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Board Members 2021/2022



Brenda Cromie (Chair)

Brenda was brought up in Ōtautahi and feels fortunate to have her family here.

She is a registered Social Worker Specialist Mental Health Services. She enjoys the privilege of working in mental health alongside consumers, whānau and mental health community organisations.



John Robinson

John has been in the Police for 39 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.



Lily Nabi

Lily's parents immigrated to New Zealand on a Commonwealth scholarship to study at Lincoln University. Lily grew up in Christchurch and studied a BA Hons in Psychology at the University of Canterbury. She then studied a diploma of Counselling in Health Science also at the University of Canterbury. Lily has previously worked in the family harm sector working with women from Asian, African and Middle Eastern who have experienced family harm. Lily currently works as a counselor for START Sexual Abuse Trust and is registered with ACC counselor for sensitive claims work. She has an interest in working with clients who have experienced trauma and has a strong interest in providing culturally appropriate therapy.

Farah Kosravi

Nō Iran ōku tīpuna.



I have been continuously serving the community in the past nine years since I moved to Aotearoa New Zealand having cooperated with several community service providers, NGOs and community groups such as Christchurch Resettlement Services, Interpreting New Zealand, New Zealand Red Cross, Purapura Whetu, Shakti Ethnic Women's Group Support, English Language Partners, Christchurch Multicultural Council, Network Waitangi Ōtautahi and Riccarton Rotary. In my different roles with these organisations, I have been working mostly with former refugee and migrant communities.

I have also been a member of the board of interpreting New Zealand since 2020, as well as a Board of Trustee member of Riccarton High School since 2022. I proudly joined the board of Christchurch Resettlement Services last year and I feel extremely honoured and privileged to be able to continue to serve the former refugee and migrant communities of Canterbury in this capacity as well."

Ngā mihi,

Farah K



David Clyne

I was born in Christchurch and grew up here. For the first 29 years of my working life I was a teacher. In this role I worked in several places around New Zealand. I also taught in Saudi Arabia, India, China, and Hong Kong, in schools that had up to 36 nationalities. On my return to Christchurch, I worked for the Ministry of Social Development as a case manager. Following the March 15 tragedy I joined the Ministry's team, established to support the victims of that tragedy, and worked in this for two years until my retirement.

I now live in West Melton on a small block of land with llamas, alpacas, horses, and two dogs. I have two adult children and four grandchildren. Throughout my working life I have had an interest in the different cultures of the world and joining the Board of CRS has given me the opportunity to continue my involvement with the international community of Christchurch.



Tim Williams

Dr Tim Williams,

Tim is a Christchurch based clinical psychologist. His interest in working with refugees is long standing, first working in a refugee camp in Thailand in the 1980's. On returning to Christchurch he was involved in the early days of resettlement support. In 2006 Tim volunteered with Doctors Without Borders and spent a year in the city of Nablus in the northern West Bank. Many of the clients of the service there were Palestinian refugees and all had been subject to the violent conflict called the second *intifada*. He went on to work in various UN roles in the West Bank and Gaza. This included working with UNRWA; the UN agency with responsibility for Palestinians who had become refugees in the wars of 1948 and others in the 1967 conflict.

After 10 years in the Middle East he spent 6 years in New York City which included working on consultancies in Nigeria, Sri Lanka and the US Virgin Islands, as well as desk consultancies on Middle East issues.

Tim returned to Christchurch in 2022 and practices as a clinical psychologist in the city. He also has a contract providing psychology support to an agency working with the refugee community in Ashburton. Tim is pleased to return to a role with CRS putting his various experiences to good use.

Christchurch Resettlement Services Inc.

Annual General Meeting

27 September 2023

1.00pm

AGENDA

1. Welcome - He mihi whakatau (Sally Pitama - Ngāi Tahu)
2. Brenda Cromie - Welcome to Annual General Meeting
3. Guest Speaker - Dr. Viviana Zanetti Community Development Advisor-Multicultural Christchurch City Council
4. Apologies and Minutes of AGM 28 September 2022
5. Matters Arising
6. Reports
 - Chairperson
 - Service Performance and Finance
 - Service Areas

Election of Officers for 2023/2024 year

1. Appointment of Auditor for 2023/2024 year
2. Any other business

Christchurch Resettlement Services Inc

ANNUAL GENERAL MEETING 2022

28 September 2022

Present: Adele Wilkinson (MHERC), Ahmed Tani (Refugee Resettlement & Resource Centre Canterbury), Alexandra Davids (Chairperson – Waikura/Linwood – Central – Heathcote Community Board), Anne-Marie Reynolds (CRS Member), Bishnu Pokhrel (Te Whatu Ora Health NZ – Specialist Mental Health Services), Claire Allred (MHERC), Claire Appleby-Philips (Christchurch City Council), Claudia Almeida (Refugee Resettlement & Resource Centre Canterbury), Farah Khosravi (CRS Member), Franzisca Doser (CCC – Civil Defence), Gary Watson (Christchurch City Council), Hisham Eldair (MEC), Humaira Hakeemi (Red Cross), Jo Fasheun (CRS Member and PuraPura Whetu), Karolin Potter (Chairperson – Waihoru Spreydon-Cashmere Community Board), Kate Taylor (CRS Supporter), Marcelo Gordons (PuraPura Whetu), Marian Husen (CRS Supporter), Nancy Goh (Chinese Association), Rana Arab (Refugee Resettlement & Resource Centre Canterbury), Sally Pitama (Nga Tahu), Sheryl Jackson (English Language Partners), Shona Hickey (CRS Volunteer), Suhayla Asghari (PuraPura Whetu), **Board Members:** Brenda Cromie (CRS Board Chair), John Robinson (Deputy Chair), Sally Carlton, Ali Maginess

Staff: Alastair White (ISR Independent Perpetrator Specialist), Catherine Comber (Afghani Navigator - Housing), Denise Huisman (Health Promotion Team Leader, Social Worker, Team Supervisor), Durfashan Atayee, (LWIC Tutor), Falis Jama (Health Promotion Worker), Fateme Nazari (Farsi Bilingual Community Worker), Hanifa Mohammadi (Farsi Bi-lingual Community Worker & Health Information Provider), Ji Yun Jeong (ISR Family Practitioner), Joseph Chhetri (Partnership Community Worker), Khuma Kadariya (Bhutanese/Nepalese Bilingual Community Worker, Social Work Assistant), Lauren Brunt (Mosque Mental Health Social Worker), Lauren Cordy (Childcare Support Team Leader), Maha Galal (Clinical Lead Social Worker), Marita Perini (Administrator), Maryanne Cosgrove (Social Work Assistant), Nina Black (Student Placement), Paola Serola (Administration Assistant), Qaali Mohamed (Somalian Bilingual Worker, Whanau Resilience Worker), Rana Faraj (Community Connector), Rezi Alawi (Afghan Navigator), Wubet Adem (Ethiopian Bilingual Community Worker), Zeinap Hussein (Partnership Community Worker & Health Information Provider)

Apologies: Alka Srinivasan (CRS Interpreter), Claire Gilbert (Te Whatu Ora Health NZ – Anxiety Disorders Service), David Atkinson (CRS Member), Dr Tracey McLellan (MP Banks Peninsula), Elizabeth Hamilton (Ministry of Education), Felicite Jardine (CRS Member), Goma Mishra (CRS Childcare Support), Hon Poto Williams (MP Christchurch East), Jenny Holden (Hagley Community College), Jenny Jo (CRS Interpreter), Katherine Peet (Network Waitangi Otautahi), Lily Nabi (CRS Board Member), Maggie Tai Rakena (START – RSRT), Maria Fresia (Interpreting Canterbury), Megan Kong (Christchurch Girls High School), Melissa Sheehan (CRS Member), Mitra Rai (Bhutanese Bilingual Community Worker), Molley Liu (CRS Board Representative), Nicola Grigg (National List MP – Selwyn), Nicole Graham (NZ Community Trust), Sandy Brinsdon (CRS Member), Sarah Pallett (MP Ilam), Shirley Wright (CRS General Manager), The Representative (Ministry of Youth Development), Tony Green (March 15th Victims Group), Tony McNeill (MBIE), Wahida Zahida (CRS Board Member), Weng Kei Chen (Chinese Association)

Apologies moved and accepted:

Moved: John Robinson

Seconded: Anne-Marie Reynolds

Welcome: He mihi whakatau: Sally Pitama (Nga Tahu) talked about the importance of walking alongside new refugee and migrants settling into New Zealand. Explained that the migration route of Maori, leaving DNA around the world, makes us all family. Sally Pitama also performed a waiata.

Brenda Cromie Chairperson welcomed everyone to the 30 year CRS AGM.

Minutes of the last meeting: AGM minutes of 29 September 2021 were presented and accepted.

Moved: Brenda Cromie

Seconded: Sally Carlton

Matters Arising: No matters arising

Guest Speaker:

Judi Bastin was unable to come and sent a link to her presentation. Due to IT issues this could not be shown. Brenda Cromie introduced Judi's role as Founding Member of CRS and asked everyone to look on our website for this presentation and also for the stories given for the 30 year anniversary.

Sally Carlton introduced the 30 year project on the website and acknowledged Madeleine Taylor's role in gathering the stories of key person's who had a role in CRS.

REPORTS

Chair: Brenda Cromie read her report, acknowledging the 30 years CRS has given to advocating for social justice, human rights and dignity for refugee and migrant communities.

Brenda Cromie also mentioned that Shirley Wright our General Manager has been working with CRS for 25 years and acknowledged her work in coordinating the AGM.

Moved: Sally Carlton

Seconded: John Robinson

Financial Report and General Manager Reports: Denise Huisman gave a summary of the financial report for 2021 – 2022 and also summarised the General Manager's report. Some of the staff spoke about the different service areas they work in (staff comments at back of Report).

Board Elections for 2022/2023 year:

All present Board Members were nominated and accepted onto the Board. There were no new nominations.

Moved: Karolin Potter

Seconded: Jo Fasheun

Accepted were: Brenda Cromie, John Robinson, Ali Maginness, Sally Carton, Lily Nabi and Wahida Zahedi

Appointment of Auditor:

It was moved that PKF Goldsmith Fox Chartered Accountants retain their appointment as CRS Auditors.

Moved: Brenda Cromie

Seconded: John Robinson

Other Business:

John Robinson invited attendees to enjoy the montage of photos that he had taken of CRS people over the last 30 years and events whilst we had afternoon tea.

There was no other Business.

The Annual General Meeting closed at 2.10 pm, followed by afternoon tea.

Christchurch Resettlement Services, Inc.
Performance Report
For the Year Ended: 30 June 2023



BRENDA CROMIE

CHAIRPERSON



Chairperson's Report - September 2023

Chairperson's report

Tena koutou; tena koutou, tena koutou katoa

Salaam alaykum, Namaste, Nau mai Haere mai to CRS AGM for 2023

Warm greetings to our kaumatua, Sally Pitama

Nga mihi nui for your continuing guidance through this year and for opening our AGM

Ahiah Marie—

Thankyou so much for sharing our celebration on this CRS's 31st year

Firstly I need to acknowledge our hard working, flexible, dedicated and resilient staff.

You are amazing -you bring your cultural knowledge and understanding of the settlement journey and share this with the families with whom you work. Thank you to Shirley Wright our General Manager and to our Social Work leaders across the service for your work in maintaining relationships across the sector.

It has not been an easy year with global changes, and continuing complex immigration, psychological and social issues that families face. There is also the local stresses. For example, the ongoing work with Coronial enquiry for the Mosque families, the loss of the Community Partnership contract which resulted in the resignation an experienced Community Partnership worker and the transfer of cases to new workers

The Board acknowledges the staff who have lost loved family members this year.

We acknowledge the resignation of Catherine Comber and her husband. Catherine was our longest serving volunteer and she has helped settle many families into our city.

This year we out sourced our Bookkeeping to Admin Army, our Administration staff have overseen this change with the General Manager. We have also updated our IT systems, expanded our office and group room space and updated the website Thankyou to all who worked together to achieve these changes

We welcomed 3 new Board members, Farahnaz Khosravi, David Clyne and Tim Williams

Lily Nabi resigned in July because of work and family commitments and Molley Liu our student representative returned to China, her home country

Ali Maginness has resigned this month after many years of service to CRS Board

Nga mihi nui to you all - to staff, volunteers and Board Members

No reira tena tatou katoa

Brenda Cromie

Chairperson

September 2023

SHIRLEY WRIGHT

GENERAL MANAGER



General Manager's Report - September 2023

It is my privilege to present the 31st annual service report on the complementary services provided by Christchurch Resettlement Services (CRS).

In the 2022/2023 financial year we supported 1907 people from 73 diverse ethnic communities, across 6 distinct but complementary services. The kaupapa of CRS remains unchanged from the inception of this agency, and we are privileged to be able to serve these communities.

CRS is focused on continual improvement, which ensures that we continually learn, respond and evolve with the needs of diverse communities. These processes are inherent in all we do.

Over the past 31 years, we have been able to maintain our core services, and expand on these. This year is no exception, as this foundation has continued to provide CRS with stability in these rapidly changing times. These core services continue to provide the foundation for us to respond effectively and rapidly to the major events/phenomena impacting on all of Aotearoa over the past few years.

We work hard to weave these responses into the mahi of the agency for the benefit of service users, who report high levels of satisfaction with the support provided by CRS regardless of which service they have been supported under.

We are continually inspired by the resilience of resettling refugee and migrant background people and the value they add to communities across Aotearoa.

CRS has continued to provide professional and compassionate responsive support to those impacted by the 2019 Mosque attacks. This has been made possible through funding provided by Te Whatu Ora (formerly CDHB).

In February 2023, Omar Gomaa resigned from the Accounts/Operations Coordinator role at CRS. We have contracted an external bookkeeping/accounting organization, Admin Army to provide bookkeeping services to CRS. Admin tasks carried out by Omar Gomaa have been transferred to other administrative staff.

Fatima Nazari took parental leave for the birth of her son. Her Bilingual Community Work role was covered by Mona Soltani over this time.

The Afghan Response funding ended in May 2023. This funding provided support to Afghan people evacuated from Afghanistan following the Taliban takeover of Afghanistan. Reza Alawi and Catherine Comber provided excellent support to these whanau and individuals.

In addition to her short term contract to support the above mahi, Catherine Comber has provided long term voluntary support to CRS and clients. Catherine was well supported by her husband Roger in her role.

The long term funding contract between CRS and Pegasus Health ended on 30 June 2023. Our EOI for one FTE position for the new contract was unsuccessful unfortunately. Two of our long serving staff members roles were disestablished as a result. Zeinap Hussein and Joseph Chhetri held these positions for many years. Joseph has found other full time employment, and Zeinap is currently working 15 hours per week in a bilingual community work role.

Miron Habte joined CRS as a Registered Social Worker for a period of 8 months, working in the Family Violence Social Work service area. Rana Faraj and Manal Shorrab joined the team also to provide cover for staff on leave.

While we were sad to farewell all these amazing people, we acknowledge their special and unique contributions to CRS as an agency, to the CRS team, and to CRS clients for many years. We wish them all the very best.

I acknowledge the “Knobbly Knitters” for their beautiful gifts of hand knitted woolen garments for babies and children. These arrive at CRS on a regular basis, delivered to us by some of the members of this awesome group of women. Clients appreciate these gifts of generosity from women in their community.

I also acknowledge the many donations of goods we receive from the Christchurch community for the CRS client group. We receive regular donations of exquisite fine baby knitting, clothing and household items.

CRS has been supported by 8 volunteer board members and one volunteer. who collectively contributed an average of 9 volunteer hours per week.

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.

All staff members have contributed to this report. I encourage you to read their stories about their work, as in addition to the client comments within each section of the report, 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 Brenda Cromie, Chair, for your collective efforts on behalf of vulnerable people who access CRS support.

CRS has maintained our larger funding contracts, and we are grateful to all of our contract managers for their interest in and support of our work. The positive relationships we have with all of our 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 that CRS and all our colleagues within and beyond the settlement sector provide to improve the lives of tamariki, rangatahi, and their whanau 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 - they 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 2023

Christchurch Resettlement Services, Inc.
Finance Report
For the Year Ended: 30 June 2023

Highlights of the 2022/2023 year

- **Maintaining CRS' diverse workforce and Board.**
- **Positive promotion of the services provided 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 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, or are working towards this.**
- **Participation in collaborative processes to support those impacted by the 2019 Mosque attacks, and receipt of funding required to support those impacted.**
- **Increasing the cultural diversity of staff and clients across the majority of CRS service areas.**



The Work of 2022/23

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

Bilingual Community Work – the bilingual family support team consists of eight people from the 5 of the largest refugee background communities, providing cultural, linguistic and community based support to clients and staff across all areas of service delivery, thereby enhancing access to services.

Social Work – this team consisted of social workers, 3 social work assistants, a Whanau Resilience Kai-mahi, two Community Connectors, and Afghan Response Navigator. The team members provided generic individual and family support around resettlement and acculturation issues, mental health assessment intervention and support; and family centred family violence support – all for people from refugee and migrant backgrounds. Christchurch Resettlement Services also provided three family harm practitioners to the **Integrated Safety Response (ISR)** initiative to address the safety needs of people impacted by family harm.

Psychosocial and mental health support – an integrated approach for those impacted by the Mosque attacks of March 2019. This team consists of 2 Clinical Social Workers to support those people requiring a mental health response.

Culturally & Linguistically Diverse Counselling – Two CALD background counsellors provided counselling for people from CALD backgrounds, either in their mother tongue, or with the support of an interpreter. While the focus is on mental health, the counselling team 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 – 8 staff members work 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, the promotion of positive health practices and enhancing access to positive health opportunities. Partnership Community Workers also work within this team – their role is to support refugee and background people to access primary health care. In addition to annual health expos, CRS provides a health peer education programme for refugee background communities, a women's swimming programme, a women's exercise programme, and a 50Plus social programme.

Living Well in Christchurch - Bilingual Assistant and Childcare Support Service – we continue to work in partnership with English Language Partners, who provide an English language literacy programme for primarily pre-literate refugee background women and men. CRS provided one bilingual tutor and 2 childcare support workers for the programme. The childcare support service attached to the Living Well in Christchurch programme enables mothers of pre-school children to attend the programme. Due to legislative requirements the children are cared for in the same room as their parents, and are supported by the childcare workers to participate in age appropriate stimulating activities.

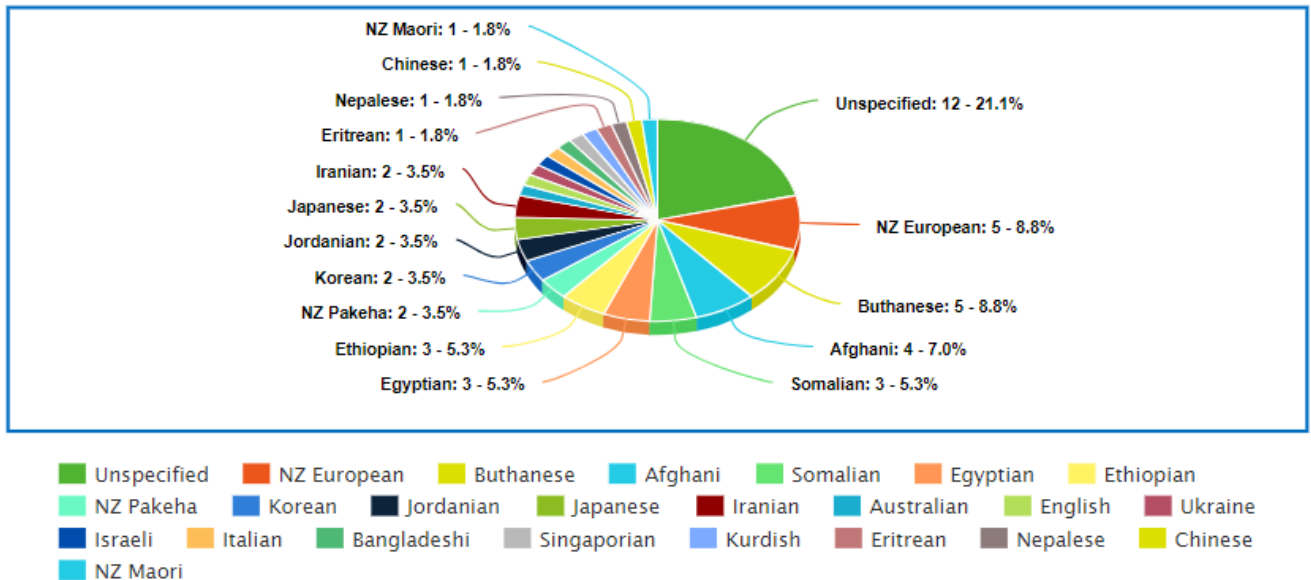
NOTE: Interpreters have been provided in all services for clients requiring linguistic support for languages not covered by the Bilingual Community Work team. **Volunteers** have supported the social work and health promotion services.



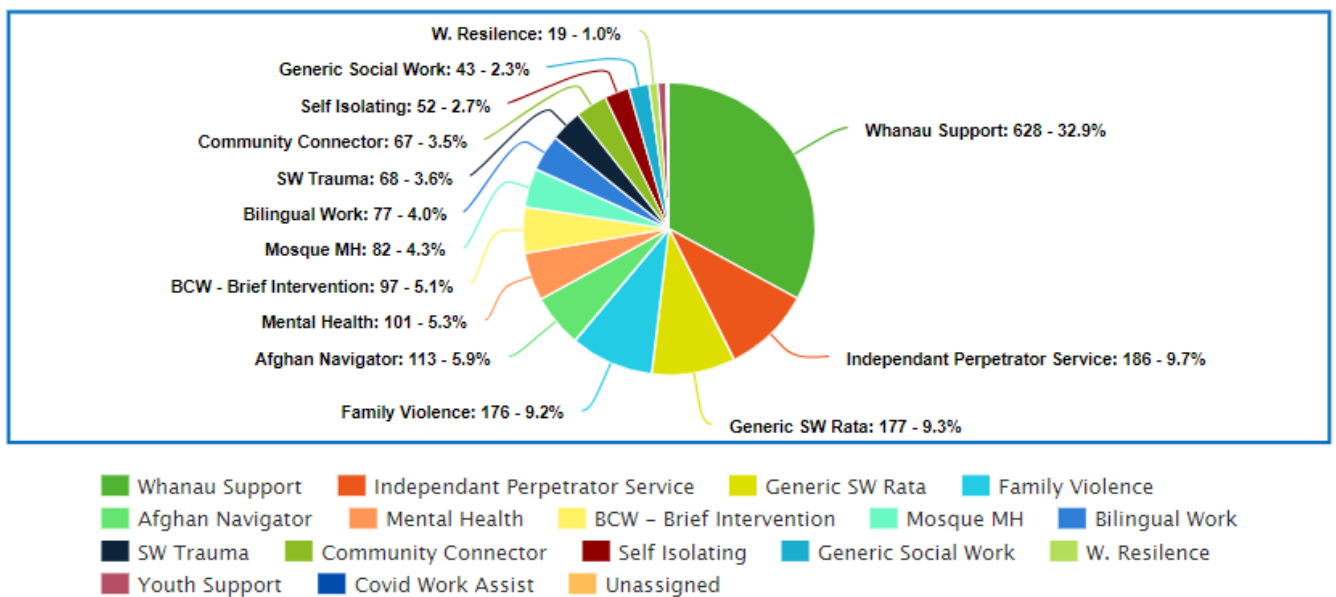


CRS statistics—2022/2023

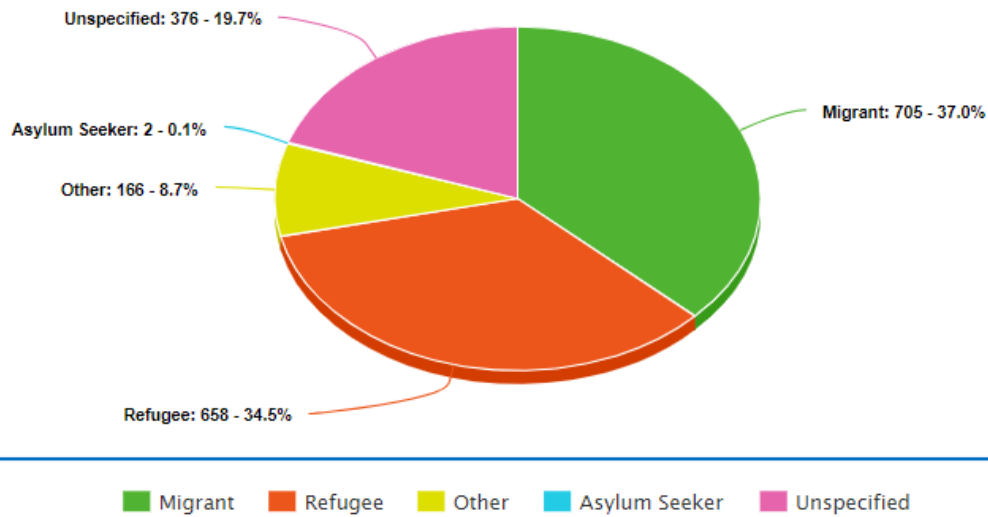
STAFF ETHNICITY



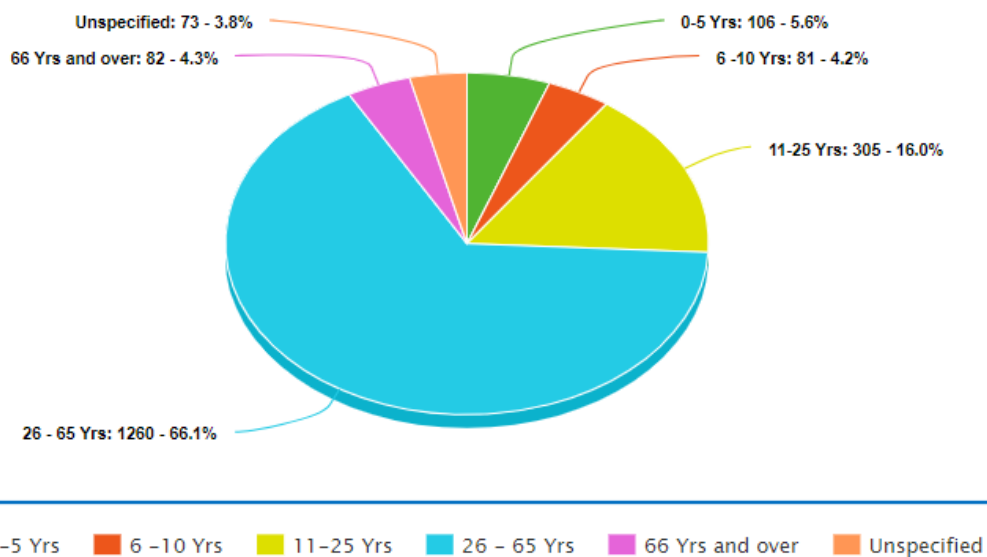
SERVICES



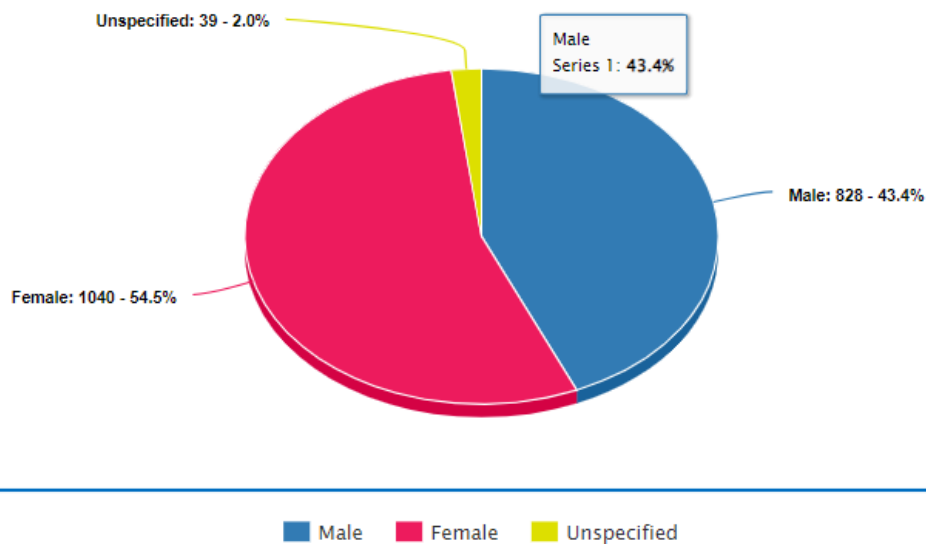
CLIENT IMMIGRATION STATUS - ALL SOCIAL WORK SERVICES



CLIENT AGES - ALL SOCIAL WORK SERVICES

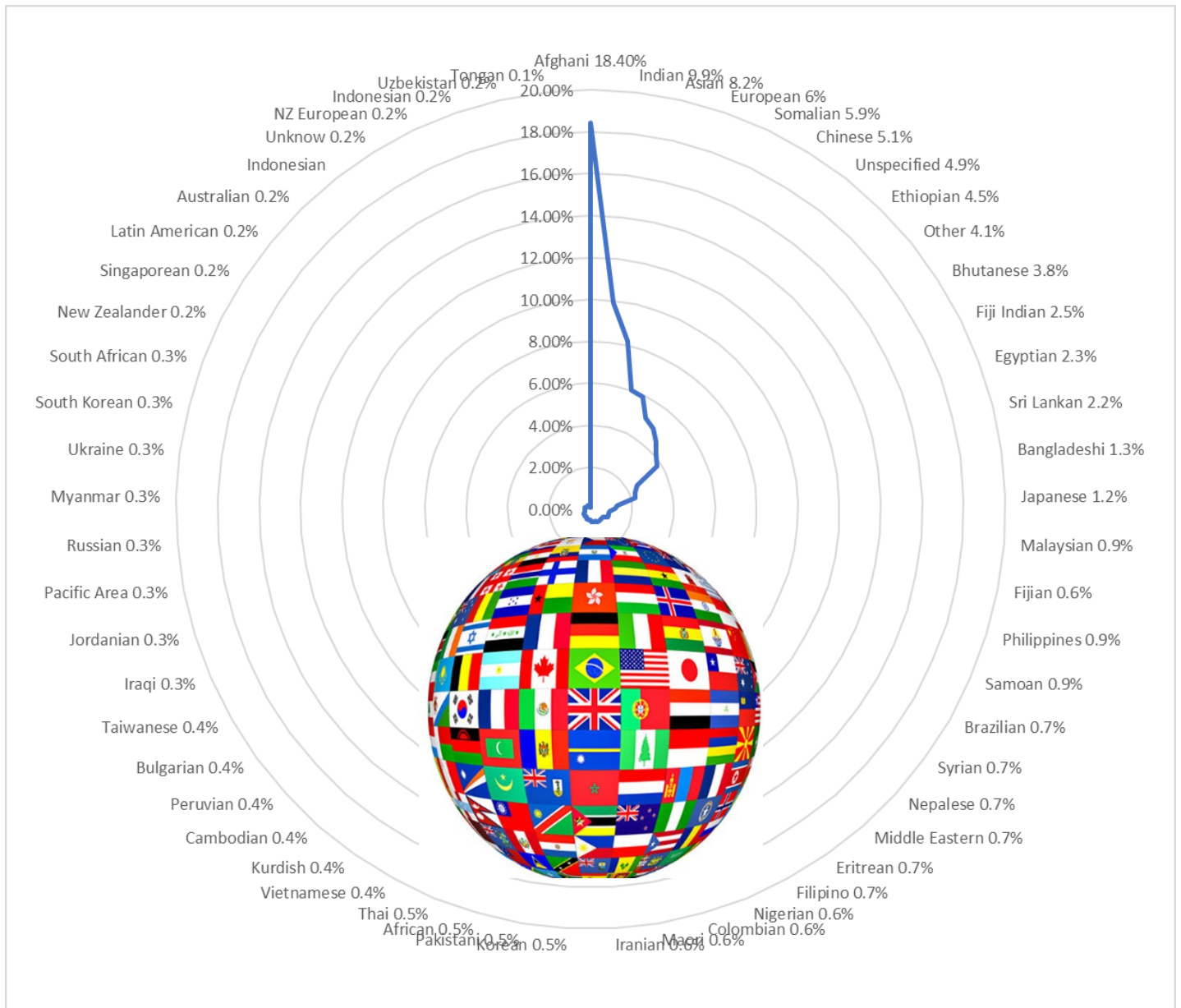


CLIENT GENDER - ALL SOCIAL WORK SERVICES



CLIENTS ETHNICITY

ALL SOCIAL WORK AND BILINGUAL COMMUNITY WORK SERVICES





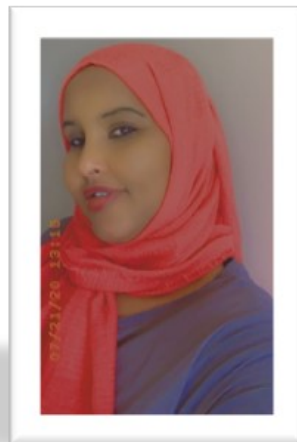
Bilingual Community Work



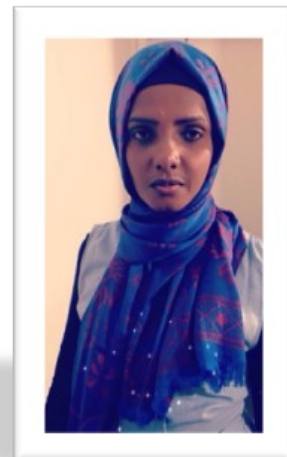
Khuma Kadariya



Fateme Nazari



Qaali Mohamed



Hanan Mender



Hanifa Mohammadi



Wubet Adem



Mitra Rai

Absent: Falis Jama

As for the previous financial year, the Christchurch City Council and NZ Lottery Grants Board have funded the majority of the costs of CRS' Bilingual Community Work team.

CRS employs eight team members who are from the Afghani, Bhutanese, Nepali, Ethiopian, Eritrean, Kurdish, Iranian and Somali communities. The team members each speak at least 3 languages, and all work part time, collectively providing 57 bilingual community work hours per week. All are respected within their own communities.

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

For languages not covered by the Bilingual Community Work team, CRS contracts a small group of qualified, independent interpreters and Interpreting New Zealand 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.

ISign has also supported CRS with professional Sign language interpreting services. We acknowledge the positive relationship we have with this organization, and Interpreting New Zealand. 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.

Six of the team members hold other roles within CRS: 5x Health Information Providers, and 3x social work assistants. 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.

The number of clients supported over the year has increased from the previous year, with 177 people supported. In addition to supporting clients and staff with interpreting or community work support, the team members have also provided Brief Intervention support for clients requiring one off or brief support.

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:

- 23% of client contacts made by the team members were in partnership with the social work team.
- 80% contacts were made independent of a social worker, indicative of the growing role of bilingual community work at CRS.
- the team supported people from 11 ethnicities.
- 45% of those supported were from the Afghani community, 19% were Bhutanese and 19% Somali.
- 61% of clients were female, and 39% male.

The team provided 250 face to face and 521 significant telephone contacts with clients over the year.

Formal feedback from clients indicated that:

100% of client expressed satisfaction with the service received, and 96% of people reported positive changes in a range of life domains. These changes were reported as follows:

- access to services - 85%
- wellbeing - 81%
- circumstances - 62%
- behaviour – 50%
- skills and knowledge – 54%
- beliefs and attitudes – 38%

93% of client expressed satisfaction with the service received, and 96% of people reported positive changes in a

Client comments:

I am very happy with CRS help. Without CRS my life would be so different and hard. I got lots of support from CRS staff.

When I got the specific support from CRS I felt like (I was) connecting with my own family after a long time .I got support from CRS – dealing with my every situation, benefit review, work, other challenging situation. CRS helped me out from my obstacles.

I am very happy with the support. I am fully trust with Staff who is helping us. Inside from our heart thanks lots for CRS. CRS helped me in most hard situations.

K is a very good person, I will say thank you very much. She support me driving and food and so on.

Pleased with service. Really good counselling with referral by staff. Services provided me right support when I needed most. I manage my emotion and attach with child with CRS services.

The team members also supported a wide range of health promotion activities over the year. 120 participants of CRS' health promotion activities were supported by the bilingual team members. Outcomes for all of these activities have been more fully reported in the Health Promotion section of this report.

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 central essential role in the credibility and success of CRS services.



“ The Knobbly Knitters”





Ji Yun Jeong (ISR Family Harm Practitioner), Lorraine Murray (ISR Family Harm Practitioner), Hanifa Mohammadi (Social Work Assistant), Manal Shorrab (Social Work Assistant), Ravit Abraham, (Social Work Assistant) Galawezh Noori (Community Connector). Inset : Alastair White (ISR Family Harm Practitioner).

Denise Huisman (Health Promotion Team Leader/Social Worker), Lauren Brunt (Social Worker/Supervisor), Rana Faraj (Social Work Assistant), Maryanne Cosgrove, (Social Worker).

CRS delivered social work support to people from refugee and migrant backgrounds under the following contracts over the 2022/2023 year:

- Family Centred Family Violence social work funded by Ministry of Social Development (MSD).
- Youth Support (Oranga Tamariki)
- Mental Health social work (Canterbury District Health Board).
- Generic Social Work (Rata Foundation).
- Continuation of the Community Connector Service (MSD nationwide initiative also designed to mitigate the impacts of Covid on communities).
- Afghan Response Navigator (MBIE) – to support people evacuated from Afghanistan after the Taliban takeover.
- Integrated Safety Response – with the MSD funded Canterbury Whanau Safety Services Collaboration.
- Whanau Resilience (MSD-funded under the Canterbury Whanau Safety Services Collaboration).

CRS social workers are all registered social workers, and maintain full membership with their professional association, ANZASW. The social work assistants have all received training in social work processes to enable them to work in a manner consistent with social work ethics and practice frameworks.

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.

The demand on our social work services has been consistently high across all contracts over the year. 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, 1908 people from 73 ethnic backgrounds were supported across all of our Social Work and Bilingual Community Work contracts/grants. Bilingual figures appear in the previous section. This total figure includes CRS' response to the Mosque attacks in March 2019. This work is reported separately in another section.

Demographic analysis of the 1908 people shows the following: 622 family members and 1277 individuals not attached to a family were supported.

34.5 % were from a refugee background, and we supported 2 asylum seeking people.

37% were from a migrant background, with a further 28.4 unspecified.

54.5% of clients were female.

43.4% were male, and 2% unspecified.

1146 clients entered the service for support, and 1291 people exited the service over the year, mainly having achieved positive outcomes for their needs. Approximately 65.5% of new referrals were for ISR or family violence social work.

51% of referrals came from ISR. 20.2% of people either self-referred or were referred through other services at CRS. The remainder were referred by 39 services external to CRS.

Activity for each social work contract is outlined below.

Mental Health

Over the past financial year, 101 refugee and migrant background clients were supported under our Te Whatu Ora/CDHB **mental health contract**, of whom 57.4% were female. 50 of these people entered the service in this period.

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, and thank the SMHS Consultant Psychiatrist and Bishnu Pokhrel, the CALD Facilitator, for their ongoing support.

CRS clients have reported positive outcomes with the support of the social work support received. 10 service users completed a feedback questionnaire in the contract period, at the 6 month review of progress and on exiting the service, 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.

100% of respondents reported positive changes in their lives as a result of CRS support.

90% reported positive changes in their wellbeing.

80% reported an increase in their access to services, and 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:

Due to the help of my social worker, my additional support are going to increase, such as, machine to produce more board for any safety.) Note this is a deaf client, he had a new vibrating fire alarm installed for safety)

Amazing, thanks for all the support you give me.

"I still alive til now." CRS has done many things to help me. I feel humble for staff member to help me stay alive, improve my MH and receive practical help, especially when it comes to knowledge, you let me know things I didn't know before. You changed my life to chase good live. I think I enjoy my life now.

Lovely, good people, friendly, understandable of people's situation and help them calm down.

Family Violence

Under **CRS' Family Centred Direct Services** contract, we supported 176 people – 85.8% of whom were supported as a family unit. 44.4% of referrals came from ISR, with 100% of these whanau engaging in a support process. 18 families and 18 individuals not attached to family entered the service in the reporting year.

4% of referrals were self-referrals by clients themselves, with the remaining referrals originating from other CRS services, community or family members, community agencies, health services, and refugees.

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 18 whanau entering the service consisted of 62 family members. 53.4% of the referrals were for females, the victims of violence. The majority of the adult men referred were perpetrators of the violence.

64.2% of the people supported under this contract were from migrant backgrounds – this is the inverse of the majority of our other services. ISR continues to provide a gateway to support for migrant background experiencing family violence – support they would probably not have been offered without ISR.

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. 11 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:

100% of clients engaged with the service reported satisfaction with the service received.

91% of the clients who completed the feedback questionnaire reported positive changes as a result of CRS support.

The following positive changes were reported:

- 18% reported positive changes in their overall circumstances.
- 82% - better access to supports and services.
- 82% - increased knowledge and skills.
- 64% - enhanced wellbeing.
- 36% - positive changes in their own or a family member's behaviour.
- 45% - positive changes in their own or a family member's beliefs and attitudes.

The majority 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:

I have improved my self-confidence due to the info and support provided by CRS.

I was so pleased to be referred to CRS when I am at the most down in my life. M. has helped me so much during these couple of months. Thank you very much.

Most positive aspects, gave me confidence, shouldn't give up happy someone to listen to me. Helped my attitude to look at positives because my behaviour change. I am more confident and not allow people take advantage of me. Helpful support from CRS and interpreter support.

Increased knowledge and confidence to feel safer. I didn't have any legal knowledge. Husband knew I didn't have support, now he knows I get support this negative behaviour has decreased.

Before he knew I was isolated and abused me. He really care I am talking to others.

As with Mental Health, participant feedback on the health education programme on Family Violence and Healthy Relationships is outlined in the health promotion section of this report.

Integrated Safety Response

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, Home and Family, Arawhenua, and South Canterbury Women’s Refuge. The objective of ISR is to “make 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 584 referrals for victims of family harm, and 160 for those who use violence. Quite a small proportion of these people engaged in a support process, but contact was either made or attempted with each person.

73.1% of the referrals for people who use violence were migrant background, and 12.5% from refugee backgrounds. The remaining people held a range of temporary visas.

14.4% of the victims referred were NZ born. 33.6% were from a refugee background, 18.5% from a migrant background and 47.9% were on a range of other visas.

59 ethnicities were represented for both groups of people,

We can report that the majority of people who did engage with a support process reported feeling safer and having a greater 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.

Whanau Resilience

This mahi strengthens and is strengthened by our broader work around family harm.

We employ a 0.5FTE Kaimahi in this role, to support whanau to develop long term recovery from family harm. 2 of our collaboration partners also employ Kaimahi, as do other services working with ISR. The collective kaupapa of this initiative is to deliver programmes to enhance whanau resilience and reduce family harm, with small numbers of whanau provided with intense support for their needs – 7 whanau were supported in the reporting period comprising 12 family members.

Youth Support

This contract provides funding for a 0.4FTE. 10 children/young people and their families were supported by CRS over this period, 58.8% were from a migrant background, the remainder were from a refugee background. 7 ethnicities were represented. 7 whanau members were also supported alongside the young people/children.

The CRS staff members supporting whanau reports positive interaction with other services in their work with the child/young person and their whanau.

We received 4 feedback questionnaires from the young people. All 4 were satisfied with the service provided by CRS, and all reported positive changes resulting from CRS support. All reported a positive change in their circumstances.

Generic social work support

177 people were supported with funding provided by Rata for generic social work support. Referrals originated from 35 external organisations as well as CRS staff members.

57.6% of clients were female, 52.5% were from refugee backgrounds and remainder from migrant backgrounds and a range of temporary visas.

30 ethnicities were represented.

Client feedback questionnaires showed that 100% of clients reported satisfaction with the service received. 100% also reported positive changes as a result of the support from CRS:

50% reported enhanced access to services and support

88% reported improved wellbeing.

38% reported positive changes in their circumstances.

50% reported positive changes in their skill base and knowledge.

13% reported improved behaviour.

88% reported positive changes in their beliefs and attitudes.

Client comments were positive:

I am very happy, very thankful CRS done lots for me.

I am happy when CRS worker comes to visit and phone me. I talk about my sons, I worry then I feel good.

Please continue help and support individual needed a support. God bless you all, thank you so much.

L. has been amazing. A good listener and problem solver. Comes up with different possible options that helps me immensely as I am not aware of the way NZ system works.

Community Connector

The MSD funder Community Connector service continued with 1.5FTE. 67 people were supported with a range of issues and a further 52 people were provided with essential support while self-isolating from Covid.

61.2% of clients were female, 73.1% were from refugee backgrounds and 22.4% from migrant backgrounds, the remaining 4.5% were on a range of temporary visas. Presenting issues were broad and varied. 16 ethnicities were represented.

Of the 11 whanau who completed a feedback questionnaire, 100% of clients reported satisfaction with the service received. 91% also reported positive changes as a result of the support from CRS.

100% reported increased access to services and supports, and 82% reported an increase in wellbeing – both outcomes are at the heart of this service.

Client comments were positive:

You helped us around everything with filling the forms, calling different services, helping with transport.

I am so happy with CRS help, they are supporting us a lot.

CRS helped a lot, I got a house through CRS support.

Thanks for your support, and thanks K. you are really nice

Afghan Response Navigator

CRS continued to provide support to people evacuated from Afghanistan under New Zealand's Afghan Response programme, following the Taliban takeover. This service was funded by MBIE and ended on 31 May 2023. The focus of this service was to support people evacuated to New Zealand with navigation to access the supports required for a successful resettlement and integration into Otautahi/Christchurch.

Our navigators have been successful in maintaining ongoing contact and support with 34 whanau (113 individuals) settled in Otautahi/Christchurch. 742 contacts have been provided by our paid and unpaid (volunteer) team to connect people to services and support they require to settle well. All whanau are enrolled with a GP, and all children are enrolled in school, with many adults also enrolled in English language programmes. Many of the adults participated in Red Cross Pathways to Employment seminars to assist in seeking employment.

8 whanau provided formal feedback, with the following outcomes:

100% of people were satisfied with the service provided

87.5% reported positive changes as a result of CRS support

100% of respondents reported increased wellbeing.

88% reported increased access to services and supports

75% reported improved circumstances and behaviour respectively

63% reported improved skills and knowledge, as well as more positive beliefs and attitudes.

Client comments are inspiring:

We are very happy with the work and help you did with us.

I and my family being helped very well with the resettlement in Christchurch. Thank you so much we still need your help.

Very thankful, I been helped with my resident visa, GP, benefit, furniture. I feel very happy and welcomed to NZ. Thank you very much CRS.

Thank you very much CRS. The big help was my permanent residence visa. I am so happy, feel like I am a part of NZ community.

We are extremely grateful to Reza Alawi, Catherine Comber and the Christchurch Afghan Community for assisting this cohort of very vulnerable whanau. Thanks also to those of you who accepted our support. It is inspiring to witness the positive outcomes achieved by you all.

Whanau wanting ongoing support from CRS at the end of the MBIE contract have been absorbed into other CRS services.

Catherine Comber, Reza Alawi
(Afghan Community Navigators)





CALD Counselling Service



Pegasus Health (Charitable) Ltd has continued to fund the CALD Counselling Service. CRS also provides counselling services to people referred by Right Service Right Time.

Shelly (Lijie) Hou and Rika Savage have continued their fee for service contracts with CRS under this contract. 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, and 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 work with their clients at the CRS office. While the major focus of the service is mental health, the counsellors also provide counselling around acculturation, 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.

Over the financial year, the counsellors supported 149 individuals (Pegasus Health funded) and 7 young people funded by Right Service Right Time fee for service. 28 ethnicities were represented, and the counsellors provided an average of 52 appointments per month. The ages of the clients ranged from 12 years of age to 80 years of age.

Referral sources were in the main from self-referrals (14.1%), General Practice and other health services (24.5%), and the CRS ISR service (19%). 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.

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



Maha Galal (Clinical Social Work Leader) and Lauren Brunt (Social Worker/Supervisor)

The impacts of the Mosque attacks are deeply felt by all CRS clients of the Muslim faith. We also note and acknowledge the impact on all CRS clients as a result of the attacks on faith and diversity.

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 is privileged to contribute to the recovery of those effected through the continued funding provided by Te Whatu Ora (formerly CDHB). The CRS 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.

Over the reporting period, we were funded to provide 1.5FTE clinical social work positions. The social workers filling these roles continued to work as a team to ensure that the continuum of presenting needs of clients were appropriately addressed. We have worked in partnership with other services supporting the communities, in particular MSD Kaiwhakaoranga Case Management Service, Pura Pura Whetu, Court Victim Advisors, ACC, Victim Support, Coronial Services 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 Te Whatu Ora across all of this mahi.

In the reporting period, CRS has continued to work in partnership with the Anxiety Disorders Service (ADS) in planning for therapeutic groups for affected men and women – the participants from previous groups reported positive outcomes from the group.

83 people from 16 ethnicities were supported by the clinical social workers team around their mental health needs, of whom 63.9% were from a refugee background, and 43.4% were male.

Collective outcomes noted by clients completing a feedback questionnaire demonstrated the following:

100% of people expressed satisfaction with the support received.

- 100% reported positive changes arising from CRS support.
- 27% reported positive changes in their overall circumstances.
- 53% - improved access to supports and services.
- 20% - increased knowledge and skills.
- 27% - enhanced wellbeing.

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

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 (Health Promotion Community Worker)

Zeinap Hussein, Joseph Chhetri (Partnership Community Workers)

Absent: Denise Huisman (Team Leader), and Hanan Mender (Community Worker)

Te Whatu Ora (formerly Ministry of Health) 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 Te Whatu Ora 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 programs.

The Pegasus Health funding has supported 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. She is supported in this work by Falis Jama and Hanan Mender, as well as the bilingual community work team as needed.

497 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 5 members, with 2 new people recruited over the year.

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 staffmember 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 mother tongue. Presentations are also provided at the Living Well in Christchurch programme for the Bhutanese and Afghan learners.

The team delivered the following topics to their communities: Digital Safety, Alcohol and Drugs, Parenting/Supporting your children with emotional regulation – young children and teenagers, Family Harm, Mental Health and Wellbeing, and Infectious Diseases. Some of these topics were still being delivered to communities after the reporting period ended.

Across the 7 ethnic groups participating in the peer education programme, an average of 99 people participated in each health topic seminar. 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 the diverse range of health practices shared by the participants of these programmes. Participant feedback is gathered from each HIP session, with 100% of participants in the community sessions reporting improved health/knowledge and/or wellbeing as a result of participating in the HIP sessions. Participant comments have been overwhelmingly positive for all of the topics.

The family violence and mental health modules are delivered on an annual basis and our observations regarding the tracking of the feedback over a long period of time continues to demonstrate that there is a growing acceptance that these topics must be acknowledged and understood by community members in order for people to seek help. It remains a privilege to read this feedback, which is honest and at times quite raw.

For all topics delivered, participants have continued to not only demonstrate an increased understanding of the topic, but also an indication of an intention to change behaviours that negatively impact on the health of the participants and their families. Feedback from the topics illustrates this well.

The **Mental Health** topic was delivered to the HIPs by our Health Promotion Team Leader, who is a registered social worker.

Participant comments from community sessions:

I know more about mental health now and can see it when it is happening.

I will share my learning with my family and community, we need to know this and that we can get help.

Refugee people have sad life, this information helps us know what to do.

The **Family Violence and Healthy Families** topic was delivered to the HLPs by the Police Family Harm team, the HLPs in turn delivered the information to their communities in the mother tongue. Participant comments are thoughtful and appreciative:

- * *I learn about healthy relationships in a NZ way.*
- * *Our children are special, and family violence hurts them for a long time, we need to protect them.*
- * *We learn that family harm can affect everyone in family and there are many types. I will share what I know now with other people.*

Partnership Community Workers (PCW)

Zeinap Hussein and Joseph Chhetri have held the 2xFTE positions for this service at CRS.

The team was part of a Christchurch wide health initiative funded by Pegasus Health (Charitable) Ltd where PCWs were 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 contract for PCWS ended on 30 June 2023 with a different type of service offered to assist people to access health services. CRS was not successful in our tender for a contract.

We acknowledge the wonderful mahi provided by all of the PCWs across Christchurch, in particular Zeinap and Joseph. We were sad to see this service end.

Clients requiring support beyond 30 June 2023 have been absorbed into other CRS service areas.

The team supported 163 people from 23 ethnicities over the year. 44% of clients were female.

The majority of the PCW clients were from refugee backgrounds and had limited social support in their own communities and families.

The team members reported 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 was 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 supported their clients to understand their own health needs and conditions, medications, and assist them to access other supports available to them.

Population based activities – Community Connectedness

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

Pre-School Children

We held the first annual **Under 5's and Parent's Expo** since Covid. Unfortunately, the numbers of parents attending were low, with 22 people attending.

We have reviewed our processes for this event and for the Ladies Health Day which also had low numbers attending. We have developed a new communication plan to publicise the events more widely.

68 % of the participants provided formal feedback on the day, with 100% reporting that they enjoyed the day and that they had learned new information. New learning focused mainly on the Fire and Emergency presentation on fire prevention and safety. CPR and Water Safety were also prevalent in the feedback.

Comments:

Everything I learned is very helpful.

The Parenting session was really good.

I enjoy getting more idea about parenting, brain development, health and safety and involve voting.

Be safe in kitchen when cooking, to be consistency with children and many more I learned.

Good on CPR, safe in kitchen, involvement in voting, safe in beach – all good.

The feedback from the health and social service providers supporting the event was positive in spite of the low numbers of parents participating. 88% of services reported that the event was a positive experience for their service.

Women

The Pegasus funded **Ladies' Exercise to Music** programme has continued with a real commitment from the women participating in the programme.

The Monday sessions are held at Te Pou Toetoe: The Linwood Pool, and the Thursday sessions are at The Harvard Lounge Wigram, 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. Jumayah Jones and Dee Owers continue to provide excellent tuition to the women.

67 different individuals attended over 109 sessions with a total of 775 attendances. 16 ethnicities were represented at the programme. Ages ranged from 18 years of age to 70 plus.

It is an absolute pleasure to observe the joy and social connection that the women exhibit at the sessions.

100% of respondents to the formal feedback questionnaire reported that they had experienced positive changes in their health. Changes noted included improved social connection, reduction in somatic complaints, improved flexibility, weight loss, improved breathing, and improved motivation for other physical activities.

The social aspect of the programme has a positive impact on the women, as much as the activity. Many commented on appreciating time spent with other women.

Comments:

I lose weight, I can walk and I can take good breath.

All I like but sometimes I find it difficult.

I feel good after the exercise.

Changed my mood better.

Good sleeping at night.

Activity good for head back pain for good.

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 on-going commitment to providing access to women who are not able to swim in public due to religious and cultural reasons.

There were 68 swimming sessions held over the year. 62 different women and children from 18 ethnicities participated with ages ranging from young babies upwards, with a total of 494 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. Formal feedback questionnaires indicated the following:

100% of respondents reporting that they enjoyed the activity, and 100% of respondents reported positive changes in their health.

Areas of improvement in their health noted by participants include improved mood, improved physical health, feeling more active and stronger/fitter, and appreciating the opportunity to learn to swim and to socialize with other women and children.

Comments:

I fit Monday (after swimming day) the good work and nice all my body.

About good for body and good for sleeping.

The feeling of water is good.

Exercise, play, swim, active, release exam stress.

Very enjoyable the body is very good, and health.

I feel lot better after swim. I finally learn to swim.

Like the exercise, the community.

CRS Ladies Health Day 2023



The annual **Ladies' Health Day** also had low numbers of attending. 29 women attended, 50% of whom provided formal feedback, the quality of which is consistent with informal feedback on the day.

100% of participants reported that they enjoyed the event, and 100% indicated that they had learned new information.

New learning focused largely on the Brainwave Trust workshop which provided good information and research on how experiences impact on the brain development in children. Other participants reported that they learned new safety information to prevent fires in homes, and others indicated that the family violence presentation by the Police was helpful. A small number of people reported that they learned a lot from all of the services present.

39% of Service Providers provided formal feedback on their experience of the day, with 86% of respondents indicating a positive experience overall. The remaining 14% indicated that the less positive experience was created by their own preparation for the event.

A number of those responding noted the value of participating, not only to engage with a hard to engage population, but also to be able to collaborate beyond the event with other services present.

Issues included the low numbers of attendees – we had a large number of invitations returned to us, which suggests quite a number of women on our database have moved. As for the Under 5's expo, we recognize that we needed a more robust communication plan, which we have developed following the latter event.

Comments from the participants:

We learned about the election and voting.

Information in my language about children brain development.

Like the hospitality of CRS.

Engaging diverse community with bilingual support.

Appreciate support with the children so parents can learn peacefully

Older People

50Plus Walking Group

The walking group for older adults has continued 1x and at times 2x per week, two hours minimum each session. Interest continues at a low level, but we continue to promote it. 5 Somali people have consistently participated in the group - 3 women and 2 men.

We provided 72 sessions, with regular attendances, with a total of 305 attendances over the year. The activity is not weather dependent as the group modify their destination according to the weather on each session day.

All of the participants report enjoyment in participating and positive impacts on their health/wellbeing:

Comments:

Good healthy body.

Good sleep, all muscles working.

Walking good and the people.

I lose 3 kilo, happy with this.

Although numbers remain small the Walking Group is providing a positive activity for those participating.

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.



CRS Staff Christmas Celebration





Childcare Support, Bilingual Tutor

Living Well in Christchurch—LWIC



Goma Mishra (Childcare Support Worker) and Lauren Cordy (Childcare Support Team Leader)

Living Well in Christchurch (LWIC) is provided by English Language Partners and has been in existence for many years. 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 preschool children to attend the programme. The New Zealand Lottery Grants Board has provided funding for these 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 has continued to operate from the ELP home base in Manchester Street.

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.

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.

8 children attended the childcare support service over the reporting year. The ages of the children ranged from 2 years to 5 years of age. The children are from the Afghan, Ethiopian and Bangladeshi 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 46 learners over the year. LWIC provides an excellent, quality learning experience for the learners, and all students are progressing well. The learners supported with child-care support over the reporting year would not have been able to attend LWIC if the child-care support was not provided. 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 some of the Health Information Provider programme health topics to the learners.

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

The collaboration between CRS and ELP is enabled by the commitment of Sheryl Jackson 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



Paola Serola (Administration Assistant) and Marita Perini (Administrator)

The admin team at CRS consisted of Omar Gomaa (Accounts/Operations Coordinator), Marita Perini (Administrator), Paola Serola (Administrative Assistant) and the General Manager. Lauren Cordy joined this team in May 2023, after resigning from her position as Childcare Support Team Leader.

Our Accounts/Operations Coordinator resigned from CRS in February 2023.

CRS has contracted Admin Army to provide bookkeeping services, with Marita providing some of the bookkeeping processes.

Marita, Omar, and Paola have all provided administrative support to the CRS Board, Manager, and staff. Maryam Sharifkhani volunteers her time to ensure that the CRS website is current and relevant – thanks to Maryam for this important task, and to Sally Carlton who provided this support previously.

Of special note, from 1 July 2022, CRS increased the office space to provide adequate space for staff and clients. This has required additional IT support provided by Beva Computers. We have also replaced a number of older PCs and laptops. Acknowledgement to BEVA Computers for their IT support and guiding CRS through all of the above and the move from a fixed server to cloud based processes.

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, and the ISR Operation's Group on behalf of the collaboration.
- Participant in the Quota Refugee Interagency Meeting facilitated by Pura Pura Whetu
- Member of the Christchurch Housing Forum
- Membership of the Right Service Right Time and Te Whiri Ora Advisory Group to provide advice and information around the needs of culturally and linguistically diverse families in services provided
- Member of the Canterbury Family Violence Steering Group
- Member of the Kaiwhakaoranga MSD Case Managers' Operations Group
- Representation on the Canterbury Elder Care Forum, and the Refugee and Migrant Elder Care Forum
- 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 2023/2024

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 Right Service Right Time and Te Whiri Ora — the collective responses to the needs of tamariki and their whanau
- Contributing to the family violence Integrated Safety Response initiative.
- Continuing to collaborate across service sectors and support groups for the benefits of all communities
- Consolidating positive relationships with other service providers and forming new relationships.
- Nurturing our relationships with refugee and migrant communities, and the Faith 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.



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/Interns 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 Brenda Cromie for her 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 Otago/Christchurch and across Aotearoa/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. We at CRS are privileged to observe the compassion and aroha in our country.

**Shirley Wright
(RSW, MANZASW)
General Manager
September 2023**



CRS staff members comment...

Alastair White – Perpetrator Specialist – ISR

CRS's contribution to the Integrated Safety Response Family Harm space has continued to evolve and grow over the past year. Family Harm remains a complex, challenging dynamic, and I am proud of the contribution the Christchurch Resettlement Services' ISR team has made to providing culturally competent response to this challenge.

The ISR team reach out to survivors and perpetrators of Family Harm in the most difficult periods of their lives. These clients must negotiate these traumatic situations while also facing the challenges of resettling in a new country. We acknowledge their courage in accepting support and believing change and a better life are possible.

As always my thanks to the Shirley, my CRS colleagues the board and our partners in the sector for their ongoing support in undertaking this work

Galawezh Noori – Community Connector

With my role as a Community Connector I have learnt a lot meeting new people, new services and visiting wider community organisations.

All this makes me feel happy and excited plus encourages me to work harder to do the best for clients of our service.

All our clients are people from refugee and migrant backgrounds, with high need of support. When we support them they are able to settle better in the new country, and in the long term we help them to be independent and contribute to society with all the achievements they have gained.

Lauren Brunt – Clinical Social Worker /Supervisor

I am grateful to work for Christchurch Resettlement Services and to support the Muslim community as well as a number of non-Muslim clients. This is my fifth year working for CRS. Earlier this year I seriously considered moving into private social work practice but after some reflection I realised I didn't want to leave supporting those in the Muslim community who have ongoing mosque attack related trauma, mental health issues and stress. I believed this is especially important with the Coronial Inquest Inquiry into the Mosque attacks in October.

The clients I work with reflect the strength of humanity, a belief and trust in life improving, and that challenges and faith can build resilience. I feel privileged that my clients trust me to help them to overcome the obstacles they face.

As well as deciding to continue to support CRS clients I also decided that I want to continue to support the people I supervise at CRS. I am pleased that I changed my mind and have stayed put in an environment which as Clinical Social Worker is enriching and supportive.

Fatima Nazari – Bilingual Community Worker

Kia Ora!

My role is Bilingual Community Worker. I am involved in interpreting for CRS staff and clients who need to connect with each other through English and Farsi languages, and I also do some practical social/community work for some clients.

I have been with CRS for over a year, and I feel like I am taking steps into the right path in my life. It is so rewarding to see the positive changes in clients' lives, and to wipe off their tears and worries and help them lead happier lives.

Working at CRS has been such an amazing journey. I feel privileged to work alongside such a professional team. This has given me an opportunity to further develop my skills through interactions with both my colleagues and clients.

Wubet Ahmedin - Bilingual Community Worker

Christchurch Resettlement Services is my home and my family. I wish the same for all people coming to Christchurch – everyone is welcome at CRS. The staff are kind and professional.

I hope CRS will be around for ever, because people need help when they are resettling and CRS does this so well.

Hanan Mender – Bilingual – (LWIC)

I am pleased to be working with CRS for years.

A big thanks to our Manager she is a lovely, very kind boss.

Falis Jama - Health promotion Community Worker

The Ladie's swimming group is good especially when we have lessons. We have about 15 people coming each week. They say it is good for their muscles, helpful for their aches and they always sleep well after it. The children that come also love coming. Is a great activity for them to have quality time with their mums.

Zeinap Hussein - Partnership Community Worker/ Health Information Provider/Bilingual Community Worker

Hi, I am Zeinap I fell grateful to be here CRS after my full time work of Partnership Community Worker ended up. So CRS offered me part time Bilingual work.

I feel Proud of what CRS brings to the Community and feel proud to be part of it.

I hope to help those who need our services and provide them with the support they deserve.

Thanks for all our staff at CRS and our Manager.

Zeinap Hussein

Maryanne Cosgrove – Social Work Assistant

Client X has given me her consent to tell in part about her and her children's journey to end an abusive relationship. X had been receiving support off and on since 2017 after being referred to CRS by services concerned about family harm happening. Initially, engagement was intermittent, at times not engaging at all, X was also receiving regular support from Plunket. X had been encouraged to contact CRS if future support was needed.

Services continued to refer X to CRS with her consent and over this time X would become familiar and increase her trust and confidence to stay engaged with CRS with the ongoing support from Plunket, working in collaboration. During this time X disclosed the full extent of the abuse she had been receiving from her now ex-husband since her arrival in NZ. Her safety plan was adjusted appropriately for her situation, and X with additional confidence also made her own plan when and how she was going to leave the relationship with her children for a better life.

At the current time X and children are safe, happy and have plans. X has since contacted CRS for brief intervention support to finalize some matters and had supported her friends with referrals to CRS for support.

Hanifa Mohammadi – Social Work Assistant /Bilingual Community Worker

I have been working as a bi-lingual worker at CRS since 2010, and as a social work assistant since 2019. I am happy and proud of both my boss Shirley, and myself. Thanks to her, I have been able to secure two unique jobs.

I thoroughly enjoy both of roles, although they can be challenging at times. However, Shirley and all my colleagues provide unwavering support and assist, ensuring that I never feel lonely. We work together as a close family.

My wish is to retire from CRS, as it has been a fulfilling and rewarding Journey for me.

Manal Shorrab – Social Work Assistant

I have started working with Christchurch Resettlement Services (CRS) 9 months ago. I'm very lucky to work with such a friendly, helpful and kind team at CRS that makes me truly feel that I belong. I have more recently started working with the family violence team which has been a great privilege especially given that we get to make a positive difference in people's lives.

Every day I learn something new at CRS, and the team is always happy to share their wealth of experience and knowledge to make every day better for our communities.

I am working on my Social Work Registration, as I qualified as a social worker in Egypt.

Paola Serola – Administrative Assistant

My second year at CRS. It has been a tough year, quite tight. The Covid still around did not help, but finally, now feels like a different season of life.

Clients did not stop to come over and get help.

CRS's clients are widely diverse in culture, language and need. CRS must not only respond to people seeking help but many other different people. Ranging from clients in need, to Government stakeholders, donors and public authorities, this means not just those who use our services but a wide range of clients, plus volunteers and students.

Again, in this annual report the stats and feedback speak for themselves. CRS did very well.

Unfortunately, this year I saw colleagues leaving CRS because the funds ran out, and it was sad to say "goodbye" to them.

CRS certainly has external aid, but this external aid of private and public Grants is not enough because, for some groups, it is scarce, and it threatens the human resources of this organization, which are precious.

CRS continues to rely on all forms of funding and support in order to continue the high level of response we provide.

Maha Galal – Clinical Social Work Leader-

I am honored to have served the Christchurch community for four years through my role as a social worker at CRS. Each day, I continue to learn from every client, and every challenge we face in supporting them contributes to a valuable experience. I believe that my work as a social worker is a collective gift that enables us to provide assistance to those in need, drawing from our personal experiences of seeking support upon arriving in New Zealand.

I am filled with gratitude for the unwavering support CRS receives from various agencies, as we recognize that this endeavor is not achievable solely through corporate assistance. Working alongside an exceptional team is a stroke of luck, as each member possesses a strong professional background and a heart of gold. This team is genuinely dedicated to lending a helping hand. It's crucial for this work to be driven by more than just a job; it requires commitment beyond the professional realm.

Rana Faraj – Community Connector

I feel proud and accomplished to continue working with CRS. My first year was full of enthusiasm and development, and it was great to cover many fields.

I worked as a community connector, worked in health promotion, a social work assistant and in Whanau Family Resilience.

I consider myself lucky to take this opportunity to gain more experience. I hope to continue with the same enthusiasm and move activity this year as well to help those around us move forward. It is a great feeling when we see the people we help walk forward with strength and confidence.

Ji Yun Jeong - Family Harm Practitioner – Integrated Safety Response

I have worked as a Family Harm Practitioner at Christchurch Resettlement Services for around a year. It has been grateful working with such a wonderful team and colleagues. My new role has given me great opportunities to grow personally and professionally by supporting a victim and their family to meet their needs and make sure their safety so they can enjoy their life without any harm.

Denise Huisman – Health promotion Team Leader

Last year we hosted a Health Science student from Ara, who conducted a health awareness study with 35 of our clients.

I was quite shocked at the results. The survey found that this group of newly resettled people had very limited understanding of the general healthy eating guidelines or the general physical activity guidelines set by the Ministry of Health – now Te Whatu Ora. This is important information for resettling people to keep healthy in a New Zealand environment.

The Health Information Providers were able to provide information on these guidelines to their communities.

I realised again the importance of the CRS Ladies Health and Under 5 expos especially to those with little English who have no other way to increase their understanding of health matters. It is so important to include the major Waitaha health providers every year in these events, so clients have the best chance to have basic health information reinforced. Health Information Providers deliver the information provided by a subject matter expert in a small group conversational style in the mother tongue of participants, so that they feel safe to ask questions and share concerns.

Khuma Kadariya - Community Connector/Bilingual Community Worker

This is my second year working in a community connector role at Christchurch Resettlement Services. I have had an amazing experience meeting with new people and working with many organizations and trust working together. I am grateful to be here with this amazing team and helping our communities together.

Marita Perini – Administrator

Another challenging year has flown past. Lots of changes to keep me on my toes!! Thanks to all the support I have received from the Staff over these changes.... It's been great. A big thank you to Paola for being my wing-man ... it's been great having you there. Recently Lauren & Barbara have also stepped up to help with the never-ending administration. Thanks to all.

Qaali Mohammed – Muslim Community Support Worker/Bilingual Community Worker

Assalamu Alaykum, my name is Qaali Mohamed, I have worked with Christchurch Resettlement Services for more than a decade, my roles within CRS, has been Bilingual worker, Social Work Assistant and Health Promotion worker, and for the past year I have become a Kiamahi Whanau Resilience worker.

I have loved working at CRS, it has given me the drive to give back to my community in ways that others can become self-reliant. It also is extremely rewarding to see how clients have built themselves. This year my new role has given me an opportunity to help the wider community which entails other ethnicities and cultures.

I enjoy the work culture here at CRS, as my colleagues are like my extended family, where everyone is there to help and lend a hand to guide you when you may be stuck. The office is a place where you can find a friend, a mentor and a support system.

Dami Ha Registered Social Worker

Over the past year, my role as a social worker working with clients in mental health and family violence has been deeply rewarding. It has provided me with a valuable opportunity to support and empower those in need, guiding them towards discovering a renewed sense of purpose and meaning in life through a holistic approach.

I am incredibly grateful for the unwavering support and guidance from my manager, Shirley, and my supervisor, Maha, whose expertise and encouragement have been instrumental in my growth as a professional. I would also like to express my sincere appreciation to all my outstanding colleagues who have offered their assistance and uplifting spirit, creating a supportive environment that enables us to make a meaningful impact on the lives of those we support.

Together, we have made a positive impact on the lives of those we serve, and I am excited to continue this important work in the future.

Mitra Rai – Bilingual Community Worker

My pleasure and privilege will be always like to work at Christchurch Resettlement Services.

It's kindly welcoming staff members always overwarm the doubts and felt homely atmosphere. Since, I have been working for more than decades of years lots of things happened and passed. There were lots of ups and downs in the lives of people and if there was no one to take care, and the situation would be bad to worst, but CRS stands beside them to support and help in their needs. Bhutanese community, have been very grateful and acknowledged for giving them such a marvelous supports in their hard time. Since, they lived for a long time in Refugee camp in Nepal. Thinking always going back to their own country and restart doing their previous works as usual. But this remained as a dream and never happened or returned to their home country even after waiting for a so long time. It's really hard, living in a cramped camp without proper shelter, pure water, not enough food and medications. Once we leave our own home, then it would be very difficult to adjust in a new place. We always think our past comfort of home. All our thoughts turned into a new phase of life. Like, where to start and how to go forward. It's like lost in the middle of the road. There were lots of things happening at once in a small head. People were frustrated and stressed and had very hard time. In their hard time there was CRS. It would be harder for them due to the language barrier but CRS provides them a bilingual worker to interpret their conversations. Which made them easier and to think there is someone to help them. This built their confident, and CRS is the source of their power and energy to step forward. For Bhutanese community, CRS staff have been doing such a marvellous support to overcome their troubles and difficulties. As a bilingual community worker in CRS, when I compare five years ago, ten years ago and now the Bhutanese people have gained a big achievement and can see tremendous changes in their families and in community as whole. It would not happened if CRS was not there in their needs. CRS staff are amazing they always like to support our people and help them to achieve their dream. CRS did lots of good jobs for Bhutanese community in the past years. Now, they are doing better and I am sure, and say that, they will be doing the best in future. There is no doubt. CRS also support child and mother to learn English providing childcare at school. By doing this both the mother and child can stay in the same room and study and play together looking each other face. What a great idea and love for mother and a child. The child will play on the floor with toys and the mother learns English with her teacher looking at her child. Such opportunity and environment is the most inspiring for every parent. Many of the mothers, now they can speak and write English and can do some conversations too. Men also have the same opportunity and now parents and children are walking together with smile of little English. A small thing can make a big different in the life of people. Our community people, most of them are doing very nice. Some of them bought business, property most of them work and spending a happy life. Their hard times far gone, and joyful time arrived, again it would not be so much successful unless CRS helped them. In conclusion, CRS is doing very good job for all refugees and migrant people. Their supports are valuable and works are praiseworthy. They are doing rewarding works for all. If I am not wrong, I would say

“Newcomers success is CRS success”.

Blessed CRS!

Thanks many.

Lorraine Murray – Family Harm Practitioner Integrated Safety Response

I started working with Christchurch Resettlement Services as part of the Integrated Safety Response (ISR) team in August 2021. Being part of the ISR team is a very challenging, but rewarding role. As a Family Harm Practitioner, I work with victims impacted by family harm. I support victims to make informed choices to help bring about positive changes to their lives.

CRS is a wonderful organisation to be part of, where diversity and cultures are embraced and colleagues are all most welcoming and supportive.

Lauren Cordy – Childcare Support Team Leader - LWIC (Living Well in Christchurch)

I have had 18 wonderful years working as team leader at the childcare support program at Living Well in Christchurch. The mothers and children have taught me so many things and opened my eyes to the world around me.

It has been a privilege to watch the children grow and develop. It was a hard decision to resign from this position but I carry so many wonderful memories and both the children and mothers are always in my thoughts.

I am now performing part time admin duties at CRS and feel very welcomed by all the staff

It's just the start of a new journey for me.

Goma Mishra – Childcare Support Worker – (LWIC)

It's been another challenging year 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. I am super proud and it's my privilege to look after children. To play with them and I always make sure they are safe and happy.

As a mother and grand mom I know how it is to struggle life with children especially when you have to leave everything behind your house, land, property and become refugees within one day and have to flee own homeland due to the war to save my children and family.

Today I am here looking after children who's parents are learning English I am very happy.

I always play with children and engage with different games and activities daily with them.

Children are safe they enjoy lots they are very happy with me.

I encourage every parents to send their children to Living Well if they studies here.

Here is safe and good environment for children.

I am very grateful and thankful to Living Well, English Language Partners and CRS for giving me opportunity to help others to learn English and look after children.

CRS Staff shared lunch

