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Board Members 2020/2021



Brenda Cromie (Chair)

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

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



John Robinson

John has been in the Police for 37 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 Naby**

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.

**Kate Henry (Left the Board early 2021)**

As part of my degree in social work I did a placement at CRS. I loved it so much, I was thrilled to be asked onto the Board. For me, CRS represents the highest standards in client care and professional practice. I currently work as the social worker at Lyttelton Community House and have a further degree in science. In the past I have worked as a telephone counsellor, mental health support worker, international student home stay host, aromatherapist, reflexologist, sales rep and secretary. My interests include nutrition and mental health. Voluntary work includes being a Lifeline counsellor and helping at Lyttelton Seafarers' Centre. I have been married 33 years and have three adult children. We emigrated from UK to Christchurch in 2006 and are proud New Zealand citizens.

Christchurch Resettlement Services Inc.

Annual General Meeting

29 September 2021

1.00pm

AGENDA

1. Welcome - He mihi whakatau (Sally Pitama - Ngāi Tahu)
2. Brenda Cromie - Welcome to Annual General Meeting
3. Apologies and Minutes of AGM 30 September 2020
4. Matters Arising
5. Reports
 - Chairperson
 - Service Performance and Finance
 - General Manager and Staff
7. Election of Officers for 2021/2022 year
8. Appointment of Auditor for 2021/2022 year
9. Any other business

Christchurch Resettlement Services Inc

ANNUAL GENERAL MEETING 2020

30 September 2020

Present: Abdigani ALI (Community Member), Adele WILKINSON (MHERC), Aklilu HABTEGHIORGHIS (NZ Red Cross), Alexandra DAVIDS (Waikura/Linwood-Central-Heathcote Community Board), Ali ELLI, (Community Member), Alka SRINIVASAN(CRS Interpreter), Ben GRESHAM (Hagley Community College), Brendon AYERS (Canterbury College), Darren SIMS (MBIE), Duncan WEBB (MP ChCh Central), Gill TAYLOR (English Language Partners), Haileslassie BERHE (Community Member), Harry BATES (Pegasus Health Charitable), Heather WEST (English Language Partners), Jimmy CHEN (Christchurch City Council), Jo FASHEUN (CRS Member / NZ Red Cross), Karolin POTTER (Christchurch City Council), Katherine PEET(Network Waitangi Otautahi), Kate ROBINSON, (CRS Supporter), Kazumi CAMPBELL (Japanese Society), Kim Elder (The Christchurch Foundation), Maureen VAN VENROOY (Pegasus Health Charitable), Melissa MCCREANOR (Pegasus Health Charitable), Merrin TAYLOR (Citizens Advice Bureau), Mohamed JAMA (Somalian Community Leader), Mohamed MUSSE (Community Member), Nancy GOH (Chinese Association), Patrick O'CONNOR (CRS Member), Paul MCCARTHY (Canterbury College), Sally PITAMA (Ngai Tahu), Shadia Amin (Community Member), Shah Wali AYAYEE (Health & Disability Advocacy Service), SiminAhrari (Community Member), Sue PHAN (Canterbury Refugee & Resource Centre), Sueanne Wang (Canterbury College), Summa ATKINSON (SVS - ISR), Tony GREEN (Community Member), Tony MCNEILL (Immigration New Zealand), Val CARTER (Home & Family, ISR Collaboration), Yasue HIROMI (NZ Red Cross)

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

Staff: Shirley Wright (General Manager), Alastair White (ISR Independent Perpetrator Specialist), Catherine Comber (CRS Volunteer), Denise Huisman (Health Promotion Team Leader & Social Worker), Durafshan Atayee (LWIC Bilingual Tutor), Falis Jama (Health Promotion Worker), Farah Khosravi (Farsi Bi-lingual Community Worker), Gail Moore (Senior Social Worker), Galawezh Noori (Social Work Assistant, Farsi Bi-lingual Community Worker& Health Promotion Community Worker), Goma Mishra Devi (Childcare Support Worker& Health Information Provider), Hanan Mender (Ethiopian/Eritrean Bilingual Community Worker& Health Information Provider), Hanifa Mohammadi (Farsi Bi-lingual Community Worker& Health Information Provider), Joseph Chhetri (Partnership Community Worker), Khuma Kadariya (Bhutanese/Nepalese Bilingual Community Worker), Lauren Cordy (Childcare Support Team Leader), Maha Galal (Trauma Social Worker), Manju Bhargavi Sabareesh (Bengali Interpreter), Marian Hussen (CALD Counsellor), Marita Perini (Administrator), Maryanne Cosgrove(Social Work Assistant), Melissa Sheehan (ISR Whanau Support Worker), Omar Gomaa (Operations Support Co-ordinator), Peter de Boer (Mosque Mental Health Social Worker), Rami Elsayed (Trauma Social Work Assistant), Zeinap Hussein (Partnership Community Worker &Health Information Provider)

Apologies: Ahmed TANI (Refugee Resettlement & Resource Centre Canterbury), Asha KING (CRS Member), Bishnu POKHREL (Hillmorton Hospital – SMHS), Corina GRENELL (The Bealey Centre), Daniel SVOBODA (Canterbury DHB), David Atkinson (CRS Member), Deirdre RYAN (RSRT Member), Denise JACKSON (Ministry of Social Development), Gay PAVELKA (CRS Member), Hamish KEOWN (Canterbury Youth Workers Collective), Harriet BOYLE (Canterbury Youth Workers Collective), Jacky PERCY (Pegasus Health Charitable), Janette Philp (Community & Public Health), Jennifer LAMM (Ministry of Health), Karen MCLEAY (Victim Support ISR Collaboration), Karena BROWN (Etu), Kevin BLOGG (Blogg Charitable Trust), Kirstin Dingwall-Okoye (Presbyterian Support), Kowoon BYUN (CRS Member), Lianne Dalziel (Christchurch Mayor), Li'Ying CAI (NZ Police), Maria FRESIA (Interpreting Canterbury), Murray JONES (Dove Charitable Trust), Penny PRESCOTT (Canterbury Youth Workers Collective), Poto WILLIAMS (MP Christchurch East), Sandy BRINDSON (CRS Member), Shona HICKEY (CRS Volunteer), Shonosuke Deguchi (NZ Police), Simon TEMPLETON (Aged Concern), Stella YAXLEY (Community & Public Health), Tyne BECKER (CRS Member), Warren JOHNSTONE (BDO Christchurch).

Apologies moved and accepted:

Moved: Martin Maguire
Seconded: John Robinson

Welcome: He mihi whakatau: Sally Pitama (Ngai Tahu) talked about the importance of whakapapa and geneology. Martin Maguire, CRS Board Chair welcomed everyone to the CRS AGM and introduced Tony McNeill, NZ Immigration who spoke about employment requirements for visas and the impact COVID 19 is having on migrants with work visas. John Robinson thanked Tony for his time

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

Moved: Martin Maguire

Seconded: John Robinson

Matters Arising: No matters arising

Reports:

Chair: Martin Maguire read his annual report, with a focus on CRS surviving through adversity this year.

Moved: Martin Maguire

Seconded: Patrick O'Connor

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

Moved: Martin Maguire

Seconded: Wahida Zahedi

General Manager: Shirley Wright, General Manager summarised her report and the some staff members spoke to the AGM and gave examples of their work.

Moved: Martin Maguire

Seconded: Sally Carlton

Board Elections for 2020/2021 year:

All present Board Members were nominated and accepted onto the Board. There were no new nominations. Martin Maguire urged people to think about joining the Board.

Accepted were: John Robinson, Ali Maginess, Brenda Cromie, Sally Carton, Kate Henry and Wahida Zahedi

Moved: Jo Fasheun

Seconded: Patrick O'Connor

Appointment of Auditor for 2020/2021 year:

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

Moved: Martin Maguire

Seconded: Patrick O'Connor

Other Business:

There was no Other Business

The Annual General Meeting closed at 2:50 pm

Christchurch Resettlement Services, Inc.
Performance Report
For the Year Ended: 30 June 2020

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Entity Information

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

Contact Details

Statement of Service Performance

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

Additional Output measures

Statement of Financial Performance

Statement of Financial Position

Statement of Cash Flows

Statement of Accounting Policies P1

Notes to Performance Report

Note 2. Analysis of Expenses

Note 3. Analysis of Assets & Liabilities

Note 4. Property, Plant & Equipment

Note 5. Accumulated Funds

Note 6. Commitments & Contingencies

Note 7—12



BRENDA CROMIE

CHAIRPERSON



Chairperson's Report - September 2021

Tena Koutou Katoa, Assalamu alaikum, Namaste, Slaw, Hello.

A very warm welcome to everyone from all refugee and migrant communities represented here this afternoon.

Thank you for coming to show your support for CRS and important work of our staff and our agency.

It has been a very difficult time with many challenges for CRS clients and their families. COVID 19 and the challenges for those who are affected from or who have lost family members in high-risk countries; the difficulties of international travel and the demand for Managed Isolation and Quarantine facilities here in Aotearoa; the humanitarian crisis in Afghanistan and the huge concern for family and friends who are at risk, and the re-traumatisation of people following the attack in New Lynn.

CRS multi ethnic staff are at the forefront of the network of agencies offering social, psychological and mental health education support and counselling for refugee and migrant families in Canterbury. I acknowledge the work of our staff and your dedication and professionalism in helping in the well-being and recovery journey of people from 60 or so different ethnic groups who are referred to the service and for your work across the sector.

In March this year, the CHCH Mosque Victims group was awarded the National Kiwibank NZ of the year award for its outstanding impact on this community. It is a demonstration of how people work together to strengthen our community.

Thank you to our funders for their ongoing commitment to the work of CRS.

If there is anyone who would like to join the Board, please approach any Board members We meet monthly, and it is a rewarding role.

It has been a privilege to work with our Kaumatua, Sally Pitama, Board members and with Shirley Wright, our General Manager. I have learned so much from you all.

Nga mihi nui ki a koe

Brenda Cromie
Chairperson
September 2021

Christchurch Resettlement Services, Inc.

Finance Report

For the Year Ended: 30 June 2021

CRS maintains a strong financial position for the year ended 30 June 2021; we are presenting a surplus of \$2,640. This surplus is compared to the surplus the previous year of \$11,820.

Regarding the surplus, the budget approved by the CRS Board had foreseen a deficit of \$3k. CRS has received some donations and additional funding to support our communities. In addition, we received funding increases in some of our contracts – these changes have led to this surplus.

CRS's current strategic reserve stands at \$274k, covering four months of our core services' operating costs. The board had agreed that they aimed to cover four months of the forecasted operating costs of \$562k.

Annual income of \$1,522,540 for the FY 2021 was an increase of \$293k / 24% from \$1,228,653 in the 2020 FY.

Expenses for the 2020/21 financial year totalled \$1,519,900, increasing \$303k / 25% from the previous year in line with the rise in income. CRS's principal expenses were attributed to staff wages, interpreting fees, and counselling costs, totalling \$1,259,645 / 83% of costs. Travel expenses also slightly decreased - Mileage expenses reimbursed to staff utilising their private vehicles for agency outreach work - decreased to \$30,340, a slight decrease of 2%. Rent and power expenses totalled \$77,061, an increase of \$ 5,493 (8%).

This year CRS will be carrying the sum of \$479,735 forward to the 2021/22 financial year. This sum is partially due to the timing of receipt of funds with the balance for the provision of service delivery for which funding has been allocated for completion in the new financial year. It also includes funds received for the 21/22 financial year for services to be delivered in that year.

CRS's core objectives are directed to several key service delivery areas for which specific funding is sought. Funding from government contracts provided 91% of the funding CRS required to provide the current core service delivery level. The balance of this was provided through grants from local government, a number of philanthropic organisations, some other small donations, and come from CRS' investments.

Whilst CRS' position is robust; this is the result of a long-standing Board commitment to building up a sufficient level of reserves to provide a buffer against any unforeseen costs or losses of funding with the potential to affect cash flows and service provision.

Based on information known at this time, CRS' forecast for the 2021/22 financial year indicates that funding, together with funds from our investments and strategic reserve, will allow CRS to maintain the current level of service provision.

Omar Gomaa
Accounts / Operations Coordinator
September 2021



SHIRLEY WRIGHT

GENERAL MANAGER



General Manager's Report - September 2021

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

CRS can celebrate another productive year, supporting an increasing number of clients from diverse communities amidst challenging times.

We have been able to maintain our core services, which continue to provide CRS with stability in these rapidly changing times. These core services provide the foundation which enabled us to respond effectively and rapidly to the major events/phenomena impacting on all of Aotearoa over the past 2 years.

We have been able to weave these responses into the agency for the benefit of service users, who report high levels of satisfaction with the support received regardless of which service they have been supported under.

We remain in awe of the resilience of refugee and migrant background people who have resettled in Aotearoa/New Zealand, and the value they add to our communities.

We have continued to provide professional, responsive support to those impacted by the 2019 Mosque attacks. This has been made possible through funding provided by CDHB and MSD.

We are grateful to the Muslim community members who have placed their trust in CRS to support them through the traumatic impacts of the attacks. Along with a collaboration of services, we have been able to support people through the legal processes required as a response to the attacks.

As ever, we are grateful to our funders, old and new, who continue to support our business as usual services as well as the services created to support those impacted by the Mosque attacks. Government has also provided funding to respond to the negative financial and psychosocial impacts on communities as a result of Covid 19.

We recognise that we are highly privileged to be able to offer services to those needing support, and to be able to work alongside CALD communities, Government, local Government and non-Government organisations seeking to help people in their recovery from the Mosque attacks and Covid 19.

CRS staff and Board have continued to demonstrate a high level of commitment to the mahi of the agency, and our response has been made possible through the amazing staff at CRS who continue to adapt and respond according to client need.

In the reporting period, Ravit Abraham joined the social work team at CRS, mainly supporting whanau experiencing family violence. Ravit is a former employee of CRS having left the agency 16 years ago to pursue business interests. It is a delight to have Ravit back in our team.

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

In addition, CRS continues to contribute to the wide reaching systems changes reported in previous annual reports.

We are part of the planning processes for the transition of the Children's Teams to community – Right Service Right Time has taken on the responsibility for this work through the reframed service to tamariki and their whanau.

This service is named Te Whiri Ora.

CRS has maintained our Whanau Support Worker and Independent Perpetrator Specialist positions, enabling us to contribute to the Integrated Safety Response (ISR) initiative to address the safety needs of people receiving Police attention for family violence events.

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

Galawezh Noori moved from her social work assistant and health promotion community worker roles into the new Community Connector role – this is an MSD funded initiative to address the impacts of Covid in communities across Aotearoa.

Rika Savage continued in her 0.5FTE Whanau Resilience Kaimahi role (MSD funded) under the umbrella of the Canterbury Whanau Safety Services Collaboration. This mahi is designed to provide long term support with whanau recovering from family harm, and has moved on from the whanau voices informed co-design process to the transition process of actually engaging with whanau in a support process.

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

Hanifa Mohammadi, Qaali Mohamed and Khuma Kadariya took on social work assistant roles within CRS delivering services under several contracts. These roles are in addition to their Bilingual Community Worker roles.

CRS continues to be supported by 7 volunteers who contribute an average of 6 volunteer hours per week. Our longstanding volunteer Catherine Comber has remained with CRS, and supports the agency in a number of areas.

CRS continues to function as an outcomes focused organisation, with regular formal reviews of progress with social work clients.

All people participating in any of CRS services, activities and programmes are asked to complete a feedback questionnaire, which measures satisfaction with the service provided as well as client self reports on any changes made as a result of CRS support.

The consistently high levels of satisfaction and positive outcomes reported by service users are documented throughout this report. We acknowledge the willingness of clients to work in partnership with CRS, and the skills of our staff in supporting people to bring about positive changes in their lives.

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

All staff members have contributed to this report. I encourage you to read their stories about their work, as 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 work 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, who provide us all with inspiration, and new learning.

You so generously share your individual and collective vulnerabilities and strengths with us. Your strong sense of cultural and spiritual identity provides us all with the foundation to work with you to achieve positive outcomes, which you have been able to articulate in your feedback to us. We are blessed to be able to weave your achievements, thoughts and words throughout this report.

Shirley Wright
General Manager
September 2021

Highlights of the 2020/21 Year

- **Maintaining CRS' diverse workforce and Board.**
- **Continued NZ Government Social Services Accreditation Level 2 Approved Provider status.**
- **Positive promotion of the services provided by CRS by CRS staff and Board.**
- **Ongoing positive social media presence.**
- **The maintenance of positive relationships with sector partners and forming new relationships.**
- **Contributing to positive outcomes being achieved by resettling communities.**
- **CRS continued involvement with the transition process of the Canterbury Children's Team, and 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.**
- **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 2020/21

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

Bilingual Community Work – the bilingual family support team consisted of eight people from the 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 Whānau Resilience Kai-mahi and a Community Connector. The team members provide 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 a Whānau Support Worker and an Independent Perpetrator Specialist 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 Muslim Community Workers, and 3 clinical social workers to support those people requiring a mental health response.

Culturally & Linguistically Diverse Counselling – Three CALD background counsellors provided counselling for people from CALD backgrounds, either in their mother tongue, or with the support of an interpreter. While the focus is on mental health, the counselling team 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.

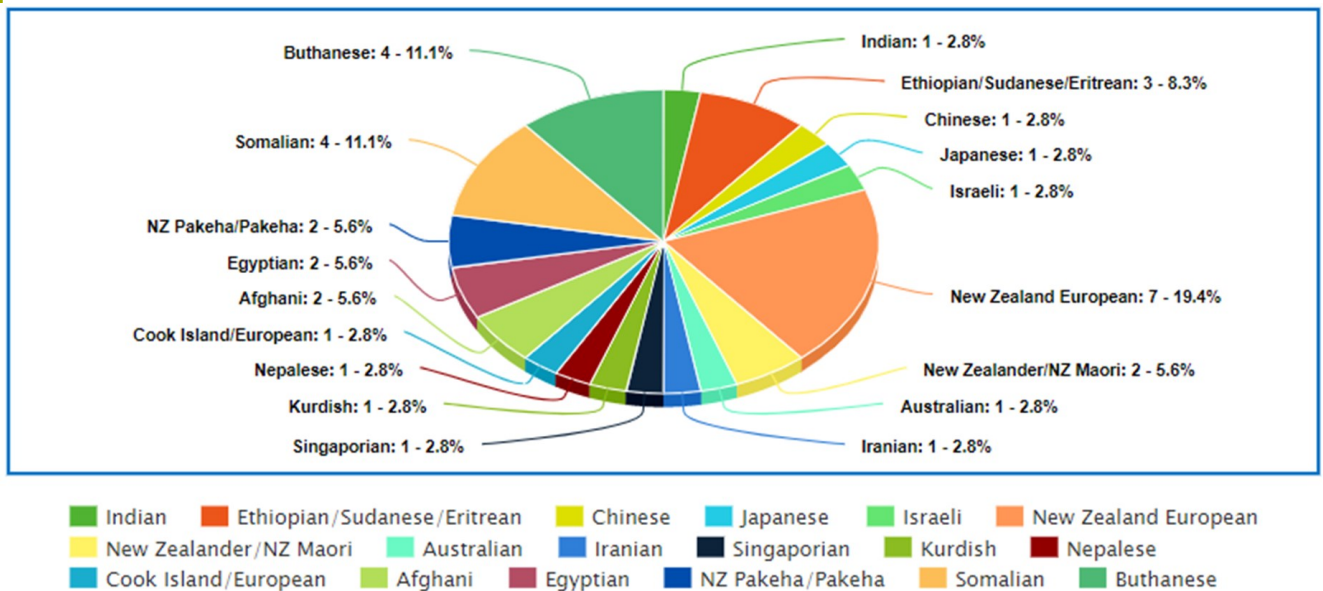
NOTE: Interpreters have been provided in all services for clients requiring linguistic support for languages not covered by the Bilingual Community Work team. **Volunteers** have supported the social work and health promotion services.



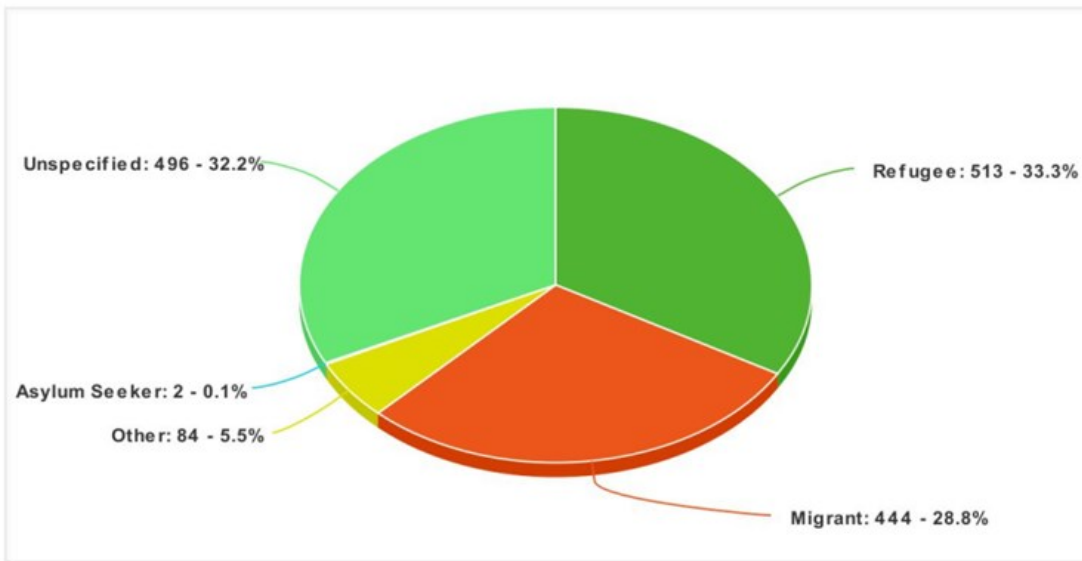


CRS statistics—2020/2021

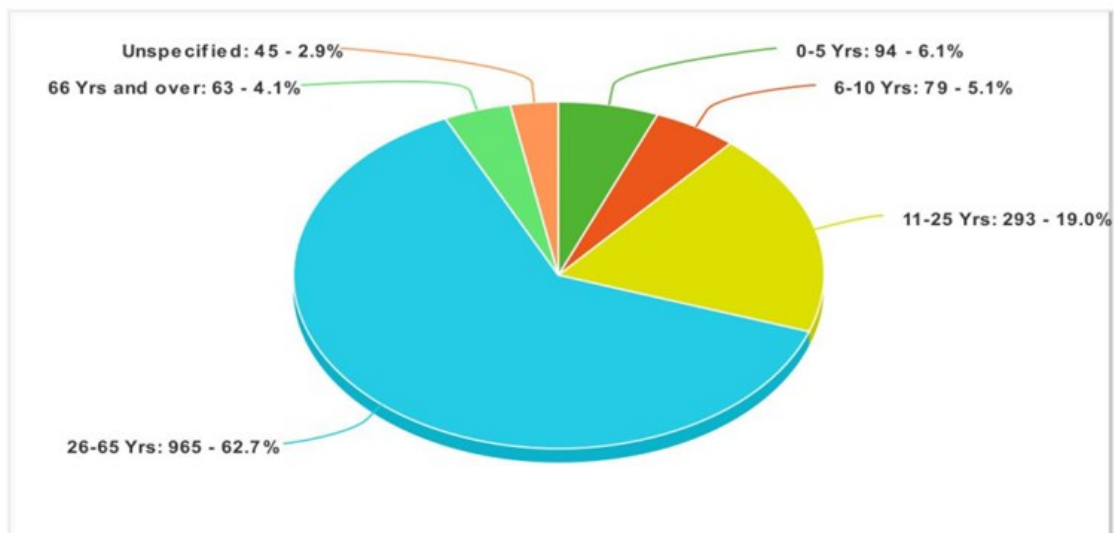
STAFF ETHNICITY



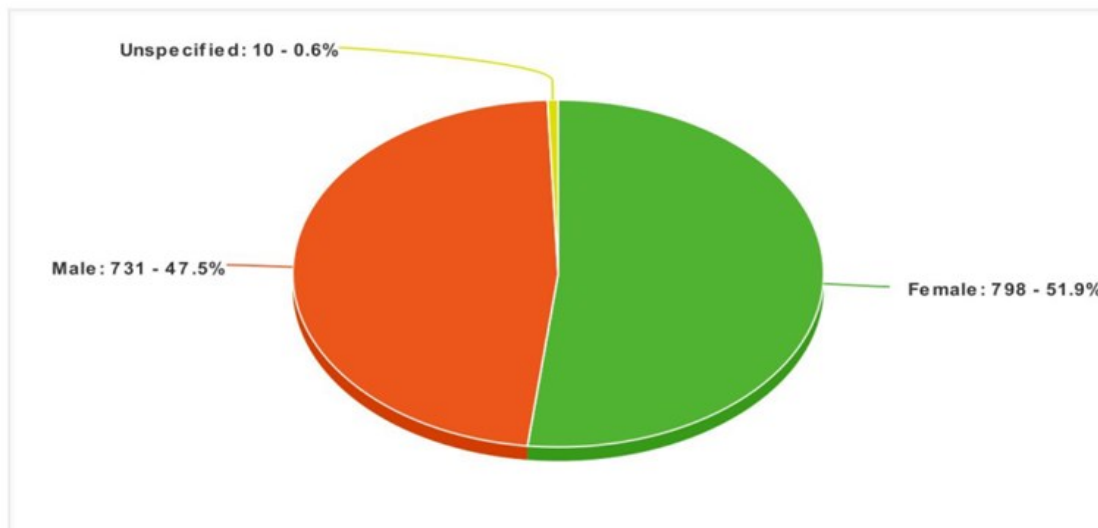
CLIENT IMMIGRATION STATUS - ALL SOCIAL WORK SERVICES



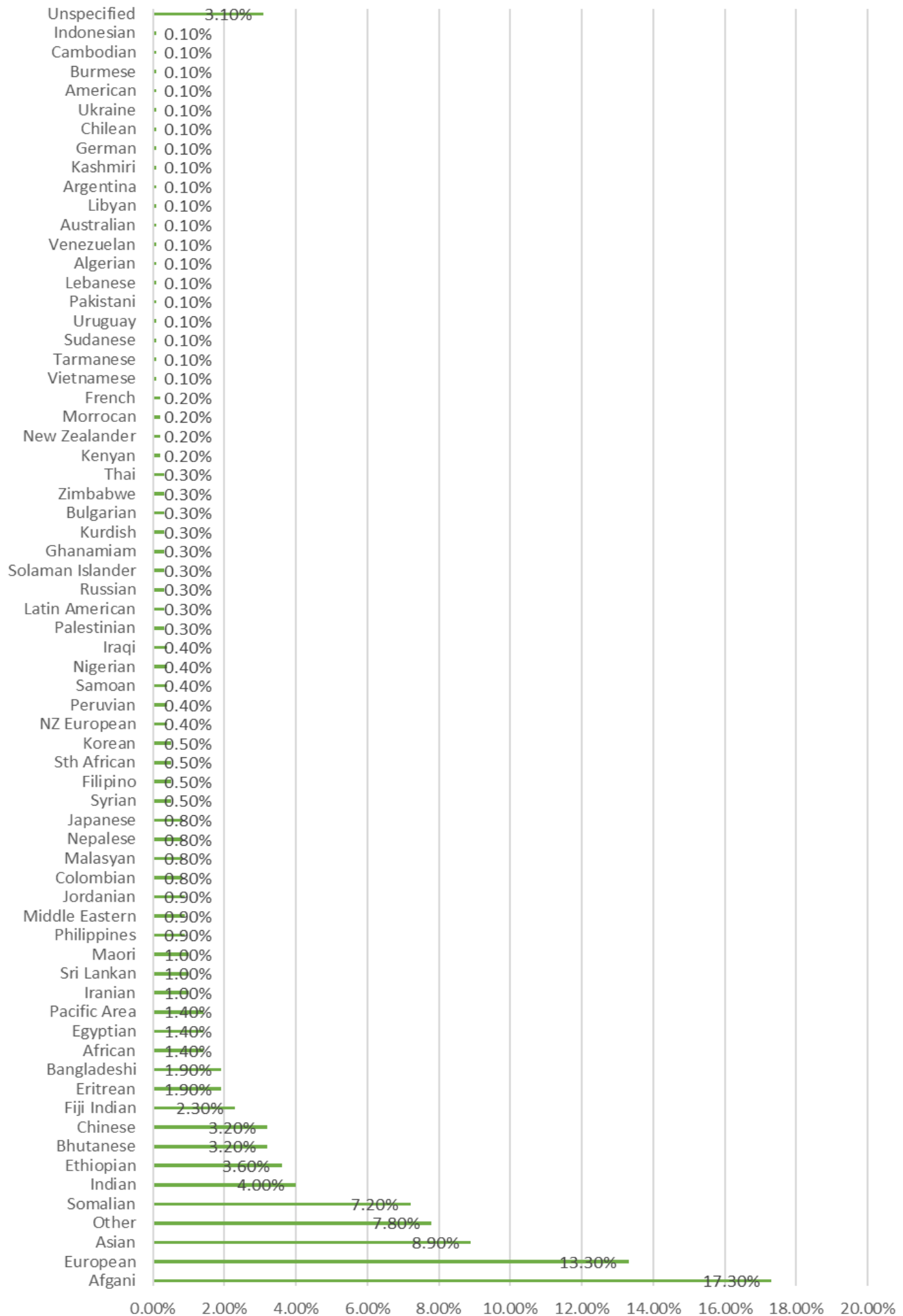
CLIENT AGES - ALL SOCIAL WORK SERVICES



CLIENT GENDER - ALL SOCIAL WORK SERVICES



Client Ethnicity - all social work services





Bilingual Community Work



Khuma Kadatiya



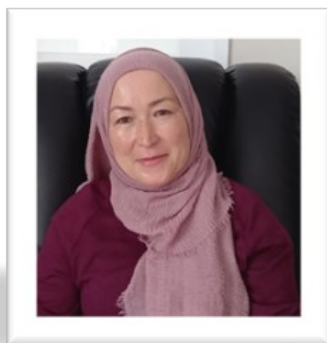
Maryam Sharifkhani



Qaali Mohamed



Hanan Mender



Hanifa Mohammadi



Wubet Adem



Mitra Rai

Absent: Falis Jama

The Christchurch City Council and NZ Lottery Grants Board have continued to fund the majority of the costs of CRS' Bilingual Community Work team.

CRS employs eight team members who are from the Afghani, Bhutanese, Ethiopian, Eritrean, Kurdish, Nepali, Iranian and Somali communities. The team members each speak at least 3 languages, and all work part time, collectively providing 54.5 bilingual community work hours per week under the CCC and Lottery Grants. 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. 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 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 and Interpreting New Zealand have also supported CRS with professional interpreting services, and we acknowledge the positive relationship we have with these organisations. We are grateful to all of the interpreters who support our work.

CRS is assured of working to best practice principles of partnership inherent in the provision of cultural and linguistic support services to resettling refugee and migrant background people and staff, due to the provision of the foundation for the majority of services and programmes provided at CRS by the team.

All staff and clients across the agency benefit from the guidance provided by the team around cultural understanding and tensions, and from the interpreting support provided.

Six of the team members hold other roles within CRS: 6x Health Information Providers, 2x Health Promotion Community Workers 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 is less than the previous year, however the time taken to support each client has increased as the team members are managing their own caseloads to support community members (24% of total bilingual community work clients). 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:

- 108 clients were supported over the year across the CRS social work service by the bilingual community work team.
- 17% of client contacts made by the team members were in partnership with the social work team.
- 83% contacts were made independent of a social worker, an increase on last year's figure of 68%, indicative of the growing role of bilingual community work at CRS.
- the team supported people from 14 ethnicities.
- 40% of those supported were from the Afghani community, 20% were Eritrean, and 18 % were from the Somali community.
- 70% of clients were female, and 30% male.

The team provided 438 face to face and 987 significant telephone contacts with clients over the year.

88% of clients exiting the service in the report period did so as a result of achieving positive outcomes. Formal feedback from clients indicated that:

94% of people reported positive changes in a range of life domains. These changes were reported as follows:

- access to services - 86%
- wellbeing - 78%
- circumstances - 59%
- behaviour – 18%
- skills and knowledge – 49%
- beliefs and attitudes – 24%

Client comments:

I have learn lots of place that I can get with the support of CRS, was there when I was very lonely and did not have anyone. Without support I would not be where I am today.

We are very much pleased with your help. You have helped us a lot in our life. I can get help with many problems. Have a lot of support so behaviour is changed. I now have a house, go to counselling. Support to try and reach my goals.

Very satisfied. It was good to have the interpret when you visit

The team members also supported a wide range of health promotion activities over the year. 326 participants of the annual CRS Ladies' Health Day, Under 5's Expo, Ladies Swimming and Exercises and the Walking Group were supported by the bilingual team members. Service providers and participants at all events reported high levels of engagement with one another, and highly positive outcomes from the event as a result of the team's input.

Some feedback from the Under 5's event:

Friendly staff, full of information.

Very good day we are happy with everything.

Such valuable event!!! More people need it.

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

The bilingual community work team has continued to contribute to a number of focus groups and research interviews with external providers with the objective of including voices of diversity in a range of policies and projects.

All of the team members have a personal refugee journey that has led them to resettle in New Zealand. Their stories of hope and recovery provide inspiration to all CRS staff and Board members, and to those accessing CRS services. The Bilingual Community Work team has continued to and will always play a key role in the credibility and success of CRS services.





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

Inset: Alastair White (ISR - IPS), Galawezh Noori (Community Connector)

Absent: Catherine Comber (Volunteer), Khuma Kadariya, Hanifa Mohammadi, and Qaali Mohamed (Social Work Assistants)

CRS delivered social work support to people from refugee and migrant backgrounds under the following contracts over the 2020/2021 year:

- Family Centred Family Violence and Youth Support both funded by Ministry of Social Development (MSD).
- CRS Mental Health service funded by the Canterbury District Health Board.
- CRS delivered a generic social work service funded by the Rata Foundation.
- NZ Lottery provided CRS with a Grant to support people around the impacts of Covid 19.
- CRS received an MSD contract for a Community Connector, a nationwide initiative also designed to mitigate the impacts of Covid on communities.

In addition to these services, CRS has remained a member of the ISR MSD funded Canterbury Whanau Safety Services Collaboration.

In addition to the services above, under this collaboration, we employed a 1 FTE Whanau Support Worker (WSW) and a 0.6 FTE Independent Perpetrator Specialist (IPS) with the Integrated Safety Response initiative, providing a “make safe” response to victims and perpetrators of family violence – the WSW contract is for people of any ethnicity, but in the main those born in New Zealand, while the IPS contract is for support to perpetrators from refugee and migrant backgrounds.

The Whanau Resilience initiative through MSD is transitioning to direct service delivery, and remains under the umbrella of the Canterbury Whanau Safety Services Collaboration, which strengthens out broader work around family harm. Rika Savage is working in this role, as a Whanau Resilience Kaimahi. 2 of our collaboration partners also employ Kaimahi, as do other services working with ISR.

The collective kaupapa of this initiative is to deliver programmes to enhance whanau resilience and reduce family harm.

CRS social workers are all registered social workers, and maintain full membership with their professional association, ANZASW. Gail Moore, Melissa Sheehan, and Maryanne Cosgrove, CRS’ social work assistant all hold FTE positions. Denise Huisman works part-time in her Health Promotion Team leader role, and maintains some social work hours. Galawezh Noori moved from her social work assistant role to the Community Connector role, with Khuma Kadariya and Hanifa Mohammadi taking on the Rata and Lottery funded social work assistant roles.

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.

In spite of the pausing of new refugee quota intakes over the past few years, the demand on our social work services has been consistently high across all contracts. It is our contention that this ongoing demand over a number of years demonstrates the need for culturally relevant professional social work responses to CALD community members experiencing difficulties across a range of life domains within the context of resettlement.

Over the year, 1528 individuals from 65 ethnic backgrounds were supported across all of our social work contracts, including CRS’ response to the Mosque attacks in March 2019. This work is reported separately in another section. Demographic analysis of the 1,528 individuals shows the following: 624 family members and 904 individuals not attached to a family were supported.

- 33% were from a refugee background, and we supported 2 asylum seeking people.
- 29% were from a migrant background, with a further 6% on a range of visas.
- The remaining people were supported through ISR.
- 52% of clients were female.
- 48% were male.

987 individuals entered CRS for social work support across all contracts. 929 people exited the service over the year, mainly having achieved positive outcomes for their needs. 52% of new referrals were for ISR or family violence social work.

9% of people self referred, 22% were referred through other services at CRS, and 3% were referred by family members. The remainder were referred by 49 services external to CRS.

Activity for each social work contract is outlined below.

Mental Health

Over the past financial year, 109 refugee and migrant background clients were supported under our CDHB **mental health contract**, with a small majority being female (58%).

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 support over the year.

CRS clients have reported positive outcomes with the support of the social work support received. 29 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.

Outcomes:

100% of respondents reported positive changes in their lives as a result of CRS support. 79% reported positive changes in their wellbeing; 79% reported an increase in their access to services, and the majority many also reported positive changes in other areas of their lives.

Regular formal reviews with clients on their progress indicate that people are managing and recovering well. The client comments below are examples of these positive outcomes:

My ways my feelings and giving us and me advice. I don't have that idea to suicide. So some person in this country ready to support me.

Lots of thank you staff is helpful and I can call and get help and answers. They give me lot of information and I am happy they support me thank you so much.

From discussions CRS has helped me and my family how to keep safe. How to manage and keep my wellbeing. Has helped with information ... so we can make our decisions.

CRS has continued to deliver cultural competency in mental health training to a wide range of audiences, including through the Mental Health Education Resource Centre.

Family Violence

A) Under **CRS' Family Centred Direct Services** contract, we supported 73 whanau – 64% of referrals came from ISR, with 52% of these whanau engaging in a support process.

12% 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.

48% of the people referred by ISR either declined the service offered or were unable to be contacted. We were able to provide some initial safety planning with those declining support once contact was made.

The purpose of ISR is to provide demand driven safe, effective, efficient services for those impacted by family harm where there is a report to the police or a prison release referral to ISR. (ISR Governance Group definition, 2017).

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

The majority of referrals were for family units. 64% of the referrals were for females, the victims of violence, and 36% were male – the majority of the adult men referred were perpetrators of the violence.

70% of the people supported under this contract were from migrant backgrounds – this is the inverse of the majority of our other services. ISR has created 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.

Covid -19 continues to increase the vulnerability of people on temporary visas, and we note an increase of demand on CRS services from people impacted in this way, and who are uncertain about their future in NZ.

All of the ISR referred clients who engaged in a support process with CRS completed the ISR questionnaire. 21 of non-ISR referred clients completed the CRS feedback questionnaire.

Outcomes from these questionnaires are reported below and were congruent with formal progress reviews with clients:

- 96% 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:

- 57% reported positive changes in their overall circumstances.
- 81% - better access to supports and services.
- 67% - increased knowledge and skills.
- 76% - enhanced wellbeing.
- 38% - positive changes in their own or a family member's behaviour.
- 52% - 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 feel braver and motivated now. Much appreciation to your time, kindness and effort.

The safety planning helped me and my children. My knowledge about the Protection Order is very important and helpful.

I know I get help someone helping me to feel what I thought was not possible was possible. I am very thoughtful and it is a great help to me and my children.

I wanted to give up but I got support from CRS. I was empty but one person was coming to see me every week. This helped me change my perception of problem and now I positive about my life.

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

B) Whanau Support and Independent Perpetrator Specialist Contract

CRS continues our membership of the (Integrated Safety Response) Canterbury Whanau Safety Services Collaboration – led by Battered Women’s Trust (BWT). The collaboration members are BWT, CRS, Stopping Violence Services, Barnardos, Victim Support, Home and Family, and South Canterbury Women’s Refuge. CRS receives tasks and support service requests from the Integrated Safety Response (ISR) service to engage with and provide short term support for people who are victims (Whanau Support Worker - WSW) and perpetrators (Independent Perpetrator Specialist - IPS) of family violence, with the objective of “making safe”, i.e. helping the whanau become safe from family harm.

The reporting for this work is provided through a secure client management system, and is not easily available for this annual report, with the exception of the total client figure of 405 WSW referrals and 205 IPS referrals. Quite a small proportion of these people engaged in a support process, but contact was either made or attempted with each person. 365 people exited the WSW service in the reporting period.

While 44% of WSW clients were from NZ European backgrounds, 26 different ethnicities were represented across both service areas.

64% of the referrals for IPS support were migrant background, and 8% from refugee backgrounds. The remaining 38% held a range of temporary visas. 95% of the people referred for IPS support were male, while 73% of those referred for WSW support were female.

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

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

Youth Support

This contract provided 0.15 FTE to support young people from refugee and migrant backgrounds. 7 children and their families were referred to CRS over this period, 5 of whom came from the Canterbury Children’s Team. 3 of these whanau did not engage in a support process.

The CRS staff member supporting whanau reports positive interaction with other services in her work with the whanau and has been impressed with the collaborative approach of other services. As for previous years, the most effective combination of services has been those with a child specific focus, i.e. education, health, child counselling, income support, child/young person mentoring services, sport and recreation activities, community constables/Police, and parenting supports. Social supports have also been beneficial to the parents who are often socially isolated.

While we received no feedback questionnaires from the whanau supported, the 3 satisfaction forms we received indicated satisfaction with the support received.

Generic and Covid related support

231 people were supported with funding provided by Rata (generic social work) and Lottery (Covid related support). 54% of clients were female, 66% were from refugee backgrounds and 31% from migrant backgrounds, the remaining 3% were on a range of temporary visas.

Of the 30 whanau who completed a feedback questionnaire, 100% of clients reported satisfaction with the service received. 85% also reported positive changes as a result of the support from CRS:

- 83% reported enhanced access to services and support
- 67% reported improved wellbeing.
- 53% reported positive changes in their circumstances.
- 40% reported positive changes in their skill base and knowledge.
- 20% reported improved behaviour.
- 23% reported positive changes in their beliefs and attitudes.

Client comments were positive:

Support is good, as had contact from social work assistant and bilingual community worker to check how I was. With Covid had a good contact about information. When I talk with CRS I feel you are taking care of me. I feel more confident that I am doing the right thing. I feel more secure in the direction with my decision making.

I am very happy with CRS and the ability to have an interpreter when I speak.

When I talk with CRS I feel you are taking care of me. I feel more confident that I am doing the right thing. I feel more secure in the direction with my decision making.

I am very happy with CRS and the ability to have an interpreter when I speak.

I have loved working with CRS. They have helped me and put me in contact with other agency to help me.

Community Connector

The Community Connector has supported 47 people in the 8 months we have been providing this service to those impacted by Covid 19.

54% of clients were male, 48% were from refugee backgrounds and 43% from migrant backgrounds, the remaining 9% were on a range of temporary visas. Presenting issues were broad and varied.

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 enhanced access to services and support
- 64% reported improved wellbeing.
- 100% reported positive changes in their circumstances.
- 100% reported positive changes in their skill base and knowledge.
- 36% reported improved behaviour.
- 0% reported positive changes in their beliefs and attitudes.

Client comments were positive:

I have received many support from you, like MSD, Dr, IRD to many other issues you supported me with. You there for us, thank you so much.

I have got support from CRS to apply for the Benefit. Also they supporting me to engaged with health system and have a GP.

Our house issues was went well. We had language issues with different services, you supporting us to manage to understand.

Your services helping us and we are happy.



Culturally & Linguistically Diverse Counselling Service



Marian Hussen, CALD Counsellor

Absent: Rika Savage, Shelley Hou

Pegasus Health (Charitable) Ltd has continued to fund the CALD Counselling Service. The CDHB has continued to provide CRS with funding to increase the capacity of the CALD Counselling Service to respond to an unprecedented increase in referrals for counselling.

We believe that this increase was attributable to the impact of the Mosque attacks of March 2019 on already vulnerable people from refugee and migrant backgrounds. We were able to increase the existing service by 100%.

Marian Hussen has continued to provide counselling under the CDHB contract to mainly refugee background clients, while Shelly (Lijie) Hou and Rika Savage continued their fee for service contracts with CRS under both of these contracts. Both are able to provide counselling in their mother tongue where required, Mandarin and Japanese respectively. The counsellors work with people from refugee and migrant backgrounds. Interpreters are provided for clients requiring other languages. Clients who receive counselling in their mother tongue report that the process is very effective, and appreciated by them.

The counsellors work with their clients at the CRS office. We have also rented a counselling room at Village Health, Lincoln Road.

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

Through CRS' agreement with the CDHB Specialist Mental Health Services (SMHS), the counselling team has access to Psychiatric consultation where required and liaison with the SMHS CALD facilitator Bishnu Pokhrel.

Over the financial year, the counsellors supported 193 individuals from 32 ethnic backgrounds and the counsellors provided an average of 125 appointments per month. The ages of the clients ranged from 5 years of age to 82 years of age.

Referral sources were in the main from self-referrals and General Practice and other health services. CRS social workers and the CALD counsellors also refer to each service where it is evident that clients will benefit from the specific relevant support. The majority of referrals were for mental health related issues, with some people being supported around the impacts of the Mosque attacks.

Each of the counsellors is passionate about their work, and the outcomes they support clients to achieve. Client progress is monitored and measured by the use of the Kessler 10 (K10) scale. The K10 is 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 and mental health support for people impacted by the Mosque attacks



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

Absent: Qaali Mohamed (Community Worker)

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 be able to contribute to the recovery of those effected, through the continued funding provided by the CDHB and some contributory funding provided by MSD.

Up to January 2021, Maha Galal and Rami Elsayed provided a total 1.5FTE trauma community work/social work support. Both Maha and Rami provide CRS with a bridge to many Muslim community members who have not traditionally accessed CRS or other support prior to the Mosque attacks.

Over the same period of time, this work was complemented by Lauren Brunt and Peter de Boer who provided 1.6FTE clinical social work to the communities requiring a mental health response. Both Lauren and Peter have continued to engage with a number of people around their mental health needs.

In February 2021, Peter de Boer took on the team leader role for the mahi supporting the Muslim communities. At this time, Maha Galal took on the 0.5FTE clinical role vacated by Peter. Qaali Mohamed in turn picked up the 0.5FTE role vacated by Maha.

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

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

In the reporting period, CRS has continued to work in partnership with the Anxiety Disorders Service (ADS) in the delivery of a therapeutic group for a small number of bereaved women – the participants reported positive outcomes from the group. CRS continues to work with ADS and Pura Pura Whetu to deliver a group for men and ongoing groups for women.

188 people were supported in the trauma community/social work service, and 82 people were supported by the clinical social work team around their mental health needs. 25 ethnicities were represented.

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

Collective outcomes noted by clients demonstrated the following:

- 100% of people expressed satisfaction with the support received.
- 81% reported positive changes arising from CRS support.
- 61% reported positive changes in their overall circumstances.
- 61% - improved access to supports and services.
- 48% - increased knowledge and skills.
- 45% - 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.



"You don't know my name, and I don't know yours..."

Letters received from Auckland school children to give to Muslim community members



Health Promotion



**L-R: Falis Jama (Community Worker) and Zeinap Hussein
(Partnership Community Worker)**

**Absent: Denise Huisman (Team Leader), Joseph Chhetri (Partnership Community Worker) and
Hanan Mender (Community Worker)**

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

The Pegasus Health funding supports the majority of the population based activities delivered under the programme, with the exception of the Ladies' Swimming Programme. Pegasus and the Christchurch City Council provide the majority of the funding for this programme. The balance of the cost is covered with contributions from the participants and CRS' own funds.

The CRS multi-layered approach to Health Promotion is guided by the principles of the Ottawa Charter. Programmes and activities are provided to enhance and enable participation in meaningful healthy activities by CALD community members, and complement the Health Information Provider (HIP) peer education health programme. CRS also provides a number of activities that support the re-orientation of health and other services to provide culturally responsive services that are accessible to refugee and migrant background communities.

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

Denise Huisman continues in the Health Promotion Team Leader role. Denise also provides some social work hours at CRS. She is supported in this work by Falis Jama and Hanan Mender, as well as the bilingual community work team as needed.

In spite of Covid 19 disruptions to the health promotion programme, 864 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 6 members. The members represent the Afghan/Kurdish, Bhutanese/Nepalese, Eritrean/Ethiopian, and Somali communities.

Health topics are developed and delivered to the HIPs by their team leader and the relevant CRS staff member and/or health specialist according to the health topic being delivered. The HIPs then deliver the information to small groups in their communities in their mother tongue. Presentations are also provided at the Living Well in Christchurch programme for the Bhutanese and Afghan learners and the Bhutanese NZ Sign Language class.

Covid 19 continued to impact the number of topics we could deliver. Nevertheless, the team was able to deliver the following topics to their communities: Workplace Law and Safety, Online Digital Safety, Infectious Diseases, Alcohol and other Drugs, and Family Violence and Healthy Families. The Mental Health and Wellbeing topic had been delivered in the final months of the previous reporting year. Across the 7 ethnic groups participating in the peer education programme, an average of 145 people participated in each health topic seminar, and a total of 90 sessions were provided to small groups of community members for the 5 topics. The small groups allow for robust discussion on each topic and feedback from the HIPs on all of the topics indicate that these discussions are inclusive as participants have the opportunity to ask questions, clarify any issues, and discuss the differing cultural approaches to these health issues.

CRS is privileged to gain insight into a diverse range of health practices shared by the participants of these programmes. Participant feedback is gathered from each HIP session, with 98 % of participants in the community sessions reporting improved health/knowledge and/or wellbeing as a result of participating in the HIP sessions. Participant comments have been overwhelmingly positive for all of the topics.

The family violence and mental health modules are delivered on an annual basis and our observations regarding the tracking of the feedback over a long period of time is that there is a growing acceptance that these topics must be acknowledged and understood by community members in order for people to seek help. It remains a privilege to read this feedback, which is honest and at times quite raw. The Mental Health topic was delivered in the final months of the previous financial year, so is not reported on here.

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 **Family Violence and Healthy Families** topic was delivered to the HIPs by the Police Family Harm team. Participant comments are thoughtful and appreciative:

*It's not ok if someone else feel controlled and fearful.
Culture is not excuse for abuse or family violence.
No-one should be scared by someone in the family.
Learn about family protection.
Everyone in family should feel safe and nurtured.
A healthy family is trusting and supportive, safe is what we all want.
We will use to be healthy family. No-one should be scared.
We are enjoy this information to respect each other.
We are enjoy this information to not abusing our children.
Listening to new information to not using privilege to afraid a household.*

Workplace Law and Safety was delivered to the HIPs by Darren Sims, MBIE. Feedback clearly demonstrates the discrimination faced by many members of CALD communities:

*Gender discrimination is no excuse for lower wage.
Learned that there is a minimum wage that must be paid, or more.
Some place if your name is Muslim they don't give you a job – if this the reason, this is not legal.
We learn that we should not sign agreement before we read it and understand it.
We didn't know we had rights before.
Every employee has the same rights (smiley face emoji).*

The **Alcohol and other Drugs** topic was delivered to the HIPs team by Odyssey House. Once again feedback is considered and wise:

*There are risks for refugee and migrant communities in NZ, especially trauma and adjustment.
Learned about risk factors in our communities.
Learn how to avoid, control and overcome.
How NZ drinking culture is.
The good thing is our community is free of alcohol, it is not our culture and our religion will not allow it.
We learn about different types of drugs, alcohol and the harm they cause and how to control it.*

Partnership Community Workers (PCW)

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

The team is part of a Christchurch wide health initiative funded by Pegasus Health (Charitable) Ltd in which PCWs are employed by a wide range of community organisations to support people from marginalised populations to access primary health care through addressing the barriers to access.

The ultimate goal is empowerment and self-sufficiency.

The team supported 143 people from 19 ethnicities over the year. This is an increase from 12 the previous year.

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

The focus of the PCW service has continued to be to empower clients to be independent with regard to their own and their families' health needs. The team have also worked hard to increase the diversity of the clients supported by the CRS PCW team, which the increase in ethnicities represented demonstrates.

The PCWs develop a support plan with each of their clients in order to ensure that people are supported to be able to manage their own and their families' health needs.

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

Networking and educating health services is an integral part of the CRS PCW's role. The outcome of this activity is to ensure not only that health providers are aware of the need to provide interpreters for their patients, but also to encourage an understanding of diversity around health knowledge and practices of people from culturally and linguistically diverse backgrounds. The team members also continue to support their clients to understand their own health needs and conditions, medications, and assist them to access other supports available 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. While Covid -19 has impacted on all areas of health promotion activity, participation rates and outcomes have continued to be positive.

◇ **Pre-School Children**

The Under 5's and Parent's Expo

40 women, 3 men and 33 pre-school children/babies from 14 ethnicities participated in this event. 12 services (including CRS) provided information about their services. Interpreters were provided for all parents who had registered.

2 services provided workshops:

Sport Canterbury – The Value of Play

NZ Red Cross – CPR for Babies and Children.

100% of participants reported high levels of enjoyment:

I enjoyed using NZ sign language with others and seeing other people.

Enjoyed CPR, CRS, PIPs Teeth care.

Friendly staff, full of information. First Aid, information about (child) poisoning.

Very good, we are happy with everything.

100% of respondents noted that they had learned new information:

CPR and choking training.

About First Aid, Police.

First Aid it was good for us and the children busy with playing.

Plunket display- food /chemical/medicine/first aid.

CPR helps in emergency. CRS offered lots of information to deal with family issues.

Choking, Food-medicine-chemical, teeth brushing.

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

Thank you for inviting.

I will tell my friend to come to next event.

Overall nice experience.

◇ **Women**

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

70 different individuals attended over 77 sessions with a total of 832 attendances. Sessions are held during the school terms. 16 ethnicities were represented at the programme. Ages ranged from 18 years of age to 70 plus.

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

Very, very good. Important for health.

I enjoy exercise because feel good my body and good for sleeping.

Exercise is very good. If I don't come I get sore knees.

Everything. I am happy here.

93% of respondents to the formal feedback questionnaire reported that they had experienced positive changes in their health. Changes noted included feeling healthier and being more active, improved breathing, improved sleep, weight loss, less body pain, increased wellbeing and energy, and enhanced mood.

Feedback comments demonstrate the satisfaction the women experience from participating in the programme:

Very, very good. Important for health.

I enjoy exercise because feel good my body and good for sleeping.

Exercise is very good. If I don't come I get sore knees.

Everything. I am happy here.

Loose weight, good healthy my body.

More movements in my body, elbow and knees.

Headache, legs are better.

It's good for my mind.

Fitness. No back sore if continuously keep doing exercise.

Shoulder good exercise. Before pain but when exercise gone

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.

B). The **Ladies' Swimming programme** continued at Pioneer Pool each Sunday. Any woman can participate, with the funding provided by Pegasus Health and Christchurch City Council enable the sessions to be subsidised for women from refugee and migrant backgrounds. The subsidised participants provide a small financial contribution.

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

There were 45 swimming sessions were held over the year. 151 different women and children from 25 ethnicities participated with ages ranging from young babies upwards, with a total of 917 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. We were able to obtain formal feedback questionnaires from 63 participants – 62% of those over 17 years of age.

100% of respondents reporting that they enjoyed the activity, making comments such as the following:

We enjoy only women group and explore swimming around ladies and children. Tutor is so lovely and friendly and we ask for help.

I enjoy learning to swim with the tutor. I know the basics of swimming now.

Good for the body and good for sleep.

Playing with my kids in the water.

Swimming, meeting friends.

92% of respondents reported positive changes in their health.

Areas of improvement in their health noted by participants include weight loss, feeling more active, more energy, feeling fitter/healthier, feeling safe, more relaxed, and enhanced mood.

Comments:

Change health I feel so good.

More energy.

Feel better about myself, fitter.

My health. Good for me because I relax.

A bit more active, good feeling.

I feel I am more active and lose weight.

I breathe better and good.

Learn to survive in the water.

C). The annual **Ladies' Health Day** funded by Pegasus was attended by 56 women and 44 pre-school children from 13 ethnicities. Interpreters were provided for all women requiring linguistic support. Ages of the women ranged from 18 years up.

The 19 services represented at the event (including CRS) provided displays and information about their services. The women moved around the displays in language groups, and engaged directly with the services with interpreting support. Workshops were also provided for each language group. Sports Canterbury presented a workshop on the Value of Play, and a Yoga workshop was also provided for the women.

Informal and formal feedback provided by all services at the event was positive, with all services indicating that the opportunity to engage with CALD community members with interpreting support was invaluable.

The majority of participants demonstrated confidence in approaching service providers and asking questions about their own and their families' health and wellbeing. There was also very clear evidence of increased awareness of the importance in having regular check-ups for cervical and breast cancer and other health conditions.

30 participants provided formal feedback on the day. This and verbal feedback were overwhelmingly positive. The most significant benefit expressed by the women was the social connection and enjoyment the event provided for them.

90% of the participants reported improved health, knowledge and/or wellbeing as a result of their participation.

Participant comments demonstrate the importance of these events:

*I enjoyed many things today. I enjoyed yoga then play and all event I got many information I didn't know before.
Thank you so much for your help.
Collecting the most useful information around the communities to be part of.
I came from house and have fun. I learn exercise and health promotion.*

Comments about new information:

*All related to our life and our family.
Lot of resources for the community.
I can share excise technic and how family keep healthy.
I learning what to do if someone have heart problem.*

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

*Good for people not understand language because you do this for us.
I like this environment.²
Thanks for today. We are so happy.*

◇ **Older People**

50Plus Walking Group

The walking group for older adults has continued 1x per week, two hours minimum each session. Interest continues at a low level, but we continue to promote it. 6 people have consistently participated in the group - 4 women and 2 men.

We provided 36 sessions, with regular attendances, with a total of 130 attendances over the year. The activity is not weather dependant 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:

*I was enjoy walking good activity for me because and sleeping well.
Good for people and talk each other.
Good my body and relax.
Good sleep and weight loss 2 kg.
Good air and fresh – blood clearing air and les weigh and happy face people.
Good eating good food, good fresh air.*

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

B). The annual **Aged Concern Positive Aging Expo** – this event was cancelled due to Covid concerns.

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 and Board outing to Weka Pass





Childcare Support, Bilingual Tutor

Living Well in Christchurch—LWIC



Goma Mishra and Lauren Cordy (Childcare Support Workers)

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 pre-school children to attend the programme. The New Zealand Lottery Grants Board has provided funding for the bilingual tutor position and a number of private donations supported the two childcare support positions.

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

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

The programme 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.

Lauren Cordy is the Childcare Support Team leader, and in her AGM report contribution, she refers to the obvious pleasure she gets from working with the children.

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

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

Durafshan Atayee has continued in her LWIC bilingual assistant role. This entails working alongside the tutors and students in the delivery of the programme. ELP also employs bilingual tutors/assistants for other language groups, ensuring effective communication between the tutors and the learners.

Durafshan supported 11 Farsi speaking learners over the year. LWIC provides an excellent, quality learning experience for the learners, and all students are progressing well. 5 learners were also supported with childcare support over the reporting year – these women would not have been able to attend LWIC if the childcare support was not provided. 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.

The learners are also supported by ELP to participate in CRS' Ladies' Health Day and Under 5's Expo, and the Childcare Support workers also supported the tamariki participating in these programmes with their mums. ELP also 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



Omar Gomaa (Accounts/Operations Coordinator) and Marita Perini (Administrator)

The admin team at CRS consists of Marita Perini (Administrator), Omar Gomaa (Accounts/Operations Coordinator) and the General Manager. The additional funding and service provision described earlier in this report has further increased the work of the admin team, and we remain focused on timely accurate outputs and outcomes from each of our areas of responsibility.

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

The specific duties carried out by Omar are those around financial administration and IT support to staff. Marita's specific duties include maintenance of staff personnel files, and supervision of and processing data from CRS' client management systems – and a whole lot more from both of them.

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

We are looking forward to the Board approved employment of a 0.5FTE administrative assistant to support the GM and to take on a small number of tasks currently undertaken by Omar and Marita.

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



Key Relationships

CRS has had formal relationships with the following organisations over the year:

- A Memorandum of Understanding with English Language Partners around the provision of the Living Well in Christchurch programme.
- Staff membership of Aotearoa/New Zealand Association of Social Workers, and Social Work Registration.
- Staff membership of Canterbury Youth Worker's Collective.

CRS has informal links with and membership of the following groups:

- Linkages with Tangata Whenua through the generous support of Sally Pitama (Ngai Tahu) to CRS
- Canterbury Refugee Resettlement Resource Centre
- Christchurch Multi-Cultural Council
- Refugee and Migrant community networks
- A wide range of settlement sector service providers
- Member of the Canterbury Whānau Safety Services collaboration for the Integrated Safety Response Service - managed by Battered Women's Trust
- Participant in the Quota Refugee Interagency Meeting facilitated by Red Cross
- Member of the Christchurch Housing Forum
- Membership of the Right Service Right Time Governance Group to provide advice and information around the needs of culturally and linguistically diverse families in services provided
- Membership of the Canterbury Children's Team Transition Group
- Member of the Canterbury Family Violence Steering Group
- 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 2021/2022

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

- Ongoing professional development for staff.
- Leadership development for all staff.
- Ongoing reflective practice across all service areas.
- Having an ongoing commitment to professional, culturally responsive practice informed by best practice principles and robust agency policies and procedures.
- Continually providing an integrated response to refugee and migrant communities at inter and intra agency levels, and sourcing available relevant funding.
- Monitoring demand on service provision, and waiting lists for all services.
- Contributing well to the development of Te Whiri Ora — the collective response 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 to aid the recovery of Christchurch.
- Consolidating positive relationships with other service providers and forming new relationships.
- Nurturing our relationships with refugee and migrant communities, and the Muslim communities, families and individuals.
- Continuing to follow good employment practices and provide a safe working environment for all staff.

All of which includes the voices and needs of the communities we exist to serve.



To CRS' Funders

We acknowledge all of the funding organisations and agencies, large and small, that have supported the work of CRS over the past year.

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

A big **THANKS** to all our funding contract managers who take an interest in the work of CRS.

THANK YOU to our settlement and social service sector colleagues who assist and support our work

Volunteers - **SPECIAL THANKS** to our volunteers who support CRS. Thank you for giving up your time, along with your kindness and commitment to positive outcomes for our client group.

Students on Placement who have challenged us to reflect on the theoretical models underpinning our work, and your contribution to the resettlement process of service users.

Interpreters who have supported the clients and staff of CRS on an as needed basis.

All of our colleagues within and beyond the settlement sector for the collaboration and support so needed in our work.

To all staff at CRS, each and every one of you for your compassion, and continuing reflection of and commitment to this work we do, and for moving with the ongoing changes in the agency over the past year.

CRS Board - Thank you all for your time and expertise, and to 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 Christchurch and across New Zealand who continue to contact CRS to offer their support to resettling refugee communities and especially to the Muslim communities after the March 15 Mosque attacks. We at CRS are privileged to observe the compassion and aroha in our country.

**Shirley Wright
(RSW, MANZASW)
General Manager
September 2021**



CRS staff comments

Alastair White – Perpetrator Specialist – ISR

It has been another busy and varied year for CRS, and for Christchurch. Recovery from Earthquakes, March 15th and Covid is a long complex process, filled with highs and lows for both the Organisation and the communities we serve. Our clients and staff continue to amaze us with their resilience and ability to overcome life's challenges and thrive. This year, my role has been with the Integrated Service Response, a challenging role supporting and educating perpetrators of Family Harm, with the goal of reducing risk of further Family Harm, to enhance safety for all concerned, and to assist people to find new, better ways of adapting to the tests that life continues to present. My ongoing thanks to all CRS staff, leadership and communities for their ongoing support and comradery.

Catherine Comber – Volunteer

As a volunteer for CRS I have been privileged over the last year to work with three social workers assisting two families. Part of this was guiding the families to help them understand the school systems and enabling the children to settle into new schools. For the adults, attending ARA gave them confidence in speaking English. As well, I sat alongside them in a time of sorrow. To be part of their lives and watch them grow, develop independence and gain strength in their life journey is a special part of my volunteer work.

Denise Huisman – Health promotion Team Leader/Social Worker

It's been a funny year. It sort of feels like our life and work have been placed on pause. Covid has caused delays in our New Zealand systems especially housing, employment and Immigration which has made the processes here in our work even slower. As a worker we have to support our client with the frustration of being extra patient and persistent in achieving their goals.

I have been supporting a client who has been trying to get her husband here from Afghanistan for 5 years. She had been declined a number of times, and after a second ministerial review this year, she finally got a visa for him recently. After the initial joy she realised that she couldn't get a place for him in isolation which was extremely frustrating for her. The current situation in Afghanistan created more stress around this.

Falis Jama – Health Promotion Community Worker

I like facilitating the walking group because we walk in the gardens and the museum. I like assisting with the exercise class as it is social and we have good exercise. I also help with the swimming programme. Swimming is great, there are a lot of new ladies that are learning how to swim. A few ladies are going next door to the hot pool. They find this very good for their muscle pain.

Gail Moore – Senior Social Worker

It is always a pleasure to take time to reflect on the work of the past year and acknowledge the privilege of supporting CRS clients and acknowledge their resilience.

I am humbled when talking to clients about the positive impact of what CRS support has offered families and individuals. When reflecting with them on their successes and strengths, they have discussed their development around skills, coping capacities and confidence which assist them in transitioning through their life events.

A client I have been supporting recently discussed with me how the support that her family has been given has been helpful. The support has enabled them to feel confident and empowered them on their resettlement journey. She also told me that she sometimes has felt reluctant to ask others some questions that they may find trivial, however she felt confident about asking us. This has enabled her to navigate some of the systems that drive daily life in New Zealand. We have observed this family flourish and develop the ability to access services, achieve full time employment and develop a sense of control towards their future goals.

Galawezh Noori – Community Connector

With my new role as a Community Connector at CRS I had a great opportunity to learn more information about different services and organisations. I also have learned how I can access different services to get support for the people I am supporting. I can teach people how to access these services as well.

Of course sometimes we cross some challenging times to reach some services and support. Also that role gives me pleasure to meet nice people as clients from diverse communities with different backgrounds and culture, plus meeting nice people from services we get support from, or have similar roles to me.

In my Community Connector role, I am working alongside the clients from the refugee and migrant backgrounds, to direct them to the right services and right information to access for help.

The majority of my clients are having problem with language barriers, not knowing about the systems and what is available to them, such as employment services, and to many other issues facing through their resettlement in the new country.

Goma Mishra – Childcare Support Worker – (LWIC)

It's been another outstanding year with CRS and ELP as a child care support worker at Living Well in Christchurch.

As my role as child care support worker with Living Well it's my privilege and honour to look after the children's while their parents are learning English.

I am always pleased and happy to be around the children supporting them, and playing different activities with them to support with their daily activities.

As myself a former refugee from Bhutan, it's my next life where we all started again.

Especially seeing how at Living Well, we are providing a safe environment, and good education to the children and their parents we are always grateful and thankful to them.

From myself and on a behalf of my community I extend our big thank you to Living Well and CRS and Shirley Wright Manager for helping and supporting us.

Thank you and God bless Living Well.

Hanan Mender Mohamed – Bilingual Community Worker/Health Promotion Community Worker/Health Information Provider

I really like my work with CRS because it is very helpful for my community. With my HIPs work my community understand what is healthy and about drinking alcohol and mental health. I like taking the ladies to exercise. We enjoy the exercise because it is good for our bodies and our brain. I like swimming as well. Before I went I did not like the water but now I can swim a little with the board. I have clients of my own who I enjoy visiting and helping .

Hanifa Mohammadi – Bilingual Community Worker/Social Work Assistant

I had an awful and painful year because I lost the biggest member of my family, my lovely mom, and two months later I lost my aunties.

But I am thankful of my Manager and all my colleagues they helped me by supporting me and showing sympathy and their respect for my culture.

On the other hand, I am proud of my job and work I have done for my clients. They are happy with the work I did for them, one of them gave me permission so I can use this story.

He was in a private house, and he got a note from the landlord to leave because the owner trying to sell the house, he was stressed on how to find another private house, because he can't drive and speak English. So, I asked him to have a look online and he was worried and grumpy about how to find and how to apply. I showed him the website and how to send a request for viewing time to have a look and then how to apply online.

At first, he did not have the interest to have a look because he thought that he shouldn't waste his time. After many times I kept asking him to try. He now got an emergency house because all his applications did not accept. He is safe now and keeps looking.

Joseph Chhetri – Partnership Community Worker (PCW)

My role as a Partnership Community Worker enables me to work with individuals, families and also with organisations to improve the health and wellbeing of the community. In this role, I relate or connect to people from a wide range of refugee & migrants backgrounds also known as culturally and linguistically diverse communities (CALD) to engage them with the relevant agencies. So, I help people who are marginalised to tackle the problems that face to learn NZ health system.

Mostly, I work with communities as a whole, but focus on health related matter for those who are not able to do by themselves due to several barriers.

An important part of my role is to represent the voices of my clients & by advocacy, support and ensuring people can get to various medical agencies. A big role is to ensure that services provide interpreters for all clients needing linguistic support.

We as PCWs work with community groups to explore their needs and abilities, and liaise with the local general practice team to link people into assistance that may be available to those needing support. We break down the barriers facing people with the health system.

Finally I would like to say that I am at the bridge for my clients as I do this by acting as a link between communities and a range of other agencies and other sector providers. I also connect people to other CRS services that may help them in other areas of their lives. Thus, my role frequently involves addressing barriers in medical sectors to improve the lives of disadvantaged or vulnerable people by helping them bring about change.

Khuma Kadariya – Bilingual Community Worker & Social Work Assistant

It has been three years working with CRS, from this year I have been offered the role of Social Work Assistant and this role has empowered me to uplift the foundation of my skills in my career pathway. With this role, I have learned a lot of useful community and social skills that I am able to influence back to the communities. I am always grateful to be a part of this team.

Lauren Brunt – Clinical Social Worker

I am a Clinical Social Worker working as a part of the CRS Mosque Mental Health Team since June 2019. I primarily work with female Muslim's impacted by the Mosque attacks in 2019.

My role involves educating and supporting clients with their trauma symptoms, anxiety and depression, family work as well as supporting clients with life stressors and practical matters. This year I am studying towards a Postgraduate Certificate in Cognitive Behavioural Therapy through Otago University's School of Psychological Medicine.

This is work based study. I have a small number of clients who have put their trust in me to practice my new CBT skills as I teach them to be their own therapist. My role at CRS is challenging and rewarding. It is a welcoming and supportive place to work where diversity is embraced. It is a privilege working to support the Muslim community and to work with the CRS team.

Lauren Cordy – Childcare Support Team Leader - LWIC

I want to share a piece of my daily work with you all.

I was having a conversation with one of the little girls in the childcare support programme. We were talking about her mummy's teacher, Bridget, and I told her that I am kind of like her own teacher.

Her reply was "you are not my teacher, you are family" with a big grin on her face.

She showed me in that comment the value of my work and what the job means to me on a daily basis.

Maha Galal – Social Worker -

I had the pleasure to work at Christchurch Resettlement Service for almost 3 years. I have been working with the March 15 families, which I believe was a gift, to be a small part of the support and making a positive change in their life.

I thank CRS for supporting them and extend that support to even cover my volunteer work with the March 15 families.

I got my post-graduate certificate in mental health this year, as I hope that I can provide more and more for them, this couldn't be done without the incredible support and understanding from Shirley and my team.

Marian Hussen – CALD Counsellor

I enjoy my work, the process of counselling, when we get to explore the difficulties for which the person was seeking counselling. I like helping people see things more clearly from a different point of view. I like to help the person focus on feelings, experiences or behaviour with a goal of facilitating positive change. I like to encourage the person to look at parts of their lives that they have found difficult or impossible to face before. Where possible I like to reduce the person's confusion, enabling them to make effective decisions leading to positive changes in their behaviour.

Kindly regard Marian

Marita Perini – Administrator

Once again another massive & tiring year has ticked around!! We have been lucky through challenging times to actually increase services and funding, which in turn, has increased workloads across the Agency and I would like to thank all who have helped & supported me. Lockdowns & events certainly help put life in perspective!. A big thanks to all and looking forward to the new financial year.

Maryam Sharifkhani – Bilingual Community Worker

Since January 2021, I have worked for CRS as a Bilingual Community Worker.

It has been my privilege to work with a wide range of clients, including clients from Farsi-speaking countries. Having this job is an amazing and rewarding experience and I feel very lucky to be a part of this wonderful team. The work I do at CRS is more than a job to me. It is like a learning journey where I continually learn about different topics through my colleagues and clients as well as organizations. In addition, it enables me to understand different worldviews and perspectives by working among a diverse population. Some clients have good things to say about the CRS team and it makes me feel amazed and thankful that we are able to help our communities.

Maryanne Cosgrove – Social Work Assistant

As like every year I continue to enjoy my work and learn from clients to build on my skills and increase my knowledge and experience. I have started this year with an application to Social Workers Registration Board (SWRB) for Section 13 as per the changes required to continue to work in this field. It is a lengthy process, and I am now waiting for the outcome of Stage 1 before I can proceed. Taking a look at what is required for the next stage is assisting me to further develop my practice.

Melissa Sheehan - Whanau Support Worker ISR

Tena Kotou Katoa

Ki Ora my name is Melissa Sheehan; I have had the privilege to work at CRS a little under 12 years.

Within the last 4 years I have been working with victims of violence as part of the Integrated Safety Response. We have managed through the on-going changes from the impacts of the Covid virus. It has been great to be able to meet people again face to face and not just being phone based or zoom based work.

Within the last year I have had the honour to work with men, women and children who have been impacted by violence and I have also see some amazing changes in the lives of individuals and families, with great improvements, especially changing the cycle of violence through their strength and dedication on making their lives better and free from violence.

We have also been able to work in some amazing collaborations, as we have built a fantastic foundation within the Police, MSD, MOJ, MOE, Health, BWT collaboration and the Maori social services agencies to make the brighter future with all the work together for these families, in breaking down the barriers or fears that the families may have.

Through all the obstacles that have occurred that have been beyond our control, I still feel blessed every day to work alongside amazing people (in CRS and the Integrated Safety Team) to support and assist people to break free from violence and live their best life that they can.

**Mitra Rai – Bilingual Community Worker**

Since I joined CRS as a bilingual community worker we have passed through lots of difficulties and hardship of natural disasters. This made very complicated time for the refugee and migration people. It's not always easy to cope and learn new things in a new country, especially when they have unexpected encounter with unrelated incidents, such as earthquakes, terror attack, Covid and a war like in Afghanistan.

Always people need a support and assistance of someone to make their ways easier and comfortable in hard times. Such incidents make people frustrated and stressed and could do nothing and also the people can go nowhere.

At the tough time in Christchurch when the people were in dilemma and worrying for their family members back in their country of born, CRS stand beside them for their help and support with their helping hands and with their loving and caring voice. CRS has highly qualified and experienced staff members and wonderful management team to provide good services to the needy people. These two keys things soothe me to work easier in a nice atmosphere.

Our Bhutanese community have been doing lots in cooperate with CRS to develop their skills, educating themselves, helping them how to do the things easily and in suitable environment. Now most of them are in a good position. When I talked about position and family progress it would not possible without CRS so credits go to CRS.

CRS provides a good range of services to support families in different fields connecting with various agencies. CRS provides a high standard of respects and supports to highlight people's culture and tradition. Which are very very important to those who come to New Zealand. Practising their culture and tradition are essential things for them which they can still practice their culture and transfer their value of culture and tradition to their forth coming generation.

I really really respect and honour all the staff members and management team for their big mind and broad vision. CRS supports for the newly arrival people are very crucial and valuable to enable them to meet their daily needs in multiple ways. At the end, I am really enjoying working at CRS and I truly appreciated and acknowledged for their epic helps for our people. Loves and kindness come from the core of heart not from character.

Thanks and bless NZ.

Peter De Boer – Social Worker / Team Leader

I have now been back at Christchurch Resettlement Services for nearly two years and have enjoyed reconnecting with 'old' clients and staff members and appreciated the challenge in working with the victims and their families of the March 15th Mosque attacks. This work is ongoing with the post traumatic effects continuing for this community.

In January of this year I took on a greater supervisory role at CRS which has given me a greater appreciation of the dedication and skills of the CRS team. The CRS staff are very committed and focussed on the well being of their clients which has made my role as team leader much easier.

Qaali Mohamed – Bilingual Community Worker /Social Work Assistant/Health Information Provider

Hi, my name is Qaali Mohamed and I am originally from Somalia. I have been working at CRS for about 13 years. I am a Social Work Assistant, Bilingual Community Worker and Health Information Provider to the wider community. My role is to break down the barriers between the client and those agencies assisting them.

I am very passionate about my work and what I do. I love working at CRS. Working at CRS has given me a lot of opportunity and this has helped me to assist my community. Working at CRS has allowed me to advocate for my clients' needs and to support them in the decisions that they choose.

Rami Elsayed – Social Work Assistant – Muslim community

It has been two years since I joined CRS school. And yes, I'm calling it school because the amount of knowledge, experience and learning that you gain is unlimited. You can almost learn all life and work related matters. In addition to all of this, being able to work alongside families and individuals and help them to change, develop their skills and move forward is so rewarding.

There are lots of challenges within the role, but having the CRS team and it's management beside me helped me to overcome these challenges and learn how I can deal with all types of issues. Not forgetting that you can't always achieve goals but at least you can try your best.

It's a real privilege for me to be in such environment where you support people and feel the support around you at CRS. Not sure where my future will take me, but I'm hoping that as long as I'm in New Zealand I'll be able to work in such place where we care and support one another .

Ravit Abraham – Social Work Assistant

It has been such a delight to be back with CRS this year after a pause of 16 years. I had first joined CRS, then RRS, in early 2000 and was involved in developing the social work services to the migrant communities (outside of refugee communities and asylum seekers), a work I loved very much.

Getting back this year, it was great to see the significant growth of the organisation on all levels, as well as the high professional recognition it holds within the social services partners. My social work role now is in family violence, mental health, and generic social work.

Rika Savage – Counsellor and Whanau Resilience Kaimahi and CALD Counsellor

A long-term battle with COVID 19 has been greatly impacting the people with CALD backgrounds. Alongside the challenging time to settle in a new country, they have additional challenges around their visa status, work issues, and concern about their family back in their country due to COVID 19. Some people might have been overwhelmed with the series of lifestyle changes and developed depression and some somatic symptoms.

As an immigrant myself, I can relate to their issues, and I am privileged to be able to be alongside them, support them and survive with them as a whole community. CRS has been the crucial place to make this happen, and many of my clients appreciate that CRS has been a kind of one-stop-shop that they can rely on and go to when they need any kind of help.

Shelley Hou – CALD Counsellor

I am really grateful for Pegasus health and CRS to provide me this opportunity to use my knowledge to help people from migrant and refugee backgrounds. Most clients have expressed their gratitude for having this service to help them go through the challenges in their lives.

Wubet Ahmedin - Bilingual Community Worker

It is good to be back at work after having some time away. I have enjoyed being back and visiting people but I have been aware about the financial stressors that families are feeling, especially around keeping their home warm due to electricity costs this year. One of the main highlights for me this year is coming back to work and being in the work place. I appreciate the people and surviving COVID together. I am proud that I work at CRS where people from refugee backgrounds can come and get support. CRS feels like home to many families that they feel like they can come if they need help no matter how long they have been here in New Zealand.

Zeinap Hussein-Partnership Community Worker

My name is Zeinap Hussein, and my role is Partnership Community Worker (PCW). I like my job, and I love working with people who need support for their primary health needs. My clients often need help to make an appointment with their GP or dentist etc. I help them access appointments at Hospital, Radiology, Physiotherapy, MSD/WINZ and so on. I teach them how to do this for themselves when they can.

At the end of the day my clients will be happy, and they will say thanks Zeinap. I will be very happy when I see their smile.

Thanks – Zeinap.



CRS Under 5s and Parents' EXPO 2021