



RMS
Refugee Resettlement



Annual Report

2006-07

Our Vision

*Refugees achieving their potential and
contributing within a welcoming and inclusive
society*

Chairperson's Report 2007 RMS Refugee Resettlement

As identified in our Strategic Directions document 2007-2010
Our organizational focus is on

- providing enhanced services to refugees settling in New Zealand,
- building and maintaining positive engagement between refugee communities and the wider community,
- contributing to global resettlement solutions and the development of international best practice,
- becoming an effective agency that is well governed and appropriately resourced.

Over the past year a great deal of effort has been put into the latter, in recognition of the fact that we are still a relatively new Board and that the senior management structure of the organization has undergone some significant change. New policies and practices that contribute to good governance have continued to be developed and a new national management structure implemented as an alternative to having a Chief Executive.

In May of 2007 the senior management team brought to the Board a proposal in which the three senior managers became a National Management team consisting of the following positions: National Manager Client Services, National Manager External Relations and National Manager Operations to cover the role of a Chief Executive. The Board agreed at the June Board meeting to trial this proposed arrangement for a year with a review to take place prior to the end of that period.

The Board saw it as a way of best utilizing the skills of the three senior managers in a time of transition and change. They would form a tripartite team with individual responsibility for their own specific areas plus some specific strategic objectives and have joint responsibility for providing leadership within the organization. The Board and the National management team also felt that the structure would contribute to the consolidation of organizational changes that had already been implemented and provide for a more strategic national focus. The creation of the new position, National Manager External Relations also provided an opportunity to give expression to the organizations commitment to its recognition and development of strategic relationships and organizational *contributions* both domestically and internationally.

The new positions, effective as of September 1st, National Manager Client Services, National Manager External Relations and National Manager Operations are held by Jenni Broom, Peter Cotton, and Brett Denham respectively and all positions are accountable to the Board. Information about this new senior management structure was conveyed to all staff and all key stake holders by the Board.

The Strategic Directions document, produced through a joint effort by national and senior staff and board members was approved by the Board and copies sent to key stakeholders and it is to be placed on the website. The Board welcomes feedback on this document, which will be taken into consideration when it is reviewed again in 2008.

Underpinning all of the above is the crucial necessity for the organization to have secure funding going forward. Over the past year a great deal of effort has gone into our financial and service reporting systems and to our working relationships with our two major funders. The ultimate outcome would be ongoing funding secured but that it is at a level that reflects true costs many of which are out of the organization's control.

There is also the need to increase and diversify funding from non governmental sources and a professional fundraiser was engaged to prepare a fundraising presentation for the Board. Subsequent to this a part time fund raising coordinator was appointed. This also further highlighted the need for clarity around the role of membership. A registry of members was set up and all members contacted as to their wishes to continue with their membership of RMS. The majority indicated that they wished to do so but would like further information about RMS membership its purpose and role. To this end the Board proposed that the Chair and National Manager External Relations meet with Geoff Sanders the CE of Relationship Services, an NGO with many parallels with RMS who are going through the same process in terms of clarifying the role of its members and its interface with other strategies for fundraising such as possibly a Friends of RMS. Alongside this and with the added incentive of being selected by Television N Z to be the recipient of free advertising time on air promoting our organization it seemed to be a logical move to look at the rebranding of the whole organization.

The National Manager External Relations was charged with the task of seeing if there was any possibility of some pro bono work being done for us on rebranding by any of the well-known PR companies. Clemengers BBDO are at present engaged in preparing a brief for the logo and name change and developing the television advertisements concepts in consultation with the rebranding working party. We are extremely grateful to them and to Peter for securing their services and consider the organization to be very fortunate.

The development of an External Relations Strategy both domestic and international, lead by the external relations team is seen as an effective way of enabling the organization to continue to develop partnerships with refugee communities, develop and enhance positive receiving communities, and continue to make informed contributions at the domestic and international level on resettlement selection and process.

RMS has lead and contributing roles in the government's Settlement Action Plan. Its settlement implementation in Palmerston North was one of successful community engagement followed by self review of the whole process plus its strategic review of the role and function of the volunteer support service all contribute to what RMS has identified as one of its key objectives that of providing enhanced services to refugees, our core business and the central focus for the organization.

During the year we welcomed onto the Board, John Lumsden, ex CE, NZ MetService, Dr Arif Saeid, and Dr Love Chile. John Lumsden brings valuable management experience and networking contacts to his position on the Board.

Dr Saeid, himself a refugee, who works for Refugees as Survivors Auckland as a community manager, brings a refugee perspective which is invaluable for a Board such as ours, and Dr Love Chile, who is based at Auckland University of Technology, is well known for his social policy work and research on immigration with particular reference to refugees and the training of cross cultural workers.

Ria Earp, CE Mary Potter Hospice who apart from her own management experience gives the Tangata whenua a voice and Adam Awad, a refugee himself, a former RMS cross cultural worker and Executive director of Changemakers Refugee Forum will join the Board next year.

Sue Driver, who is resigning from the Board at this AGM, has brought clarity of thought and perception and I know all board members and national management staff have valued her input over the time she has served on the Board. She has been a strong advocate of making sure that refugee voices are heard and it is appropriate that she is to be replaced by Adam Awad.

We are an organization that is extremely rich through the commitment and diverse experiences and skills that are held within all those who work throughout the organization. The volunteer support workers who are an important face for us in the community, the cross cultural workers the “high grade oil” of the organization, the social workers with their high level skills and expertise, the coordinators, administrators and managers who have been at the forefront of the changes the organization has gone through and board members who have given of many hours over and above attendance at board meetings. All give total commitment to RMS often under stress because of the demands upon them and the demands of being committed to a values driven organization that is undergoing growth and change. The challenge is to recognize this diversity of talent and allow it to flourish and grow to meet our vision of refugees realizing their potential and contributing within an inclusive society

Whakataka te hau te Uru	Cease o winds from the West
Whakataka te hau te Tonga	Cease o winds from the South
Kia makinakina ki uta	Let the calm breezes flow o'er the land
Kia mataratara ki tai	Let the calm breezes blow o'er the sea
E hi ake ana te atakura	Let the red tipped dawn come with a sharpened air
He huka, he tio, he hau hu	A touch of frost , a promise of a glorious day
Tihe Mauriora	Behold 'tis the first breath of life

Thank you.

MaryRose Royal
Chairperson
November 2007

RMS REFUGEE RESETTLEMENT

ANNUAL GENERAL MEETING

NOVEMBER 27TH 2007

CHAIRPERSON'S REPORT