural reasons. We also acknowledge Jenny Jordan from CCC who has provided the liaison with CRS and ongoing support for the programme.

Due to the need to develop the programme according to needs of the population it is designed to support, the swimming sessions at Pioneer Stadium were unable to commence until May 2019.

There were 30 swimming sessions were held over the year. 40 different women and children from 17 ethnicities participated with ages ranging from young babies to 50 years of age, with a total of 620 attendances over the year.

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. Informal feedback is largely around the reduction in size of the pool available to the women. Nevertheless formal feedback is positive. 100% of respondents reported that they enjoyed the activity, making comments such as the following:

Enjoy swimming because feel good my body

Enjoy for water and I learn swimming

Chatting with my friends and learning to swim

Is something I haven't to tried any more

96.5% of participants reported positive changes in their health. Areas of improvement include weight loss, improved sleep, body pain less or gone, more energy, feeling fitter, feeling more positive, enhanced wellbeing, able to swim for longer periods of time, reduction in arthritic pain, and stable blood pressure.

Comments:

I feel very happy after swimming same my daughter

I sleep better every day after activity swimming

I am more positive and less glumy

I can do more things in a day now.

I enjoy swimming and it makes me happy.

That my friends and family can feel comfortable around the pools. It mixes exercising and socialising together.

Gain more experience in the water with very good supervision.

Swimming with my friends and 2 daughters – swimming lessons free for my girls important.

I enjoy swimming. I'm health for me because blood pressure is down.

I feel good in my body.

Diabetes very good from swimming and blood pressure down, pain is going.

Nice to have women /female only session – ladies and privacy, feel comfortable, I enjoy.

C). The annual **Ladies' Health Day** funded by Pegasus was attended by 56 women and 34 pre-school children from 14 ethnicities. Interpreters were provided for all women requiring linguistic support. Ages of the women ranged from 16 years to 69 years of age.

The 17 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. The Police presented the HIPs Family Violence module the CDHB AllRight? Campaign delivered a parenting workshop.

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.

40% 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 enjoyment the event provided for them.

The majority of participants 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 cancer and other health conditions.

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

Participant comments demonstrate the importance of these events:

We learn family violence law and we have learned resources about relationships family.

Mind set: It's not ok: precious information.

IRD, Police, CRS all good to learn.

I know about exercise class now.

☐ **Older People**

50 Plus Social Programme for People from Refugee Backgrounds

A). **50 Plus Walking Group** – 4 women and 1 man have consistently participated in the weekly walking group led by Falis Jama. Attendance has been regular, with a total of 134 attendances. The participants catch the bus to the central city to meet CRS' Somali health promotion community worker, and the group plans at the end of each walk where they will walk at the next session. Generally they have been walking around the city, the Botanic Gardens, Arts Centre, Art Gallery, and the new Library, and have a hot drink at one of the many cafes in the city. The activity is not weather dependant as the group modify their destination according to the weather on each session day.

Feedback is gratifying:

Enjoy walking

Good talking together

Being together is happy.

I have more energy now.

I can walk for more longer than before

Very good for health.

B). Positive Aging Expo - 28 refugee and migrant background women and 10 men from 5 ethnic groups attended the Positive Ageing Expo at Papanui High School in October 2018.

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 – three had concerns that required follow up, with CRS' PCWs attending to this.

31% of the participants provided formal feedback. This was consistent with the informal feedback provided over the course of the day.

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

Songs and dance good.

Meeting with other people and music.

I am happy to see all people.

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

Learn how to use the services.

Free blood pressure check.

Have opportunity to talk and walk around and learn things.

Free blood pressure check, meeting people that help, enjoying the activities.

As for the previous year, 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 fully participate.

C). 50 Plus Picnic

In April we held a picnic in the Christchurch Botanic gardens for the older Muslim people on our database. It was a beautiful autumn Christchurch day, and it was the first time many of the participants had left their homes since the Mosque attack, with the exception of attendance at the funerals of the community members killed in the attacks.

26 people participated, 24 of whom are of refugee background. All were women with the exception of 1 man, and 5 ethnicities were represented.

The group walked through the Gardens and enjoyed a shared lunch together. 50% of the participants provided feedback on the event:

Really enjoyed it because don't get out very often

Me and my friends it is first time we go out since the Mosque attacks

We are all happy and had a great time

My friend has been having headaches for past few months and she really enjoyed today she didn't have headache

Beautiful weather, walk, trees

First time I been out of house since my husband was killed

The group were clearly delighted to be together in a happy place and the support and love they extended one another was humbling. Several days after the outing, two women reported to the CRS GM that on the night of the outing, they had the best sleep that they have had since the Mosque attacks.

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. These connections are outlined towards the end of this report.



Childcare Support, Bilingual Tutor

Living Well in Christchurch—LWIC



Goma Mishra and Lauren Cordy (Childcare Support Workers)

Living Well in Christchurch (LWIC) has been in existence for many years, and is provided by English Language Partners. 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 (MOU) for the provision of the LWIC programme.

Under the MOU between CRS and ELP, CRS provides the majority of funding for two childcare support workers and one bilingual assistant. The provision of childcare support enables mothers with pre-school children to attend the programme. The New Zealand Lottery Grants Board has provided funding for the bilingual tutor position and small grants from the following organisations supported the two childcare support workers: New Zealand Community Trust, Trust Community Foundation, Chinese Lions Club, Belfast Rotary, and Four Winds Foundation.

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.

6 children attended the childcare support service over the reporting year. Ages of the children ranged from 1 year to 5 years of age. The 4 girls and 2 boys were from the Afghan and Bhutanese communities.

Galawezh Noori had held the CRS funded Bilingual Tutor position for 16 years. She left the role to take on full time work in another CRS service area. Durafshan Atayee has ably stepped into this role, which entails working alongside the tutors and students in the delivery of the programme. ELP also employs bilingual tutors/assistants for other language groups, ensuring effective communication between the tutors and the learners.

Durafshan supported 4 Farsi speaking learners over the year. LWIC provides an excellent, quality learning experience for the learners, and all students are progressing well. 4 learners were also 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 formerly Maire Crawford, now Heather West 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.



Administration



Omar Gomaa (Operations Support Coordinator) and Marita Perini (Administrator)

The admin team of David Atkinson, Marita Perini and the General Manager changed with David Atkinson's retirement in May 2019. David provided 11.5 excellent years in his role of Office Manager for CRS. We restructured the Office Manager role to reflect the changing needs of the organisation, and welcomed Omar Gomaa as the CRS Operations Support Co-ordinator.

David and Marita both provide administrative support to the CRS Board, Manager, and staff. Omar has been working 20 hours per week in line with the requirements of his Student visa, and Rika Savage has picked up some of the tasks previously carried out by David. Marita also increased to 4 days a week to manage the increase in admin tasks arising from the Mosque attacks.

Sally Carlton has been working on upgrading the CRS website, which is well worth visiting.

The specific duties carried out by David and now Omar are those around financial administration. Marita's specific duties include maintenance of staff personnel files, and supervision of and processing data from CRS' client management systems.

David and Omar, and Marita each provide the financial and statistical data required to support funding applications and accountability reporting that is processed at CRS throughout the year. I personally appreciate the accuracy and timeliness of this information which has been provided by David, Omar and 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.

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
- Member of the Canterbury Whānau Safety Services collaboration for the Integrated Safety Response Service - managed by Battered Women's Trust
- Participant in the Quota Refugee Interagency Meeting facilitated by Red Cross
- Member of the Christchurch Housing Forum
- 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
- Member of the Canterbury Family Violence Steering 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)
- Member of the Primary Mental Health alliance and the Canterbury Clinical Network 0-18 Trauma service pathway for people requiring support services as a result of the March 15 Mosque attacks
- ◆ CRS is a regular participant of the Interagency Network for Refugees and Migrants (INFoRM)



Looking Forward to 2019/20

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

- Ongoing professional development for staff.
- Leadership development for 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, and sourcing available relevant funding.
- Monitoring demand on service provision, and waiting lists for all services
- Contributing well to the development of the Canterbury Children's Team.
- Contributing to the family violence Integrated Safety Response initiative.
- 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, and the Muslim 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, including the Muslim communities for what you teach us.

Our endless gratitude to those of you from refugee and migrant background communities and Muslim Communities who are employed at CRS, for sharing your cultural expertise with all of our staff with patience and generosity.

We make a special acknowledgement to the people of Christchurch and across New Zealand who continue to contact CRS to offer their support to resettling refugee communities and especially to the Muslim communities after the March 15 Mosque attacks. It is a privilege to observe the compassion and aroha in our country.

**Shirley Wright
(MANZASW)
General Manager
September 2019**



CRS staff comments

Alastair White – Social Work Assistant – Trauma comments It was with some mixed emotions that I returned to CRS in March this year. While I was happy to be back at a place which means so much to me, the circumstances of my role, supporting those affected by the March 15th Mosque attacks, left me with a heavy heart. Since that time, the strength, grace, dignity and resilience of Christchurch's Muslim community has been truly awe inspiring. I have had the honour of meeting and working with some extraordinary people, and will be forever grateful for the opportunity to contribute positively towards our recovery. As I transfer to a new role as an ISR Independent Perpetrator Specialist, I know the Muslim community is in good hands as they continue to recover.

Catherine Comber – Social Work Assistant/Volunteer comments As a volunteer and then a Social Work Assistant for part of the year, we have experienced new challenges since March 15. Individually and alongside other staff, I grieved with our clients and the Muslim community as we supported them in their losses, their grief, their anger and despair. A positive outcome earlier in the year was for an elderly Bhutanese woman who was isolated in her community. I was able to link her with the CRS exercise class and arrange for a support worker to take her on outings. She tells me how happy she is as she can meet other people.

Denise Huisman – Health Promotion Team Leader/Registered Social Worker comments I am really enjoying my new role as Health Information Team leader. I enjoy seeing how the women enjoy their exercise class and the comments about the difference it makes in their lives. I love meeting the educators from the community and learning along with the Health Information Providers about current health topics. For several years, I have been supporting a young man who lost his father in the March Attacks. Despite his grief and the disruption in his life he has continued to excel in his studies and move forward in his life. I am so proud of him and feel privileged to walk with him at this time.

Falis Jama – Health Promotion Community Worker/Temporary Bilingual Community Worker comments I enjoy working at CRS and I like helping with the walking group, the exercise programme and the ladies' swimming programme. I enjoy the contact with people in the communities and talking to them. I like to be able to help CRS, who have been very helpful for the communities always, but especially following the Mosque attacks.

Farahnaz Khosravi – Bilingual Worker/Social Work Assistant comments My name is Farahnaz Khosravi and I am proud to be a member of Christchurch Resettlement Services team. I started my cooperation with CRS as a Bilingual Community Worker last November since I am a Farsi interpreter with a migrant background, but later in February 2019, my role changed to a social work assistant, and I was lucky enough to work alongside some of the best staff members, who were always there to help, support and guide me throughout the five months I worked as a social work assistant. Now I am back to my bilingual worker job and still lucky to be able to work alongside all these amazing, kindhearted and strong people, who taught me how to selflessly serve the community, especially during one of Christchurch's most difficult times.

Gail Moore – Senior Social Worker comments I have recently been reminded by clients about the value of our professional role in engaging in a support process with communities. A client I have supported for a long time emailed me recently around some stresses she was experiencing, and she finished off her email with "I thank you again for all your kind support never judging me." It has always been important that our agency is approachable for the communities we work with and their willingness and trust to ask for assistance when things are becoming overwhelming. The reassurance that we can give around privacy and confidentiality and working to professional standards is invaluable for clients with regard to trusting and disclosing to our service. Some of the matters that individuals or families choose to disclose are sensitive, private matters that can feel shameful or distressing to discuss with their friends and family. It is a privilege to support people to work towards solutions, providing them with education and support around navigating systems. We are able to support people to understand their feelings, and to work with them to develop resilience and to identify safe support within their own communities. It gives me a sense of pride to be part of a service that community members feel is approachable. I always appreciate their willingness to engage in working together for a positive outcome.

Galawezh Noori – Partnership Community Worker/Bilingual Community Worker/Health Information Provider comments I have had an amazing year with my work even through the tough time especially with what happened at 15 th March Mosque shooting. At the same time I stayed positive helping and supporting people and families who were in need of help and support the most.

It's been a great experience working alongside my co-workers again which I appreciated their support and also the great management we have. Because of them I enjoy working where I am now and have learnt a lot more along the way.

It makes me happy and smile helping people who need it our support. Especially with people who are new in the country and need it our guidance. By working alongside each other we can have a better future and more achievement together for our self and our children who are going to continue our journey.

Goma Mishra – Childcare Support Worker comments Children naturally live in the moment and they allow that moment to be as it is: magical and beautiful in every way.

It is been another wonderful year working with CRS as a Childcare Support Worker. The children and their mothers are happy to attend LWIC. Mum and children feel supported by the bilingual tutor and the Childcare Support Worker. In the holidays, I am told the children miss coming to LWIC and look forward to seeing me and learning. I also miss them in the holidays and look forward to seeing their smiling faces. I am glad that children are more confident speaking English, playing and sharing their stories. Each day children bring their smile, share their language, culture and happiness. I want to thank CRS and LWIC for providing this wonderful learning opportunity for mothers and their children. It is more than just learning English, we learn about each other's language

Hanifa Mohammadi – Bilingual Community Worker/Health Information Provider comments I have had the pleasure to work at Christchurch Resettlement Services and I enjoy my work because all about supporting my people and my community and working with really kind and nice manager and colleagues. Working with them gives me more power and confidence for my role. It makes me happy to see more people are coming to New Zealand, and CRS is the bridge for them to other agencies.

Khuma Kadariya – Bilingual Community Worker/Health Information Provider comments I am really grateful to work with CRS a bilingual community worker. I am surrounded with kind hearted people who are willing to help our communities at any times. I got positive encouragement from my team as well as they taught me how to support them in their new homes.

Lauren Brunt – Social Worker – Seconded from CDHB SMHS comments I started working .6fte at CRS in May this year with those in the Muslim community affected by the Mosque attacks on March the 15th. I have come from the CDHB's Specialist Mental Health Service which has kindly loaned me to CRS until August 2020. The primary focus of my work is the mental health of individuals and their family members impacted by the Mosque attacks - which so far includes spouses and children. I work closely with the CRS Social Work Assistants as we assist people to navigate through this stressful time.

In addition to connecting with the Social Work Assistants I have contact with other CRS service areas, SHMS, other government organisations and NGO's who are working with the individual and/or their family. This work is challenging, rewarding and is enriching my understanding of the Islamic faith and a variety of ethnic groups. I feel blessed to be in this role especially given the gracious, humble and hospitable nature of these communities.

Lastly, it is a pleasure to be back at CRS after such a long time as I was student on placement here in 2005. Seeing so many faces still working at CRS who were here when I was on student placement is testament to the culture of this NGO.

Lauren Cordy – Childcare Support Team Leader comments I feel very blessed to have this role. The children amaze and encourage me every day. I love watching their growth and confidence develop as they try new things and learn new skills, while my focus is to provide for them a safe caring environment to develop. Seeing these changes make my job incredibly worth it and I am privileged to witness these amazing things.

It takes a village to raise a child and I believe we are contributing to this at LWIC. We all care and love the children so much and love working alongside the mothers to provide this environment.

My work is not just a job it is a privilege.

Maha Galal - Social Work Assistant - Trauma comments I started my work at CRS after my hardest time in my life but it was great to be part of the huge work that CRS did since 15-3 and still doing it until now.

We are helping the victims to recover after the hardest time they go through, helping them to find the service that has been designed specifically for them from Immigration or MSD, or Victim Support.

I'm really feeling appreciative from CRS because they give the Muslim community huge support.

Marita Perini – Administrator comments This year has gone past so fast with quite a few changes. I'd like to thank David Atkinson for all the support he has given to me over the years and wish him a very happy retirement. I'm

Maryanne Cosgrove – Social Work Assistant comments In the beginning of the year CRS went through some changes, from one of these changes I was given the opportunity to focus on family violence while continuing to support clients in general social work and mental health. Despite some of the challenges with family violence I am also being challenged and up skilled, to me this is a positive.

Melissa Sheehan - Whānau Support Worker – Integrated Safety Response comments I have had the pleasure of working at Christchurch Resettlement Services for almost 10 years, and as a Whānau Support Worker with the Integrated Safety Response for almost 2 ½ years. I have had an amazing journey in the last year seeing families facing some difficult and complex situations, and have witnessed their great strength and courage to overcome these. I feel privileged to be able to support victims of violence - women, men and children - to develop safety plans to remain safe. I have built up a fantastic support network of other amazing agencies in the Integrated Safety Response network which has helped break down a number of barriers or fears for the families I support about their situations. These collaborations have allowed a more transparent way of working with and for whānau.

Mitra Rai – Bilingual Community Worker comments I acknowledge myself, how lucky I am being in such a beautiful country, lovely people, great environment, friendly staff and a wonderful place.

When I open my eyes from my bed early morning, I feel sorry to those people who are suffering from the lack of food, shelter, medication and water still in this 21st century. The corrupted government, poor management, selfish ideas and people pushed the people into the terrible situation; they've no peace, no joy, and no security.

These poor people think what to feed to their children, and whether they're safe or not, anytime anything may happen to them from people supposed to protect them. No idea how long are staying with their families, friends and beloved. They are also not sure anytime their daughter will be snatched away and kidnapped their family member and demand a big amount of money.

Everyday, everytime, everywhere there is no peace and harmony for them, for these poor people their hopes are shattered and no hope of living due to the fear, and terrible situation in their own country.

More than a decade of years ago, I was in this situation. I never thought I would get a chance to jot down my sad situation and get a chance to work with a great mind people, supportive, in a friendly atmosphere.

I also never ever thought I'll get an opportunity to support our Bhutanese people in their needs. For, being a bi-lingual community worker.

I really, really, enjoy to work with a nice and lovely people at CRS. The management is so great and pleasant. The office staff can bring comfort to those who have hard times in their family, due to the lack of language.

The social workers and bilingual workers are shining like a light in the dark night to overcome the pains and sorrows of poor people from refugee and immigrant backgrounds, to support in different areas, such as banking, housing, education, medical, teaching them how to catch a bus.

In ten years period of time, our community people are doing greater than back in their homeland. Their pains, their sorrows are by the free education improved system and improvement of their English language.

Their life styles are changing day by day due to the healthy support of volunteers and kind people. Their families are doing great at work place, school and universities. They are also able to support poor children and parents in the south Asia.

These all happen due to the full support of CRS staff. The charming smile in the face of hopeless people, who had no hope for their family and children back in refugee camp. Now, their dreams came true. They would not be at this stage unless got support from the government agencies and people of NZ.

I am very pleased to work in this team from where generated ointment to recover the old wounds of refugees and migrant people. We are able to show them happiness and acknowledge for their kind supports from every corner to build our healthy mind, healthy thinking. All Right!!

Tashi delak.

Rika Savage – CALD Counsellor comments This year, I have noticed that many of my clients were referred from their GP via Pegasus Health for their depression due to traumatic experiences of family violence. It has been my privilege to help them recover.

I often received a comment from the clients that they are grateful to have CRS where they can receive a great support in their native language by a counsellor who knows both the New Zealand and their home country's cultural values, beliefs and systems.

One of the clients has donated to CRS so that more people can access to the support they need, and I am privileged to work in such a wonderful CRS team who can collaborate their knowledge and the skills to provide the best support to clients who need this the most.

Qaali Mohamed – Bilingual Community Worker/Health Information Provider comments The past year has been really good but very challenging because of the Mosque attacks. The CRS team has helped me a lot with the personal and work challenges I have faced. Out of challenge come positive things as well, the CRS team has made it easier to manage the loss and tragedy, and the NZ public also have helped. I am proud of what I do at CRS.

Shelley Hou – CALD Counsellor comments I feel extremely humbled by working with people from migrant and refugee background. Their life narratives have encouraged me a great deal to walk with them for a period of time in their lives. Hopefully my counselling input has helped and will continue to help those who need it to find the inner strength to face future life when settling down in NZ.

Tula Ram Chhetri – Partnership Community Worker comments As a Partnership Community Worker (PCW) it's always been challenging to work with the refugee background people as we are base before they are introduced to any agency. The nature of my role is vital to working with health related matters of the clients including mental and physical health. We need to find the actual needs of the clients on various ages from child to elderly people. Access to health care has been the real need to which people are inhibited or facilitated in their ability to gain entry to and to receive care and services from the health care system, and the PCW is the bridge to the medical department.

There are several barriers to accessing the health needs with structural barriers such as location of appointments, distance, time, transport and costs. The other barriers are getting an appointment in a timely manner; poor coordination of health services also creates a barrier to access. Language and communication are the serious barriers, as they affect all stages of health care access, from making an appointment to filling a prescription.

Cultural beliefs about health care in the CALD community can also be a barrier to accessing health especially new immigrants or refugees. So, Christchurch Resettlement Services is my base to meet the needs of the clients as mentioned above as a PCW working with several diverse communities. It has always been easy working with other co-workers and social workers as we could identify their needs more easily. I can say that I am in the centre of the resource at CRS to work more comfortably with my clients.

Finally my role as a PCW is

- 1) help people to gain access to health care and social services
- 2) assist clients to navigate the health system,
- 3) to support people to attend appointments,
- 4) support people to identify and address needs impacting on their health,
- 5) inform clients about agencies or supports available in the community and connect people with them
- 6) Provide cultural support and connect with interpreter services.

Wubet Ahmedin – Bilingual Community Worker comments I have had time off this year for health reasons, but I am still connected to CRS. I am proud that I am part of CRS, and can help people, as we can help make a big difference in positive ways for their settlement in NZ. I worry that there is never enough funding for social workers or other staff needed to support people. I love working with the CRS family.

Zeinap Hussein-Partnership Community Worker, Bilingual Community Worker, Health Promotion Community Worker, Health Information Provider comments I have had pleasure to work at Christchurch Resettlement Services for a number of years. I enjoy doing my roles because they are all about me supporting people, and I witnessed good changes. I am happy I could support that. People are very happy to say thank you so much.