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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 36 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.

Fiona resigned from the Board during the 2019/20 financial year.



### **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 33 years and have three adult children. We emigrated from UK to Christchurch in 2006 and are proud New Zealand citizens.

# **Christchurch Resettlement Services Inc.**

Annual General Meeting

30 September 2020

1.00pm

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## **AGENDA**

1. Welcome - He mihi whakatau (Sally Pitama - Ngāi Tahu)
2. Martin Maguire - Welcome to Annual General Meeting
3. Guest speaker: Tony McNeill, Immigration New Zealand
4. Apologies and Minutes of AGM 25 September 2019
5. Matters Arising
6. Reports
  - Chairperson
  - Service Performance and Finance
  - General Manager and Staff
7. Election of Officers for 2020/21 year
8. Appointment of Auditor for 2020/21 year
9. Any other business

The meeting will conclude with afternoon tea.

## Christchurch Resettlement Services Inc

### ANNUAL GENERAL MEETING

25 September 2019

**Present:** Adele Wilkinson (MHERC), Alison Alexander (Anxiety Disorders Service), Claire Gilbert (Anxiety Disorders Service), David Atkinson (CRS member), Deb Lamb (Office Ethnic Communities), Desiree Ettmuller (Mana Ake), Ester Vallero (Pegasus Health Charitable), Eve Lafferty (Methodist Mission), Gary Watson (Christchurch City Council), Gill Taylor (English Language Partners), Jo Fashuen (NZ Red Cross), John Exton (Kingdom Resources), Katherine Peet (Network Waitangi Otautahi), Kathryn Wilson (NZ Red Cross), Lisa Brennan (Pegasus Health Charitable), Mastura Abd Rahman (Ministry of Education), Maureen van Venrooy (Pegasus Health Charitable), Meng Foon, Race Relations Commissioner, Merrin Taylor (Citizen's Advice Bureau), Michael Peacock (Sports Canterbury), Mohammad Jama (MAC President), Nancy Goh (Chinese Association), Patrick O'Connor (CRS Supporter), Sally Pitama (Nga Tahu), Samantha Ngaia (Portia Law), Sarena McNaught (Barnardos), Shona Hickey (CRS Volunteer), Simon Templeton (Age Concern Canterbury), Shohila Deljo (CRS Supporter), Yasue Hiromi (NZ Red Cross), Zahra Hussiani (CRS Supporter)

**Board Members:** Martin Maguire (CRS Board Chair), John Robinson (Deputy Chair), Brenda Cromie, Sally Carlton, Kate Henry, Wahida Zahedi

**Staff:** Shirley Wright (General Manager), Catherine Comber (Volunteer), Denise Huisman (Health Promotion Team Leader & Social Worker), Falis Jama (Somalian Bi-lingual Community Worker & Health Promotion Worker), Galawezh Noori (LWIC Bilingual Tutor, Farsi Bi-lingual Community Worker & Partnership Community Worker), Goma Mishra Devi (Childcare Support Worker), Hanifa Mohammadi (Farsi Bi-lingual Community Worker), Joseph Chhetri (Partnership Community Worker), Lauren Brunt (Mosque MH Service), Lauren Cordy (Childcare Support Team Leader), Maha Galal (Muslim Community Worker), Marita Perini (Administrator), Maryanne Cosgrove (Social Work Assistant), Melissa Sheehan (ISR Whanau Support Worker), Zeinap Hussein (Partnership Community Worker & Somalian Bi-lingual Community Worker & Health Information Provider)

**Apologies:** Ali Jones (Papanui Community Board), Ali Maginess (CRS Board), Alison Ogries-Price, Alka Srinivasan (CRS Interpreter), Amy (Hon) Adams (MP Selwyn), Bishnu Pokhrel (Specialist Mental Health Services, CDHB), Dr Duncan Webb (MP ChCh Central), Erin Ebborn (Portia Law), Fiona Robinson (CRS Board), Gay Pavelka (CRS Member), Janette Philp (Community & Public Health), Jo Hayes (National List MP), John Henderson (Ministry of Social Development), Jollie Kerr (Oranga Tamariki), Holly Griffin (Sports Canterbury), Jarrod Coburn (Portia Law), Karen McLeay (Victim Support), Karolin Potter (CRS Member), Khuma Kadariya (CRS Staff), Li'Ying Cai (NZ Police), Lynn Gibbons (Age Concern Canterbury), Melissa McCreanor (Pegasus Health Charitable), Millan Gurung (ARA – International Students), Mitra Rai (CRS Staff), Nicky Wagner (ChCh Central – National List Party), Nicole Graham, Nicola Prince (Canty Chamber of Commerce), Poto (Hon) Williams (Minister of Community & Voluntary Sector), Qaali Mohammed (CRS Staff), Rika Savage (CRS Staff & CALD Counsellor), Ruth (Hon) Dyson (MP Port Hills), Sam McDonald, Shah Wali Atayee (Health & Disability Advocate), Shelly Hou (CALD Counsellor), Stella Yaxley (Community & Public Health), Surinder Tandon (ChCh Multi-cultural Council)

#### Apologies moved and accepted:

**Moved:** Martin Maguire  
**Seconded:** John Robinson

**Welcome:** He mihi whakatau: Sally Pitama (Nga Tahu) and Martin Maguire welcomed all. Sally Carlton introduced Meng Foon, Race Relations Commissioner who gave a speech about his new role.

**Minutes of the last meeting:** AGM minutes of 25 September 2019 were presented and accepted by the meeting.

**Moved:** John Robinson  
**Seconded:** David Atkinson

**Matters Arising:** No matters arising

**Reports:**

**Chair:** Martin Maguire gave his report and encouraged others to consider becoming board members.

**Moved:** Martin Maguire

**Seconded:** Wahida Zahedi

**Financial:** Omar Gomaa presented the financial reports for the end of the year..

**Moved:** John Robinson

**Seconded:** Sally Carlton

**General Manager:** Shirley Wright, General Manager summarised her report and the staff spoke about the different service areas they work in and gave examples of their work.

**Moved:** Martin Maguire

**Seconded:** Wahida Zahedi

**Board Elections for 2019/2020 year:**

All present Board members were accepted onto the Board:

**Accepted were:** Martin Maguire, John Robinson, Ali Maginess, Brenda Cromie, Sally Carton, Kate Henry, Fiona Robertson and Wahida Zahedi

**Moved:** David Atkinson

**Seconded:** Jo Fasheun

**Appointment of Auditor for 2018/2019 year:**

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

**Moved:** Martin Maguire

**Seconded:** Sally Carlton

**Other Business:**

There was no Other Business

**The Annual General Meeting closed at 2:25 pm**

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

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## Entity Information

@Who we are?@, @Why do we exist?@

## Contact Details

### Statement of Service Performance

@What did we do?@, @When did we do it?@

Additional Output measures

## Statement of Financial Performance

## Statement of Financial Position



## Statement of Cash Flows

## Statement of Accounting Policies P1

## Notes to Performance Report

## Note 2. Analysis of Expenses

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# **Christchurch Resettlement Services, Inc.**

## **Finance Report**

### **For the Year Ended: 30 June 2020**

**CRS maintains a strong financial position for the year ended 30 June 2020; we are presenting a surplus of \$11,820. This surplus is compared to the deficit the previous year of \$17,573.**

With regard to the surplus, the budget which was approved by the CRS Board had foreseen a deficit of \$6k. CRS has received some unsolicited donations, and additional funding for our support to the Muslim communities following the Mosque attacks. In addition we received funding increases in some of our contracts – all of these changes have led to this surplus.

CRS' strategic reserve stands at \$271k, which will cover three months of our core services' operating costs that CRS Board have agreed upon.

Annual income of \$1,228,653 for the FY2020 was an increase of \$330k / 36% from \$898,036 in the 2019FY.

Expenses for the 2019/20 financial year totalled \$1,216,833 being an increase of \$301k / 33% from the previous year in line with the rise in income. CRS' principal expenses were attributed to staff wages, interpreting fees and CALD counselling costs which totalled \$990,966 / 81% of costs. Travel expenses also had a slight increase - Mileage expenses reimbursed to staff utilising their private vehicles for agency outreach work - increased to \$31,085, a slight increase of .3%. Rent and power expenses totalled \$70,300 an increase of \$1.7k (2.5%).

This year CRS will be carrying the sum of \$128,050 forward to the 2020/21 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 20/21 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 89% 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.

Whilst CRS' position is robust; this is the result of a long-standing Board commitment to building 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 2020/21 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 2020**





# MARTIN MAGUIRE CHAIRPERSON



## Chairperson's Report - September 2020

Nga Mihi Nui Ki a Koe. Welcome to this Annual General meeting of CRS. We appreciate your support.

I have been a Board member of CRS for some years, more than 10 but less than 20. For the last five years I have been privileged to be Chairperson.

Like many community organization's we lead a sometimes precarious existence.

Each year when writing this report I try and think of positives to reflect on. Over the last ten years events have happened that could have damaged us beyond repair, but we survive. At times we even seem to grow stronger in the face of adversity.

As a successful social service agency our strength and success comes from our staff. Over these last few years our CRS team have shown professionalism, performance and perseverance beyond measure. I know the Board join me yet again to acknowledge your efforts in meeting the needs of all our clients.

I acknowledge also that strong teams have special leaders. Shirley Wright as General Manager has guided our CRS team through another tough year. Your leadership with the team Shirley and your positive working relationship with me and the rest of the Board is acknowledged.

I also want to acknowledge Sally Pitama. Sally you have been the patient and knowledgeable link between us and Ngai Tahu. We appreciate the passion and dedication you bring to the task given you. Nga mihi arohanui ki a koe Sally.

We survive and thrive as CRS through the generous support of our funders. Without that generosity and trust we could not achieve the outcomes we desire. Funding is increasingly a partnership which ties both parties to identifiable and agreed outcomes. A very positive model and one which benefits us and our clients.

We are also part of a collaborative group of agencies, all working towards similar outcomes. This network is very important, not only for CRS but also the wellbeing of our clients.

We have had a stable and committed Board for the last year. Unfortunately, Fiona Robertson retired earlier this year, her expertise particularly around finance will be missed.

Thank you to all Board members for your commitment to CRS. It is appreciated.

I am retiring at the end of this meeting. When I joined CRS, the Board was chaired by Sue Dewe and Felicite Jardine was General Manager. It seems a long time ago. I have enjoyed my association with CRS and will take away some wonderful memories, especially of the people I have met along the way.

I wish you all well in your future endeavours. May you enjoy lasting peace, happiness and good health for the rest of your days.

Kia Kaha Katoa

**Martin Maguire**  
Chairperson  
September 2020



# SHIRLEY WRIGHT

## GENERAL MANAGER



### General Manager's Report - September 2020

It is my privilege to present the year's service report on the 6 distinct complementary services provided by Christchurch Resettlement Services (CRS).

Amongst an incredibly busy, productive, poignant year, CRS has a great deal to be proud of and collectively celebrate.

Firstly we have been able to maintain our core services, which have provided the agency with stability in a time of rapid, traumatic and unexpected change. These core services provide the foundation which enabled us to respond effectively and rapidly to the major events/phenomena impacting on all of Aotearoa over the past 18 months, and we have been able to weave these responses into the agency for the benefit of service users.

We remain in awe of the resilience of refugee and migrant background people resettling in New Zealand, and the value they add to our communities.

We have continued to provide professional, responsive support to those impacted by the 2019 Mosque attacks. We are grateful to the Muslim community members who have placed their trust in CRS to support them through the traumatic impacts of the attacks. Along with a collaboration of services, we have been able to support people through the sentencing of the perpetrator of the 51 murders and the physical and psychological injuries of the worshippers at the Mosques.

This has been made possible through the funding provided by CDHB, MSD and the Office of Ethnic Communities. Funding has also been made available to increase our capacity to support non-Muslim people from refugee and migrant backgrounds who have been left feeling vulnerable because of the attacks on Islam and diversity.

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.

We recognise that we are highly privileged to be able to offer 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 staff and Board have continued to demonstrate a high level of commitment to the mahi of the agency, and our response has been made possible through the amazing staff at CRS who continue to adapt and respond according to client need.

In the reporting period, Rami Elsayed joined Maha Galal in providing community/social work support to their peers in the Muslim communities. Peter de Boer was employed to join Lauren Brunt in a clinical social work role. Peter is a former employee at CRS in a social work role.

We remain thankful to CRS' Muslim staff who continue to advise CRS on correct protocols, and with their refugee background colleagues have continued to provide excellent support to their communities.

Covid-19 brought its own challenges to the agency. We have received excellent guidance and support from our funders around safe and appropriate protocols for working at the different Levels. CRS staff have been able to ensure clients have the information they need to keep themselves and their families safe and well, and we have been able to access and distribute translated material that MOH has made available. All clients have respected our protocols around working safely, and keeping them safe at CRS.

In addition, CRS continues to contribute to the wide reaching systems changes reported in the previous annual report. We continued to provide Lead Professional time to the Canterbury Children's Teams, to support vulnerable children and their families. CRS has maintained our Whanau Support Worker enabling us to contribute to the Integrated Safety Response (ISR) initiative to address the safety needs of people receiving Police attention for family violence events.

We received an increase in the above contract to employ a 0.6FTE Independent Perpetrator Specialist to support men from refugee and migrant backgrounds who perpetrate family harm on their whanau. Alastair White has been employed in this position. Alastair is a former employee of CRS, working in the Earthquake Support Coordination Service.

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 on the support of people from refugee and migrant backgrounds.

Apart from the new team members, staffing has remained stable, with some people changing roles within CRS.

Late last year, we welcomed Hanan Mender to our team to fill the role left by Wubet Ahmedin who is currently on extended leave.

Galawezh Noori moved from her Partnership Community Work role into a 0.5FTE social work assistant role, and a health promotion community worker role. Zeinap Hussein and Joseph (formerly Tula Ram) Chhetri took up full time positions within the Partnership Community Work Service.

Rika Savage was employed under the 0.5FTE contract we were granted for support to the Whanau Resilience initiative through MSD - under the umbrella of the Canterbury Whanau Safety Services Collaboration. This mahi strengthens out broader work around family harm. Rika Savage is working in this role, as a Whanau Resilience Kaimahi. 2 of our collaboration partners also employ Kaimahi, as do other services working with ISR.

The collective kaupapa of this initiative is to seek the voices of whanau around what resilience is for their whanau, and from this to co-design programmes to enhance whanau resilience and reduce family harm. CRS' inclusion in this initiative ensures a diversity of whanau voices.

Rika also works as one of the CALD Counsellors at CRS.

With additional counselling funding from CDHB we were able to employ Marian Hussen in the counselling team. Marian is also a former employee of CRS, working in the bilingual community work team in the early days of the agency, and more recently in the health promotion team as a Health Information Provider.

CRS continues to be supported by 8 volunteers who contribute an average of 15 volunteer hours per week. Our longstanding volunteer Catherine Comber has remained with CRS, and supports the agency in a number of areas. We especially acknowledge the support of 4 women (mother and daughter teams) who offered their support to CRS clients after the Mosque attacks – thanks to Shona and Sarah Hickey, Jo and Brodie Kane.

CRS continues to function as an outcomes focused organisation, with regular formal reviews of progress with social work clients. All people participating in any of CRS services, activities and programmes are asked to complete a feedback questionnaire, which measures satisfaction with the service provided as well as client self reports on any changes made as a result of CRS support. The consistently high levels of satisfaction and positive outcomes reported by service users are documented throughout this report. 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.

Due to the increased staffing at CRS we have not been able to support social work students over the past year.

All staff members have contributed to this report. I encourage you to read their stories about their work, as they also provide the opportunity for the voices of our clients to be heard.

The CRS Board continues to provide excellent governance of the organisation, and support to the staff. Thank you to all of the Board members, and in particular Martin Maguire, our Board Chair, for your collective efforts on behalf of vulnerable people who access CRS support. Acknowledgement to Martin on his retirement from the Board after many years of excellent service on the Board.

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 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.

The annual general meeting of CRS is a 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 2020**

## Highlights of the 2019/20 Year

- **Maintaining CRS' diverse workforce and Board.**
- **Continued NZ Government Social Services Accreditation Level 2 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 sector partners and forming new relationships.**
- **Contributing to positive outcomes being achieved by resettling communities.**
- **CRS involvement with the transition process of the Canterbury Children's Team and continued involvement with 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.**
- **Continued positive engagement with Muslim communities enhances CRS' ability to respond in a collaborative manner to support those most affected.**
- **Participation in collaborative processes to support those impacted by the 2019 Mosque attacks, and receipt of funding required to support those impacted.**



# The Work of 2019/20

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 1FTE social work positions and 1.5FTE social work assistant positions, 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. Within these FTEs Christchurch Resettlement Services also provided Lead Professional time to the Canterbury Children's Team. We employ a 1FTE Whānau Support Worker and a 0.6FTE Independent Perpetrator Specialist to the Integrated Safety Response (ISR) collaboration initiative to address the needs of families experiencing family violence. The Children's Team and Whanau Support work has included working with people of any ethnicity, not only refugee and migrant background people.

**Culturally & Linguistically Diverse Counselling** – Three 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** – Nine refugee background 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 Assistant 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** – 2x community workers (total 1.5FTE) and 2x clinical social work positions (total 1.6FTE) supporting those impacted by the Mosque attacks on March 15 2019.

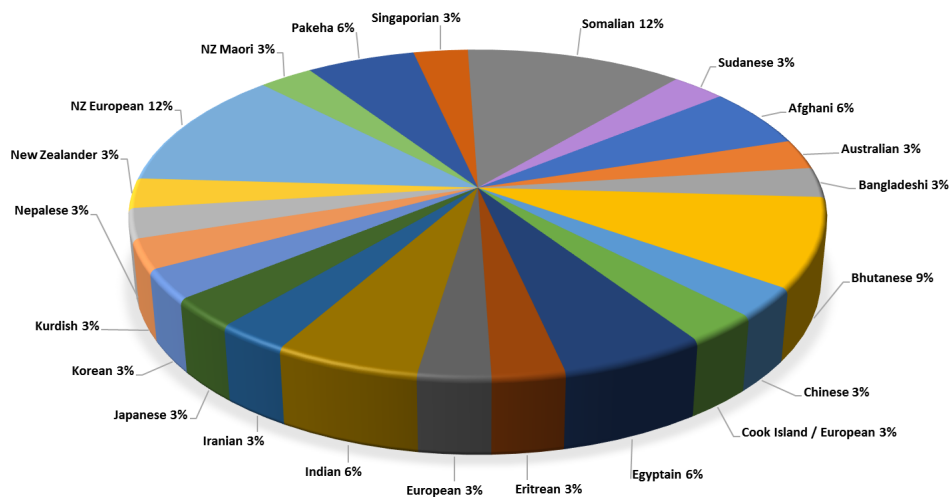
**NOTE:** Interpreters have been provided in all services for clients requiring linguistic support.

Volunteers have supported the social work and health promotion services.

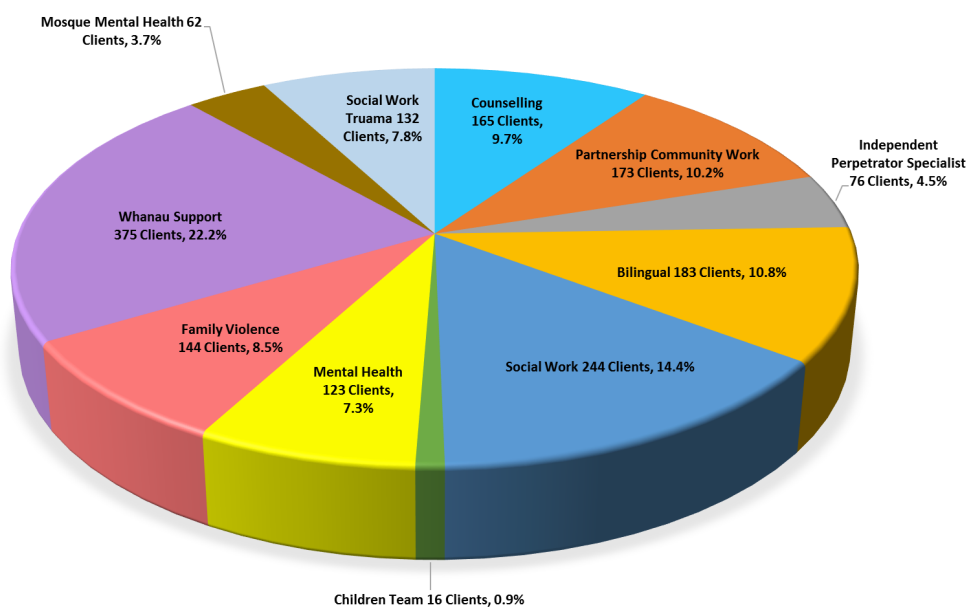


## CRS 2019/20 statistics

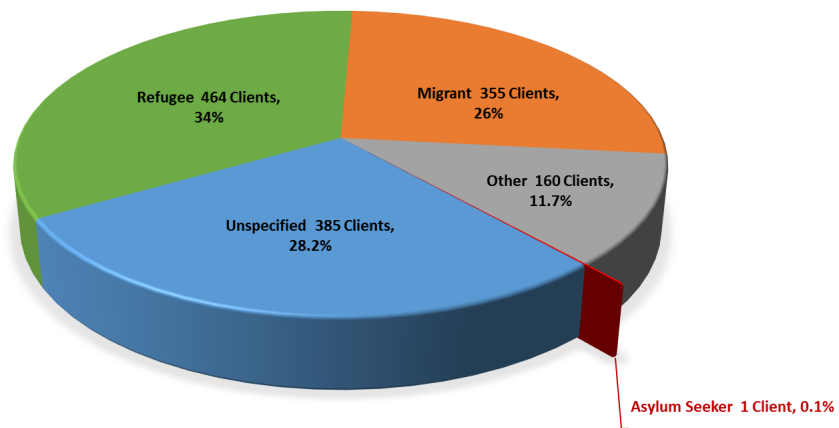
Staff ethnicity



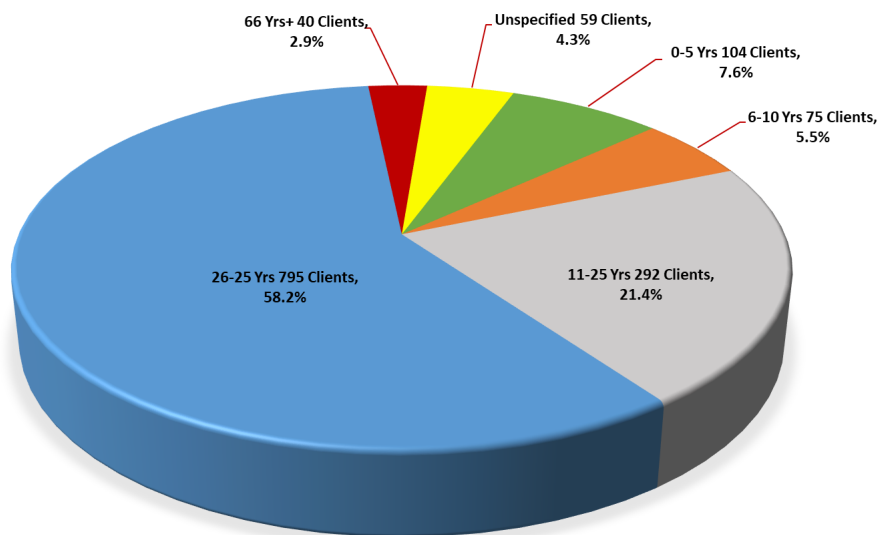
Number of clients by Services



Client Immigration Status - all social work services

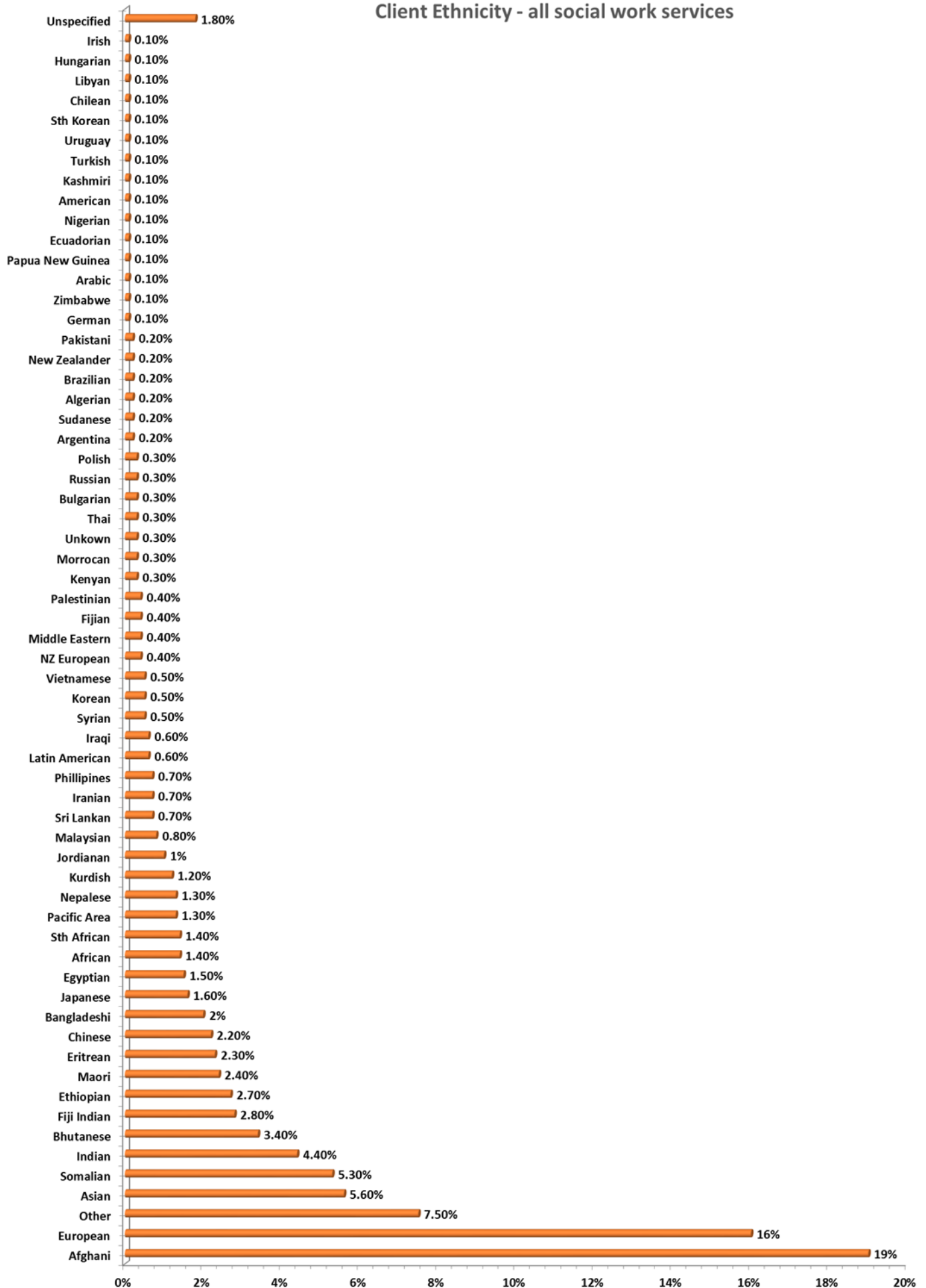


Client ages - all social work services





## Client Ethnicity - all social work services





# Bilingual Community Work



**L-R: Galawezh Noori (also Social Work Assistant), Hanifa Mohammadi (also HIP), Khuma Kadatiya (also HIP), Farah Khosravi**

**Inset: Mitra Rai**

**Absent: Hanan Mender, Qali Mohamed**

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 also received additional funding from Ministry of Social Development to increase the capacity of the team to support refugee and migrant communities in Christchurch following the Mosque attacks of March 2019.

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 3 languages, and all work part time, collectively providing 44 bilingual community work hours per week under the CCC and Lottery Grants. 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.

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

- 183 clients were supported over the year across the CRS social work service by the bilingual community work team.
- 18% of client contacts made by the team members were in partnership with the social work team.
- 82% contacts were made independent of a social worker, an increase on last year's figure of 68%, indicative of the growing role of bilingual community work at CRS.
- the team supported people from 9 ethnicities.
- 55% of those supported were from the Afghani community.
- 16 % were from the Somali community.
- 73% of clients were female, and 27% male.

The team provided 593 face to face and 902 significant telephone contacts with clients over the year.

97% of clients exiting the service in the report period did so as a result of achieving positive outcomes. Formal feedback from clients indicated that 97% of them reported positive changes in a range of life domains. These changes were reported as follows:

- access to services - 89%
- wellbeing - 61%
- circumstances - 52%
- behaviour – 22%
- skills and knowledge – 46%
- beliefs and attitudes – 13%

#### Client comments:

*Support is good as had contact with social work assistant and bilingual community worker to see how I was over (Covid) lockdown. Had good contact for information about lockdown.*

*I was in bad situation - CRS helped me to be more stronger. Help with paper work and getting to English classes.*

*A very happy and thankful with CRS support to login to MyIR and update family and income information for Working for Families.*

*CRS helped me with my benefit. I wasn't able to have benefit for a year. Gave me information about swimming and crafts. Thank you.*

*From discussions with CRS we learn more and much better information to help ourselves. Sometimes I contact CRS because something else has happened to us and they help.*

The team members also supported a wide range of health promotion activities over the year. 350 participants of the annual CRS Ladies' Health Day, Ladies Swimming and Exercises, the walking group 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. Some feedback from the Positive Aging Expo:

*Get opportunity to meet people from anywhere.*

*Watch many things and opportunity to ask questions.*

*It was very good. I had a blood test too and very nice programme. We can not get this in Afghanistan.*

The Under 5's Expo was unable to be held this year due to Covid- 19.

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: Alastair White (ISR - IPS), Galawezh Noori (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 2019/2020 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 funded by the Rata Foundation.

CRS is a member of the ISR MSD funded Canterbury Whanau Safety Services Collaboration. In addition to the services above, under this collaboration, we employed a 1FTE Whanau Support Worker (WSW) and a 0.6FTE Independent Perpetrator Specialist (IPS) with the Integrated Safety Response initiative, providing a "make safe" response to victims and perpetrators of family violence – the WSW contract is for people of any ethnicity, but in the main those born in New



Zealand, while the IPS contract is for support to perpetrators from refugee and migrant backgrounds. CRS accepted the IPS portion of this contract at the beginning of the 2019/2020 financial year.

While not direct service delivery, we were granted a 0.5FTE contract for support to the Whanau Resilience initiative through MSD - under the umbrella of the Canterbury Whanau Safety Services Collaboration, which strengthens our broader work around family harm. Rika Savage is working in this role, as a Whanau Resilience Kaimahi. 2 of our collaboration partners also employ Kaimahi, as do other services working with ISR.

The collective kaupapa of this initiative is to seek the voices of whanau around what resilience is for their whanau, and from this to co-design programmes to enhance whanau resilience and reduce family harm. 2 other collaboration partners employ Whanau Resilience Kaimahi, with the selection of services supporting this initiative ensuring that there is a broad diversity of voices.

CRS qualified 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. Denise Huisman works part-time in her Health Promotion Team leader role, and maintains some social work hours. Galawezh Noori moved into the 2<sup>nd</sup> social work assistant role at the beginning of 2020, working 0.5FTE with clients referred for generic support.

CRS integrated holistic model of service delivery has continued to provide staff and clients alike with satisfaction and positive outcomes overall. While each registered social worker 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 Red Cross with the reintroduction of the refugee quota intakes into Christchurch after the earthquakes. Red Cross provide the Pathways to Resettlement programme, which supports the resettlement of each refugee quota intake for the first year of resettlement. 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, 1,355 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 1,355 individuals shows the following:

- 667 family members and 668 individuals not attached to a family were supported.
- 34% were from a refugee background, and we supported 1 asylum seeking person.
- 26% were from a migrant background, with a further 12% on a range of visas.
- 28% were Whanau Support (ISR) clients (50% of whom were NZ European).
- 58% of clients were female.
- 42% were male.

590 individuals entered CRS for social work support across all contracts. 442 people exited the service over the year, mainly having achieved positive outcomes for their needs. 36% were referred by ISR for social work family violence support or Whanau Support family violence services.

13% of people self referred, 25% were referred through other services at CRS, and 1% was referred by family members. The remainder were referred by 32 services external to CRS.

Activity for each social work contract is outlined below.

### Mental Health

Over the past financial year, 123 refugee and migrant background clients were supported under our CDHB **mental health contract**, with a small majority being female (56%). 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/acclimatisation 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. 30 service users completed a feedback questionnaire in the contract period, with all respondents indicating that they felt satisfied with the service provided by CRS. These reported outcomes are congruent with formal progress reviews carried out with clients.

### Outcomes:

- 97% of clients reported satisfaction with the service provided by CRS.

100% of respondents reported positive changes in their lives as a result of CRS support. 77% reported positive changes in their wellbeing; 87% reported an increase in their access to services, and the majority many also reported positive changes in other areas of their lives.

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:

*After we have talked to CRS about any problem they will find out how to get support for us. From these we learn more and much better information to help ourselves.*

*Because goals suggested from conversations had I continue to feel good and be positive.*

*I am very happy now and and everytimes helps me. Thank you for services.*

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 80 families under this contract – not all of the referrals received from Integrated Safety Response engaged with us.

The majority of referrals for people supported under this contract came through ISR – Integrated Safety Response (67.5%). Self referrals by clients themselves to CRS accounted for 7% of the total number of referrals received with a further 6% being referred from other CRS services. Other referrers were: community or family members, community agencies, health services, and women's refuges.

46% of the people referred by ISR either declined the service offered or were unable to be contacted. 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.

The majority of referrals were for family units. 57% of the referrals were for females, the victims of violence, and 43% were male – the majority of the adult men referred were perpetrators of the violence.

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.

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 previous years, 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.

All of the ISR referred clients who engaged in a support process with CRS completed the ISR questionnaire. 78% of non-ISR referred clients completed the CRS feedback questionnaire. Outcomes from these questionnaires are reported below and were congruent with formal progress reviews with clients:

- 91% of clients engaged with the service reported satisfaction with the service received.
- 75% of the clients who completed the feedback questionnaire reported positive changes as a result.



The following positive changes were reported:

- 55% reported positive changes in their overall circumstances.
- 77% - better access to supports and services.
- 68% - increased knowledge and skills.
- 91% - enhanced wellbeing.
- 45% - 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.

84% of ISR referred clients who completed the ISR pre-and post-questionnaire reported increased knowledge of the impacts of family violence on whanau. Many respondents also reported an increase in their knowledge of supports and services available to them.

Verbatim quotes from Feedback Questionnaires:

*Helped me to think of things manage stress, life skills. I am become aware of I need to take responsibility of what I am doing and not what others are doing.*

*With CRS support my confidence and courage has increased. Talking with CRS helps me to open my mind.*

*You all give me biggest help I need especially help me legal help. Help me with counselling which I need most. At the moment most difficult time especially during the new year period you all went to the utmost period of time. Chinese proverb "You sent hot coals to my snowing heart".*

*"Feelings like you open the door to my mind" of myself. To have a conversation with a third person.*

CRS was unable to deliver the "Family Violence and Healthy Relationships" health promotion topic through the Health Information Provider team this year due to the Covid 19 lockdown

## **B) Whanau Support and Independent Perpetrator Specialist Contract**

CRS continues our membership of the (Integrated Safety Response) Canterbury Whanau 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. CRS receives tasks and support service requests from the Integrated Safety Response (ISR) service to engage with and provide short term support for people who are victims (Whanau Support Worker - WSW) and perpetrators (Independent Perpetrator Specialist - IPS) of family violence, with the objective of "making safe", i.e. helping the whanau become safe from family harm.

The reporting for this work is provided through a secure client management system, and is not easily available for this annual report, with the exception of the total client figure of 375 WSW referrals and 76 IPS referrals. Quite a small proportion of these people engaged in a support process, but contact was either made or attempted with each person. 365 people exited the WSW service in the reporting period.

While 53% of WSW clients were from NZ European backgrounds, 22 different ethnicities were represented across both service areas. 55% of the referrals for IPS support were migrant background, and 7% from refugee backgrounds. The remaining 38% held a range of temporary visas. 97% of the people referred for IPS support were male, while 75% of those referred for WSW support were female.

We can report that the majority of people who did engage with CRS' Whanau Support Worker reported feeling safer as a result of the support provided, and those supported by the IPS reported increased awareness of the impacts of family violence.

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

#### 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. 4 children and their families were referred to CRS over this period.

1 of the 4 whanau referred in the reporting period did not engage with the service. 4 whanau were already engaged at the 1 July 2019, and remain engaged, with 3 whanau due to close in the near future.

The LP reports that the respective schools of the children have positively engaged with whanau and their children, and are addressing unmet needs of the children.

The CRS LP reports positive interaction with other services in her work with the whanau and has been impressed with the collaborative approach of other services. 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.

#### Generic Social Work support

244 people were supported in the 6 month period covered by the Rata grant. 62% of clients were female, 50% were from refugee backgrounds and 39% from migrant backgrounds, the remaining 11% were on a range of temporary visas. Presenting issues were broad and varied.

Of the 44 clients who completed a feedback questionnaire, 100% of clients reported satisfaction with the service received. 97% also reported positive changes as a result of the support from CRS:

- 85% reported enhanced access to services and support

- 68% reported improved wellbeing.

- 55% reported positive changes in their circumstances.

- 54% reported positive changes in their skill base and knowledge.

- 15% reported improved behaviour.

- 12% reported positive changes in their beliefs and attitudes.

Client comments were positive:

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

*Everything good and helped me to recover myself, had counselling for depression, help with reflection to advance with my life. CRS helped me to budget and positive thing "I can do this". The strategies I learnt from the workers at CRS they will help me when I need to make decisions away from Christchurch.*

*With CRS support I have been able to voice my concerns and requests with bilingual workers and social work assistant support they have been able to pass onto the other services who support me.*

*Everything has changed and I am better than before. I was no good before – didn't know who to ask questions and talk to. Now better if I have issue/trouble to can talk to my support people CRS and Salvation Army.*



# Culturally & Linguistically Diverse Counselling Service



**Marian Hussen, CALD Counsellor**

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. 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 165 individuals from 16 ethnic backgrounds and the counsellors provided an average of 44 appointments per month. The ages of the clients ranged from 12 years to 65 years of age.

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



**Rami Elsayed (Community Worker), Peter de Boer (Social Worker), Maha Galal (Social Worker), Lauren Brunt (Social Worker)**

All CRS clients continue to be 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. CRS staff and Board continue to be humbled by the dignity and grace they exhibit in their daily lives and through their work at CRS.

CRS was fortunate to secure significant funding through CDHB, Office of Ethnic Communities and some contributory funding from MSD to enable us to continue to support the Muslim community members impacted by the attacks of March 2019 under this service.

In addition we received funding from MSD for additional capacity for the CRS Bilingual Community Work Team and the Culturally and Linguistically Diverse Counselling Service – this funding was dedicated to providing additional support to refugee and migrant background communities who were left feeling highly vulnerable by the Mosque attacks which were attacks on Islam and diversity. Reporting on this additional funding is included in the specific service reporting for both of these service areas.

Maha Galal and Rami Elsayed provided a total 1.5FTE trauma community work/social work support. Both Maha and Rami provide CRS with a bridge to many Muslim community members who have not traditionally needed to access CRS or other support prior to the Mosque attacks.

This work was complemented by Lauren Brunt and Peter de Boer who provided 1.6FTE clinical social work to the communities requiring a mental health response. Both Lauren and Peter have successfully engaged with a number of people around their mental health needs.

The psychosocial and mental health services have been able to weave neatly into all other services provided at CRS, with clients being able to access all other parts of CRS if needed, e.g.: health promotion activities, counselling, Partnership Community Work.

Maha, Rami, Lauren and Peter work as a team to ensure that the continuum of presenting needs of clients are appropriately addressed. We have worked in partnership with other services supporting the communities, in particular Victim Support, MSD Case Managers, Pura Pura Whetu, Court Victim Advisors, ACC and the Police. The Muslim leadership groups have continued to provide us with important guidance around engaging with the Muslim communities, and we have especially appreciated the leadership of the CDHB across all of this mahi.

In the reporting period, CRS worked in partnership with the Anxiety Disorders Service (ADS) in the delivery of a therapeutic group for a small number of bereaved women – the participants reported positive outcomes from the group. CRS continues to work with ADS and Pura Pura Whetu to deliver a group for men and a 2<sup>nd</sup> group for women.

132 people were supported in the trauma community/social work service, and 62 people were supported by the clinical social work team around their mental health needs.

25% of the clients provided a feedback questionnaire for either service over the course of the year.

Outcomes noted by clients demonstrated the following:

- 100% of people expressed satisfaction with the support received.
- 96% reported positive changes arising from CRS support.
- 72% reported positive changes in their overall circumstances.
- 77% - improved access to supports and services.
- 55% - increased knowledge and skills.
- 74% - 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.

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.



# 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 supports 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 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 continues in the Health Promotion Team Leader role. Denise also provides some social work hours at CRS.

In spite of Covid 19 disruptions to the health promotion programme, 572 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.

Covid 19 impacted on the number of topics we could deliver, with the Family Violence and Healthy Relationships topic cancelled. This will be delivered in the new year.

The team delivered the Mental Health and Wellbeing, Asthma, Water Safety, Cancer and "Value of Play" topics in this reporting period. Across the 7 ethnic groups participating in the peer education programme, an average of 132 people participated in each health topic seminar, and a total of 142 sessions were provided to small groups of community members for the 5 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 inclusive as participants have the opportunity to ask questions, clarify any issues, and discuss the differing cultural approaches to these health issues.

CRS is privileged to gain insight into a diverse range of health practices shared by the participants of these programmes.

Participant feedback is gathered from each HIP session, with 97% of participants in the community sessions reporting improved health/knowledge and/or wellbeing as a result of participating in the HIP sessions. Participant comments have been overwhelmingly positive for all of the topics.

The family violence and mental health modules are delivered on an annual basis and our observations regarding the tracking of the feedback over a long period of time is that there is a growing acceptance that these topics must be acknowledged and understood by community members in order for people to seek help. It remains a privilege to read this feedback, which is honest and at times quite raw. Unfortunately the Family Violence topic was not able to be delivered in this period due to Covid-19 lockdown.

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 several of the topics illustrates this well:

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

*All the information are good for us to know.*

*It was useful in our day to day life of resettlement. Mental Health topic gave me lots of information how to improve, how to take care etc.*

*What is mental health? Physical, Spiritual, Emotions.*

*Our life full of stress, and hard to manage – good things to do for this.*

*To feel good about ourselves, our family, relationship with others.*

*How to help family who is in depression.*

*Ways to stress prevention and handle it.*

*Lots of different disorders.*

*Difference between mental illness and normal feelings.*

### Asthma – Asthma Society

*Good learn all about especially how we can get asthma and how to prevent ourself from asthma.*

*We enjoy very much, all this information are good for us and it is for our benefits.*

*We enjoy session and thank you for coming.*

*More clear because of our own language.*

*Learning that you can go and see someone who can help without cost.*

### Value of Play – Sport Canterbury

*Learn the importance of play in children life.*

*Kids playing and sharing ideas and they tell me they can do that without or with an adult.*

*See children can play and have fun at home not at playground.*

*Enjoy the practical skills using the equipment given to us for our family.*

*All about new area for children new park new library in city.*

*All good information about our city for our families.*

*Our children they are not listen to us like back at home, play games on computer most of time, and not listening – we don't know what to do with them. Very good information here.*

### Partnership Community Workers (PCW)

CRS has 2 x FTE funding for this service, with Zeinap Hussein and Joseph Chhetri forming the CRS PCW team. Galawezh Noori left the team at the beginning of 2020 to take on the 2<sup>nd</sup> CRS social work assistant role.

The team is part of a Christchurch wide health initiative funded by Pegasus Health (Charitable) Ltd in which



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 173 people from 12 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 has also worked hard to increase the diversity of the clients supported by the CRS PCW team. The PCWs develop a support plan with each of their clients in order to ensure that people are supported to be able to manage their own and their families' health needs.

The team members continue to report that most of their activity with and for clients has been providing support for them to access and attend appointments with their general practice and/or specialist services and accessing other services around their health needs. The team has also continued to support GP practices to ensure that clients have interpreters available where required. The PCWs have continued to provide information to clients about their health entitlements, and to enhance their clients' understanding of the NZ health system.

Networking and educating health services is an integral part of the CRS PCW's role. The outcome of this activity is to ensure not only that health providers are aware of the need to provide interpreters for their patients, but also to encourage an understanding of diversity around health knowledge and practices of people from culturally and linguistically diverse backgrounds. The team members also continue to support their clients to understand their 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. Covid impacted on all areas of health promotion activity.

##### ☐ **Pre-School Children**

The annual **Under 5's Expo** was unable to be delivered this period due to Covid-19 restrictions.

##### ☐ **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. We farewelled one of the instructors in this period - Vaea Coe moved onto another role and we employed Jumayah Jones to replace Vaea. Thanks to Vaea, Jumayah and Dee Owers for their excellent tuition.

85 different individuals attended over 67 sessions with a total of 674 attendances. Sessions are held during the school terms.

20 ethnicities were represented at the programme. Ages ranged from 5 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 92% 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 (similar reports to those noted the previous year) 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:

*I have lose weight and fell good body for me.*

*I feel good healthy and good for sleeping.*

*Less pain, better breathing.*

*No shoulder pain, no knee pain.*

*Physically no headache, no tension.*

*Headache back very better.*

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 Pioneer Pool each Sunday. Any woman 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 ongoing 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 continues to provide the liaison with CRS and ongoing support for the programme.

There were 37 swimming sessions were held over the year. 141 different women and children from 23 ethnicities participated with ages ranging from young babies upwards, with a total of 770 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*

82% of participants reported positive changes in their health. Areas of improvement noted were similar to those reported the previous year 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:

*It's the only and best activity I do, rises up my self – esteem.*

*Exercise, sport practice relating enjoying.*

*Exercise and I'm learn swimming and safety in the water.*

*Healthy, privacy. The fun and enjoy the instructors and social connection.*

*Good for my stomach.*

*It's comforting, meet new friends.*

*I have more feel good in the water.*

*Very healthy exercise.*

*Very safe environment.*

*Lose weight, mood better.*

**C).**The annual **Ladies' Health Day** funded by Pegasus was attended by 72 women and 31 pre-school children from 15 ethnicities. Interpreters were provided for all women requiring linguistic support. Ages of the women ranged from 18 years up.

The 15 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, and Jumayah Jones provided a Zumba workshop. NZ Fire Service also provided a live demonstration of fire risks and consequences in our homes – all workshops were well received.

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.

51% 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 95% of the participants reported improved health, knowledge and/or wellbeing as a result of their participation.

Participant comments demonstrate the importance of these events:

*Got the opportunity to meet all the ladies from different ethnicity.*

*I enjoy today for that event and I add some new knowledge for me.*

*I have enjoyed meeting new people and learning the law of this country.*

*Family risk side, exercise, fire safety.*

Comments about new information:

*A lot of thing I know some places. It can help me if I want to go anywhere.*

*The important of looking after your self.*

*Exercise I will do. It was cool.*

*Fire safety good.*

The additional comments section of the feedback questionnaire provided a range of positive responses.....

*Thank you for organising this programme.*

*We should do every day.*

*Getting out is good.*

*All good, I hope you all the best.*

## ☐ **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 119 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:

*I feel good and happy when I walking, I feel improve body excies and lose weight.*

*Health when I walking, health good my body feel good.*

*Good for my body and good for sun.*

*I enjoy walking and activity and good for sleeping.*

*Want walk more.*

**B). Positive Aging Expo** - 32 refugee and migrant background women and 7 men from 6 ethnic groups attended the Positive Ageing Expo at Papanui High School in September 2019.

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

We observed that all participants came away better informed about services available for older people. The participants engaged very well with other older people attending the Expo, and the services present. This is an opportunity that they do not have in their day to day lives – this provided them with the opportunity to observe and understand that many of their issues around aging are universal, potentially breaking down isolation.

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

79% 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:

*I like everythings in here and there are Police in here too and very safe.*

*Like meeting other people from my community.*

*Get opportunity to meet people from anywhere.*

*Watch many things and opportunity to ask questions.*

*It was very good. I had a blood test too and very nice programme. We can not get this in Afghanistan.*

*Beautiful day.*

100% of participants providing feedback felt that they had learned new information, and that the new learning would be helpful for themselves and their families. In addition to new information, the participants noted that the social connection was good for them, and they enjoyed this opportunity to meet with others.

Comments:

*Learned about good food for diabetics.*

*I learned about medication and important of taking.*

*Learn new things of getting support for older people including transport, housing and medical support.*

*Self confidence.*

*I like people and I see their faces smiling and saying hello.*

*Move more.*

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.*

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.

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 culturally responsive and competent 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 a number of private donations supported the two childcare support positions.

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 was based at the St Albans Cricket Club at the Hagley Oval for much of the reporting period until English language Partners secured a home base at 334 Manchester Street in late May. This has enabled ELP to deliver LWIC from their home base.

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 from working with the children.

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

11 children attended the childcare support service over the reporting year. Ages of the children ranged from 1 year to 5 years of age. The children were from the Afghani, Eritrean and Bhutanese communities.

Durafshan Atayee has continued in her LWIC bilingual assistant role. This 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 9 Farsi speaking learners over the year. LWIC provides an excellent, quality learning experience for the learners, and all students are progressing well. 9 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 when these are able to be provided. 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 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 at CRS consists of Marita Perini (Administrator), Omar Gomaa (Operations Support Coordinator) and the General Manager. The additional funding and service provision described earlier in this report has increased the work of the admin team, and I as GM thank Marita and Omar for their adaptability to increase their work hours to meet the increased demands.

Marita and Omar both provide administrative support to the CRS Board, Manager, and staff. A Board member Sally Carlton has upgraded the CRS website and continues to ensure that the information on the website is current and relevant – thanks also to Sally for this important task.

The specific duties carried out by 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 – and a whole lot more from both of them.

Marita and Omar 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 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 had formal relationships with the following organisations over the year:**

- 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 Transition 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 Awhi Mai service collaboration 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 2020/21

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 transition 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 funding 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 and faith 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 2020



## CRS staff comments

### **Alastair White – Perpetrator Specialist, Integrated Safety Response**

It has been another busy and varied year for CRS, and for Christchurch. Just as we were beginning to return to a sense of normality following the events of March 2019, we were headed another challenge, this time in the form of Covid-19. As with so many upheavals, it is often the most vulnerable members of our community, who already have the most challenges to overcome, who feel the greatest impact of rapid social turmoil.

As always, it has been an honour and a privilege to be part of a team supporting refugee and migrant background people in Christchurch to build new, fulfilling lives for themselves. This year, my role has been with the Integrated Service Response, a challenging role supporting and educating perpetrators of Family Harm, with the goal of reducing risk of further Family Harm, to enhance safety for all concerned, and to assist people to find new, better ways of adapting to the tests that life continues to present.

### **Catherine Comber – Volunteer**

I continued as a volunteer assisting five clients until January 2020. Helping them gain skills to move towards more independence was part of my journey with them. For others it was standing alongside them through difficult times. It has been a privilege being part of their lives.

For this year I have been assisting with filing in the office on a regular basis. Being part of the CRS team is rewarding and I continue to be grateful to the staff. Their support to CRS refugee and migrant background clients gives clients a chance to have a better quality of life. Thank you everyone for your dedication.

### **Denise Huisman – Health Promotion Team Leader**

It is such a delight getting to know the Tuesday exercise ladies. They are mainly older women and many are Muslim. They have really bonded together and so appreciate the exercise classes.

After the mosque attacks last year they displayed so much empathy, unity and comfort for one another despite their language barrier with many of the others.

After the recent lockdown I witnessed their delight at being out of the house and together again. I feel for many of them as while they have so much resilience, this is the only activity they have independent of their family members and their homes.

It shows the holistic benefits from exercise especially out of the home. It brings them so much relief from their stress and it is lovely to witness their joy.

### **Falis Jama – Health Promotion Community Worker**

The ladies and I really enjoy the Sunday swimming programme at Pioneer pool. It is good for exercise and relaxing as well as socialising. One lady tells me her muscle pain disappears after she has been swimming.

It is good to see the ladies learn to swim for the first time. One lady tells me that she now is able to swim a length now whilst doing the breathing under water.

I also now can completely float across the pool without using a board.

### **Farah Khosravi – Bilingual Worker**

My name is Farah Khosravi and I have been working as a bilingual community worker for Christchurch Resettlement Services since November 2018. I have had the privilege of working alongside all the amazing CRS staff, who selflessly dedicate their time, energy and attention to helping people. New Zealand has been through very difficult times in the last two years and CRS team have played a significant role in helping with the recovery in the aftermaths of March 15 tragedy, as well as the Covid-19 lockdown, and I am happy to have been able to contribute, however little, to these CRS missions.

**Gail Moore – Senior Social Worker**

I feel it is always important to remember and reflect on the resilience of our client base. As social workers we are in a privileged position, being able to work alongside individuals and families for as long as required to assist them in sustainable changes. It is also rewarding when you have had the final exiting meeting with client to see their growth and be part of assisting them to develop their skills, coping capacities and the confidence to support themselves independently within the New Zealand system.

One of my clients described her issues to me as it was like many mice running all over the place and that they were hard to catch by their tails. She had stated that with the support she had received from CRS, she had the ability to focus on those individual tails and to catch them one by one. Developing her skills to break down each task into small measurable goals assisted her in developing problem solving skills which she can continue to use and place in her tool box to use when needed.

**Galawezh Noori – Social Work Assistant / Bilingual and Health Promotion Community Worker**

This year was the most challenging year we all had and a new experience we all have had with Covid-19 and it has made our lives difficult and hectic. It has also made our work harder and stressful while focusing on our families and home but we have been positive and strong along the way to achieve the work that needs to be done.

Also it has made me a stronger individual for working in my new role as a Social Worker Assistant, and it has given me whole new experience.

The responsibility with a lot of learning and experiencing new opportunity in the new role is great to achieve while learning more along the way.

We all have to stay safe and positive during these hard times working hard and need to stay positive to achieve all the work.

**Goma Mishra – Childcare Support Worker – Living Well in Christchurch**

It's been another amazing year working with CRS and ELP as a Childcare Support Worker at Living Well in Christchurch (LWIC).

I also work for English Language Partners as a 'Cultural Language Assistant. It's my privilege and honour to look after children whose parents are learning English in a class which most of them couldn't dream of because of the terrible refugee life in the past.

As a refugee women myself I have raised my three children at a refugee camp in Nepal and I know how important is education and to learn English to govern our new life in New Zealand.

I see smiles in every child's face when I play with them. It's not only doing my job. Helping, sharing, caring in a safe and lovely environment created by CRS and ELP to help and support refugee communities and their children in Christchurch based in LWIC is an outstanding project and task.

In particular children are so happy to be with me, we play with the toys, learn colours and listen to stories in a multicultural environment. The children are so happy to learn more and more, and it is my privilege to help and support them.

I appreciated this and from my side from my community to CRS and Living Well, we thank you all lots and lots.

God bless you CRS.

**Hanan Mender Mohamed – Bilingual Community Worker**

Hello my name is Hanan Mender Mohamed and in my role as a bi-lingual community worker I speak Tigrinya, Sudanese and Arabic. I started work last year and I enjoy working at CRS, the staff have been welcoming to me and very friendly people.

I helping the Ethiopian and Eritrean community and CRS are helping well. When people from the community need help they come to me to ask help from the social workers.

**Hanifa Mohammadi – Bilingual Community Worker**

Another stressful year because of Covid 19 , hopefully we can pass this year.

My all community are really thankful for my work that my office and my boss have done. This is because we helped them and supported them during the Covid 19 lockdown. I am very proud for what I have done in my job. I am even more proud of my boss Shirley's work and how she managed it all.

**Joseph Chhetri – Partnership Community Worker**

Partnership Community Work centres around service and support for those in need of assistance with enrolment at a general practice or medical centres including finding ways for them to get to the doctor/hospital appointments and to visit Work and Income if community find difficult to pay for the doctor such as Optometrists, Audiologists & Dentists. There are numerous challenges as a PCW as the word community itself refers to people in a place who have face-to-face contact with each other & this is my role attending clients mostly in persons in their medical appointments. However, I have also come to learn remotely after the COVID 19 where we needed lots of different ways of working.

As a PCW, I help individuals and families advance their well-being and take control of their health needs. I show opportunity to individuals and hope to communities by providing them with the support to thrive in their respective environments regarding the NZ health system. So, the other role of my position is to help CALD communities make independent by learning to catch the bus rather than waiting PCW & use some of the words in their health appointments or give the letters to show at the help desk.

Working as PCW in the wider community these are the basic role as below.

- assessing clients' needs and planning, developing and implementing educational training relevant to health and support programs
- interviewing clients and assessing the nature and extent of difficulties
- monitoring and reporting on the progress of clients if we get any referral from other agencies
- referring clients to agencies that can provide additional help
- liaising with community groups, health agencies about community issues and promoting awareness of community health.
- supporting families and linking to carer agencies for all physically or mentally disabled clients (from children to elderly persons)
- assisting young people to solve health related difficulties if they have health issues.

So, finally I would like to say that I am at CRS where we work support people from refugee and migrant backgrounds to remove barriers to their access to health care.

**Khuma Kadariya – Bilingual Community Worker**

I have been working with CRS for over two years. In a years' time I have gained so much insight and knowledge within our community. I am really grateful to work with those people who always respect each other culture and values. Working with different community's people creates very strong bonding for us to know their tradition and culture. This is my favourite place to work and grow my skills and strengths every day.

**Lauren Brunt – Clinical Social Worker**

One year into working at Christchurch Resettlement Services, in a Mosque Mental Health Social Work role, I continue to enjoy the work with its rewards and challenges. My role involves working primarily although not exclusively with female Muslim's impacted by the Mosque attacks on March the 15<sup>th</sup> 2019. This work involves educating and supporting clients with their trauma symptoms, anxiety and depression, family work as well as supporting clients with life stressors and practical matters. I am grateful for gaining this professional experience as I am learning new skills and expanding my knowledge of working with people from Migrant and Refugee backgrounds.

The client group are testament to human strength and commitment to faith and family; they also show determination to move forward as well as persevere through adversity. On a slightly different note Christchurch Resettlement Services workplace culture is welcoming, supportive and professional. It is an honour to be in this role at Christchurch Resettlement Services.

**Lauren Cordy – Childcare Support Team Leader**

The LWIC programme has moved into a wonderful new premises. The children are enjoying the warmer and bigger space in which we are providing a safe environment for the children to learn and develop their language while enhancing their wellbeing and sense of belonging.

It is a privilege to watch this and I feel honoured to be part of this process.

The children teach me many things day by day and I feel we are on a wonderful journey together in which many new experiences and development are to come.



**Maha Galal – Social Worker - Trauma support for the Muslim Communities**

I am very happy with my second year with Christchurch Resettlement Services. This has helped me supporting my community and specially the 15th of March victim families, as they have been thorough very hard times. We supported them until we went through good times and made positive memories. Like those who got their driving licence, residency, and those I supported to learn English and come closer to the community, and even helped them to find houses that suit them. I am so proud of what I have already accomplished and looking to do more through Christchurch Resettlement Services.

I am so happy about the harmony between CRS, Victim Support, MSD, Court Victim Advisors, Christchurch Foundation, ACC, Pura Pura Whetu and the Police to provide the best service for those who need it.

It was my pleasure working with you all I'm really feeling appreciative from CRS because they give the Muslim community huge support.

**Marian Hussen – Counsellor**

I started in this position in January this year. Most of my clients are referred from CRS Social Workers, General Practice and so on. Most of the people I am supporting are experiencing depression and anxiety due to a range of traumatic experiences. It is a privilege to support people during their recovering procedure. Mostly I engage with my clients to assist them to make changes slowly, to connect their heart with their mind. They are trying to move from their emotional distress to understand their triggers of their emotions, and practising strategies through their understanding also transforms them into personal growth.

I am privileged to work to be part of the CRS team who are a well connected team, with healthy and wonderful support to their clients

**Marita Perini – Administrator**

Every year I say that work has got busier .... And this year it has been busy again! Despite all that has happened this year (with Covid 19) everyone has pulled together and throughout lockdown I continued to be busy with a full work load. The ability to work remotely from home has been a great experience & very much appreciated ... and fingers crossed will become a future routine (hint, hint) J.

Changes this financial year with David Atkinson retiring and Omar Gomar coming on board has led to different ways of doing things and also to a lot of new experiences for me. I hope this coming year will be just as challenging and varied. Thank you for all the support the whole CRS team has given me.

**Maryanne Cosgrove – Social Work Assistant**

Working through COVID from home and eventually returning to the office made me reflect back to working through the earth quakes. However different scenarios, for me the same thought processes helped me to cope with the adjustments required. This time has helped me to prepare for other unknowns in the future.

For me, I really appreciated the leadership and management from Shirley during this difficult time to remain professional and keep us connected with each other for support

**Melissa Sheehan - Whānau Support Worker – Integrated Safety Response**

I have had the pleasure to work at Christchurch Resettlement Service for almost 11 years. I have been working in the role of Whanau Support Worker with the Integrated Safety Response initiative for almost 3 ½ years.

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

A big impact to the work this year has been the Covid-19 Virus as this has caused more challenges to support people in being safe due to all of New Zealand being in lockdown, which saw an increase to family harm. There were a number of things contributing to this: people being together all the time, people losing their employment, people working from home and increased alcohol consumption to name a few.

In addition to this, at CRS we all had to change the way we worked – remotely by phone, and zoom meetings instead of face to face contact etc.

With all that has happened, I have also seen the great amazing work of Integrated Safety Response and I'm very proud to be part of an amazing service as I have seen such great positive impacts on families' lives throughout Christchurch and other areas.

I have had the pleasure to support victims of violence- women, men and children to develop safety and 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 breakdown a number barriers or fears that families I support have about their situations. These collaborations have allowed a more transparent way of working with and for whanau.



**Mitra Rai – Bilingual Community Worker**

It is always hard for the refugee or migrant background people in a new country. They always have problem something on language, school and environment, meeting people and making friends. Hard to send their children to school and for themselves. Some people they didn't have idea how to read and write in their first language. For them it is really-really hard to catch foreign language and English.

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

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

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

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

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

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

**Peter De Boer – Clinical Social Worker**

I have returned to the CRS 'family' after last working for the then RRS some 14 years ago. My role has been to provide mental health support to Muslim clients affected by the March 15<sup>th</sup> Mosque attacks. It has been a challenging but rewarding role and is humbling to see how my clients deal with this adversity with such grace and tolerance. What has made my role so much easier has been the interaction and learning from my Muslim colleagues and the welcome and support from the CRS 'old hands'. I am looking forward to the upcoming working year and pleased to be working with such a collaborative team all working with the same aim of improving our clients' wellbeing.

**Qaali Mohamed – Bilingual Community Worker**

I like my work at CRS because I can help the community with many of the things that they find difficult. I appreciate the support and friendship of all the CRS staff as well. This has been especially important to me with the impacts of supporting people from the Mosque attacks – I don't think I would have got through these hard times without this support.

**Rami Elsayed – Social Work Assistant – Muslim community**

Words cannot express the amount of feelings, emotions, learnings and experience that I had since I joined CRS last years. CRS office and its team have been as a learning institute that can teach you a full spectrum of life related matters. Starting from the lovely CRS team and its management to the other side of work professionals and clients.

Yes, I have been working hard to help the victim's family with their issues and try to comfort them but at the same time I found that we've been looked after with the same amount of support if not more. So, for me it's the optimum working environment that I ever wanted to be in.

With all the challenges we had since last year after the 15<sup>th</sup> of March terror attack and this year with COVID19, I still see that we were able to help lots of families and make them feel better being beside them. It's not about giving them what they want, it's about them feeling that you are next to them and really want to help even if they didn't get what they want.

I have enjoyed all my time at CRS and it a pleasure and blessing from God being in such place "Supporting people and being supported at the same time", I can't ask for more.

**Rika Savage – Counsellor and Whanau Resilience Kaimahi**

Christchurch has had several major events over the years: earthquakes, the Mosque attack and COVID 19, and people from CALD background have been greatly affected by these events.

Since the beginning of this year, I've been able to support the people who are affected by the Mosque attack, and during the tough time with COVID 19, CRS allowed me to work remotely and keep supporting people who have been affected by the lockdown, loss of their jobs, and immigration issues.

Clients often comment me that they feel easier and less anxious when they know that CRS services are available even during a lockdown and I'm grateful to be able to provide such essential support and feel honored to be a part of the great team of CRS.

**Shelley Hou – CALD Counsellor**

I have worked as a counsellor in CRS for a few years. I am grateful for having this role to support people from migrant and refugee backgrounds. I am pleased to see most clients feeling better with their mental health after the talking therapy. Clients from these backgrounds really appreciate this service which help them better settle down in this country.

**Zeinap Hussein-Partnership Community Worker**

Hi my name Zeinap Hussein - this year my role is PARTNERSHIP COMMUNITY WORKER

I work full time, and I enjoyed working with people supporting my clients' health needs such as appointment with GP, DENTAL, HOSPITALS, W& INCOME and others. With my role as PCW I have been working with client from the Somalian Community - the referral had come from the community. I have developed a good clear working relationship with this client who has involved trust working alongside the GP and to ensure he can get to his counselling sessions. I also help to and monitor his medication ensuring he is able to get this. The relationship that Piki Te Ora has with me as they are able to let me know if they are any concerns around his medication. He had also asked me to come to his SMHS appointments at Hillmorton Hospital, and he has asked me to aware of his support system- his counselling and his Mental Health worker. He is happy for me to liaise with them if there are any concerns.

THANKS ZEINAP



Some staff at CRS celebration of Eid Al -Adha



## Poem, Sirwan Mohamadi , 2020

A reaccuring theme in my book  
To a brighter future we must look  
Muslim, Christian or Jew  
This is for all of you  
Black, brown, yellow or white  
Together we must unite  
And push back against hate  
Because there is no time to wait  
Now rise and take each other's hand  
As this the only way we can make a stand  
For all i can say  
Is that there is no better way  
To put our unity and love on display