



RMS
Refugee Resettlement

ANNUAL REPORT 2003-2004



RMS Refugee Resettlement is New Zealand's national refugee resettlement agency. We are a non-profit, non-governmental organisation. Each year NZ accepts 750 refugees for resettlement through the United Nations High Commissioner for Refugees (UNHCR). RMS staff and volunteers support these refugees (known as quota refugees) in building a future here. Since beginning work in 1975 we've helped over 40,000 former refugees start new lives in New Zealand.

RMS is concerned with refugee resettlement on three levels:

- service provision
- public education
- refugee policy.

Our staff includes social workers and cross-cultural workers. We also run an extensive training programme for community volunteers.

For more information about what we do visit our website www.rms.org.nz

THE YEAR THAT WAS

The announcement of extra funding for RMS in this year's Budget was the best news we've had for a long time. After years of struggling with the challenges of serious under-resourcing the news was most encouraging for RMS staff and supporters alike. The funding allows us to concentrate on our core business of refugee resettlement rather than constantly worrying and wondering about how we will survive the year, as too often has been the case in the past.

Resettlement in a third country, such as New Zealand, is available to less than two percent of the world's 9.7 million refugees. The UNHCR Resettlement Programme targets those refugees seen to be in greatest need of international protection or durable solution, which cannot be provided either through repatriation or by local integration into the refugee's country of first asylum.

New Zealand's longstanding contribution of 750 resettlement places each year has won us considerable international kudos and respect, both among the broader international community and with the United Nations High Commissioner for Refugees. This has been partly due to our willingness to accept a share of the world's most vulnerable cases, including at-risk women and children and a small number of medically disabled cases.

At first glance it is easier to see any refugee resettlement programme as a cost rather than a benefit, particularly if it is viewed over a short time frame. However, when viewed across generations, a very different picture emerges. In New Zealand, the government began its formal response to refugees in 1944. We can now look back over three generations and make much better informed judgments about the investment that New Zealand has made through its commendable and ongoing response to the plight of the world's refugees.

Significant social and economic value is being added to our country by refugees and their families. For example, research with a group of former Polish refugees revealed that:

- 57% of their children had gone on to obtain university degrees and/or post graduate degrees.
- a further 27% were in non-degree professions or trades.

It is our experience that the vast majority of refugee children grow up to be fluently bi-lingual or multi-lingual. As New Zealand continues to pursue expanded global economic opportunities, such attributes can only be beneficial.

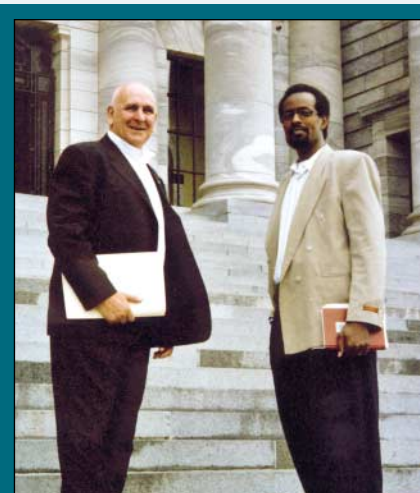
It is a sad fact that many older refugees suffer from acute loneliness. They are invariably victims of multiple-loss, having lost language, culture, family, possessions, status and employment. Parents often knowingly sacrifice themselves to become human bridges for the next generation. They may never join the workforce or learn to speak English fluently but most are determined that their children should succeed and have a better life and future than they themselves have endured.

The major factors influencing the success of refugee resettlement are sensible selection, family unity and appropriate support and encouragement during the early years of settlement.

Recent governments have sometimes failed to appreciate the inextricable link between "sensible selection" and "successful settlement". We commend the work started towards a new immigration strategy which we understand will distinguish between policy development for migrants and refugees. We hope, too, that the link between selection and settlement will be appreciated in the policy developed.

Peter Cotton
Director

Wellington cross-cultural worker Adam Awad (r) and director Peter Cotton on the steps of Parliament in February. They put the case for increased funding for RMS in a submission to the Finance and Expenditure Select Committee.



REFUGEE QUOTA

1 JULY 2003-30 JUNE 2004

Nationalities resettled

Nationality	Number resettled
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Afghanistan	386
Algeria	1
Burundi	3
China	3
Congo (DRC)	3
Eritrea	85
Ethiopia	48
Iran	8
Iraq	88
Kuwait	9
Myanmar	26
Palestine	15
Pakistan	2
Rwanda	3
Somalia	38
Syria	7
Sri Lanka	5
Sudan	74
Turkey	6
Uganda	2
Total	812

Resettlement locations

Locations	Number resettled
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Auckland (two offices)	481
Hamilton	47
Napier	59
Wellington (incl. Hutt Valley & Porirua)	132
Christchurch	83
Other (Nelson/Palmerston North)	20
Total	*822

**(Includes non-quota family reunion and humanitarian cases)*

NZIS SELECTION MISSION

Christchurch regional co-coordinator, Anne-Marie Reynolds participated in an NZIS selection mission to Afghanistan and Iran in March/April of this year.

Several times a year a team of NZIS immigration officers travels to selected refugee camps to interview refugees previously selected for possible resettlement in New Zealand by the United Nations High Commissioner for Refugees (UNHCR). These interviews determine which refugees will be accepted under our quota programme. Refugees who are presented for resettlement in third countries such as NZ are those seen to be in greatest need of protection or those for whom there is no other durable solution.

Anne-Marie said the majority of the interviews she conducted were with families of men and boys she knew in Christchurch so it was often an emotional and gratifying experience.

"I certainly wasn't prepared for the devastation wrought on Kabul, but despite the poverty, we found great spirit among the people, a very positive feel of optimism."

Visa problems caused the mission difficulties in getting into Iran. "It proved providential that Iran was the last country we visited because of the need to spend longer there to liaise with the Iranian Minister of the Interior, UNHCR and the International Organisation for Migration (IOM) to ensure the safe departure from Iran of the refugees illegally residing there. UN and IOM staff asked us to assist negotiations with the BAFIA (the equivalent of our Department of Internal Affairs) in the deportation of our families into Afghanistan, seeing it as essential to assist them because these were family reunion cases and not UN-present cases."

Anne-Marie said the opportunity to participate in the NZIS missions is worthy acknowledgement of the role which RMS, as NZ's resettlement agency, has to play in the selection of quota refugees.

Anne-Marie Reynolds (r) with Rachel Demas (Refugee Settlement Co-ordinator NZIS Refugee Quota Branch) in the hills above Tehran.



60 YEARS OF A PLACE TO CALL HOME



Polish dance ensemble, Orięta.

This year's *World Refugee Day* theme, *A Place to Call Home*, had particular resonance for New Zealand as 2004 marks 60 years since the arrival of over 700 Polish children from war-torn Europe. This was NZ's first official involvement in refugee resettlement.

Dancers from the Polish community, including some whose parents were among those first arrivals, entertained guests at a *World Refugee*

Day function at Parliament. The function was jointly hosted by RMS and Immigration Minister Paul Swain. Niborom Young from the Cambodian community was the MC for the event and the programme included presentations from Sehrija Malesic (Bosnia) and Boutros Nam (Sudan) reflecting the experience of more recent arrivals over the past six decades.

In Auckland festivities included a multicultural concert organised by RMS, NZIS and the Ministry of Education in conjunction with King's College.

This year *Refugee Sunday* also fell on 20 June and many church groups marked the occasion by including refugee-related materials in their services and taking up special collections to aid the work of RMS.

UN PRAISES NEW ZEALANDERS

The UN High Commissioner for Refugees, Ruud Lubbers, visited New Zealand in July, his visit coinciding with the arrival of 129 refugees from Afghanistan and Pakistan at the Mangere Refugee Reception Centre.

Most of the arrivals were relatives of boys rescued by the Norwegian container ship *Tampa* in August 2001 and among the 131 people first accepted by New Zealand after the incident.

At a ceremony held to celebrate their arrival the High Commissioner said the reunification of the families was a very special moment and thanked the people and Government of NZ for their generosity in making it happen. "It's a miracle that you survived and then were welcomed here in New Zealand. It's even more of a miracle that the people of New Zealand

make it possible now that you come here to see your sons, to see your family and to live together with them here."

If you would like to know more about the work of the UNHCR visit their website at www.unhcr.ch



Ruud Lubbers with Immigration Minister Paul Swain.



Hamilton Mayor David Braithwaite at a civic reception held in March to welcome newcomers to the city. He is pictured with (l-r) Muktar Hassan, Hawa Egal and Naiman Abdi from Somalia.

VOLUNTEERING WITH RMS

Alex Abela is one of a small team of Auckland volunteers working with an Afghani family who arrived here in March. He first met the family at the Mangere Refugee Reception Centre.

“It was a really great experience for the soul. Only one of the Hassanis, a son, spoke any English but somehow we communicated very well. We talked, they offered me tea. From under her bed Amaneh pulled out all their worldly possessions, i.e. aluminium cups and plates and thermos flask. Then, from an old shoe box she pulled out some biscuits, and we all had tea. After tea, Moheb pulled out from under his bed a beautiful Afghani table cloth, made by Amaneh, and gave it to me as a present of friendship. I was truly touched that day.

“Initially Housing New Zealand had difficulties finding an appropriate place to house the family. Finally they found a 2.5 bedroom home to house the seven of them. It was difficult trying to fit in all the furniture that we’d managed to collect but they promised us that they would give us a bigger house as soon as possible. That meant we had to shift all over again after two months, including re-enrolling all the kids in new schools, but that was fun.

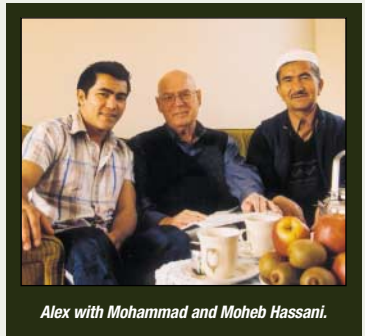
“About two weeks after settling into their own house, I got a very urgent phone call telling me that the father had gone missing. He’d left home at about 6 am for a walk around the block but hadn’t returned by 10 am. There was panic all round. We organised a search

party, informed the police and hospitals and searched on foot around the area. Two hours later I finally heard that he’d been found wandering miles away from home. Unable to read or speak English he’d simply lost his way.

“Eight months after their arrival the four kids are settled in at their respective primary, intermediate and high schools. They’re all doing very well academically as well as on the sporting field. Their command of English has really blossomed, and they speak with a beautiful clear Kiwi/Afghanistan accent. The boys have managed to acquire good part-time jobs too.

“The family’s also been fortunate enough to find a nearby Kiwi doctor who’s worked in Afghanistan and that’s made a big difference.”

Alex says volunteering with RMS has been a fascinating experience through which he’s learnt a great deal as well as making friends for life.



Alex with Mohammad and Moheb Hassani.



RMS Volunteer Support Workers Waris Webi (l) and Mahany Sos (r) discussing ideas for a new volunteer pamphlet with Teresa.

RMS was one of the beneficiaries of the Department of Internal Affairs' Community Internship Programme this year. Through the programme Teresa Wyndham-Smith, was employed on a six month internship in the Secretariat as Communications Manager.

Participants at a seminar on Raising Cultural Awareness & Improving Academic Achievement held in Napier. The seminar was organised by RMS Hawkes Bay together with the local Literacy Advisor-ESOL (Massey University) and a Ministry of Education Refugee Education Co-ordinator.

Teachers from the region's schools attended along with Iraqi parents. It provided the opportunity to discuss cultural differences and possible communication difficulties refugee students may experience. The families supplied a lunch of traditional Iraqi food for all those participating.



VOLUNTEER TRAINING PROGRAMME

A total of 384 volunteers underwent training with RMS over the past year. RMS's nationwide volunteer programme focuses on assisting refugees during their first six months in New Zealand. It is one of the ways RMS puts into practice its core objectives of assisting in the settlement and empowerment of refugee communities, raising community awareness and responding to refugee needs. RMS is committed to facilitating community involvement in refugee reception through this volunteer programme.

Over recent years, RMS has developed the training course offered to Volunteer Support Workers into a Level 3 *RMS Certificate in Refugee Resettlement Support*. The agency is accredited by NZQA as a training provider for this Certificate, now offered in Auckland, Hamilton, Wellington and Christchurch. In order to achieve it, volunteers attend training sessions, fulfill a six month placement and complete assignments to demonstrate their understanding of issues concerning refugees. The assignment work is designed to assist RMS in the supervision of volunteers.

The first six certificates were awarded in Auckland in July 2003 with another 10 awarded there in November 2003 and 14 to Wellington graduates the same month. A further nine certificates were awarded in Auckland up to June 2004 and two in Christchurch. Current volunteers are working towards completing the Certificate requirements.

NZQA audited RMS in March 2004 and registration to offer the Certificate was renewed for two years. This move to a two year cycle recognises the effective quality management system which RMS has in place to ensure national training policies and procedures are followed in the four training areas. RMS has worked hard over the last few years to improve systems to reach this point.

A major achievement in 2003/04, assisted by funding by the Office of Ethnic Affairs, has been the development of a volunteer database. This will improve and simplify administration systems and VSW records. The database has been piloted in Wellington. Following a database training course for RMS staff in October 2004, it will be implemented in Auckland, Hamilton, Christchurch and Hawkes Bay.

A survey of RMS Volunteer Support Workers was conducted in 2004 to collect information on characteristics and motivation of current volunteers to inform the design of successful training, supervision and recruitment systems. In 2005, a regular survey of Volunteer Support Workers, after their six month placement, will give RMS information from each volunteer to identify areas for improvement and where additional information/support might be needed. This will provide ongoing information for continuous improvement of the RMS volunteer programme.



I'd like to be an RMS volunteer support worker.

Please contact me with enrolment details for the next RMS training programme.

Name:

Street:

Suburb:

City:

Phone:

Email:

I'D LIKE TO SUPPORT THE WORK OF RMS. PLEASE FILL IN THE FORM BELOW AND RETURN TO YOUR LOCAL RMS OFFICE, OR CALL 0900 444 22 TO MAKE A \$20 DONATION (PLEASE CHECK WITH THE BILL PAYER BEFORE MAKING THE CALL).

I'd like to donate \$ to RMS's work.

Enclosed is my cheque OR charge as per completed form.

Please Tick: Visa Mastercard

Expiry Date:

Signature:

Card Number:

RMS OFFICES

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INCOME AND EXPENDITURE STATEMENT

FOR YEAR ENDED 30 JUNE 2004

	2004	2003
	\$	\$
Income		
Appeal		
Donations received	47,754	16,938
Less cost of promotion	(1,232)	(318)
	46,522	16,620
Grants for general funds		
Child, Youth and Family	468,028	288,889
NZ Immigration Service	630,224	590,224
Charitable trusts/donations	166,500	85,000
Other funding		
Charitable trusts/government/miscellaneous	147,277	227,442
Other income		
Interest on investments	7,580	12,358
Sundry	51,895	20,950
Total income	1,518,027	1,241,483
Expenditure		
Salaries & allowances		
Payments to employees (net of recoveries)	979,018	697,637
Holiday pay expense	(10,369)	10,393
Staff recruitment	3,383	-
Travel		
Airfares, motor vehicle expenses, accommodation	77,511	83,305
Administration		
Printing, stationery, postage & photocopying	25,652	23,731
General expenses	28,317	31,171
Repairs & maintenance/office equipment	18,434	17,458
Training	31,017	11,570
Communications		
Telephones	45,584	45,140
Public relations	3,672	8,714
Occupancy		
Office electricity	2,939	2,895
Rent	78,249	66,026
Other		
Audit fees	7,175	9,313
Insurance & ACC Levy	10,984	9,046
Depreciation	35,900	30,748
Allocation of other funding		
- RMS operations	60,605	127,954
- special purposes	86,671	99,488
Refugee related expenses	17,751	11,262
Total expenditure & allocations	1,502,493	1,285,851
Net surplus (deficit)	15,534	(44,368)



Hutt Valley cross-cultural worker, Hanim Manger (right) together with Sabina Gabriel. Hanim and Sabina are members of a Sudanese women's support group which meets weekly so women can exchange skills and provide practical help to each other. They are also offering traditional hair braiding in the Hutt Valley as a way of fundraising to help refugees.

Photo courtesy of The Upper Hutt Leader.

Tampa refugee Abdulqayun Salimi arrived in New Zealand three years ago with his wife and child and little else. Abdulqayun was a photographer in Afghanistan, but his qualifications were not accepted here and his sketchy knowledge of English made it difficult to communicate. He found a job as a tiler more than a year ago and loves it. Abdulqayun and his family, which now includes a baby boy born here, are living in Christchurch. "We are so happy to be here. I love this country, I love the people. I feel so comfortable and safe here."

Photo courtesy of The Press.



STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2004

	2004 \$	2003 \$
Funds available for operations		
- General Reserve	(38,621)	(54,155)
- Funds No.1	50,453	47,753
	11,832	(6,402)
Funds available for special purposes		
Special Purpose Fund	78,847	74,366
Total funds	90,679	67,964
<i>Represented by:</i>		
Current assets		
Accounts receivable	8,587	1,429
Cash at bank	25,907	128,850
Call deposits	155,158	259,683
Total current assets	189,652	389,962
Non-current assets		
Investment in car scheme	16,297	16,297
Fixed assets	74,051	56,068
Total non-current assets	90,348	72,365
Total assets	280,000	462,327
Less current liabilities		
Airfares	-	9,071
Accounts payable	45,054	58,655
Income received in advance	67,500	239,501
Provision for holiday pay	76,767	87,136
Total liabilities	189,321	394,363
Net Assets	90,679	67,964

These summarised accounts may not contain sufficient information to allow for a full understanding of our financial affairs. The full accounts, together with the auditor's report, can be obtained from the RMS Secretariat.

Special Purpose Fund

This is an accumulation of grants received from government departments and charitable trusts to be used for special projects, or administered by RMS acting as an umbrella organisation for refugee community groups.

THANKS!

We'd like to thank all those who've helped us in so many ways over the past year including:



Somali, Cambodian and Afghani children at a January 2004 holiday programme organised by the RMS Hamilton office with voluntary help from students from Waikato University and the NZ Missionary Training College.

Donating goods

Good quality household furnishings are often needed by RMS offices to outfit houses. For more information please contact your local RMS office.

RMS News is a monthly electronic newsletter about RMS' work and refugee issues in New Zealand. If you would like to subscribe please email secretariat@rms.org.nz

All our RMS volunteer support workers

All the individuals and groups who've donated money, goods or services

ASB Charitable Trust

Auckland, Christchurch, Hamilton and Manukau City Councils

Boys' and Girls' Institute

Child, Youth and Family

Christchurch Community Trust

Department of Internal Affairs

Gaynor Transport

JR McKenzie Trust

Lee Foundation (Singapore)

Hamilton Refugee Voices

Lion Foundation

Ministry of Education

New Zealand Immigration Service

New Zealand Lottery Grants Board

New Zealand Red Cross

Office of Ethnic Affairs

Pio Terei

Porirua New Settlers Service

Rotary Club of Somerville Howick

Sky City

Thames Publications Limited

Trailblazer Productions

TVNZ Community Support Foundation

Waikato Community Trust

**A BUNDLE OF BELONGINGS ISN'T THE ONLY THING
A REFUGEE BRINGS TO HIS NEW COUNTRY . . .**

EINSTEIN WAS A REFUGEE.