Reflecting on the past year

National Management Team Report

During the past year, two new ethnic groups have arrived – Colombians who have settled in Hamilton, and Bhutanese in Christchurch and Palmerston North. Their task of developing a community identity in a New Zealand context is challenging for tiny communities, and they have been strongly supported by Refugee Services staff.

During 2008, a review of the volunteer programme reaffirmed the effectiveness and appropriateness of linking every refugee family to a group of volunteers who, in turn, can help link them into the local community. The review also emphasised the need to develop other short term or 'task centred' opportunities for volunteering, to creatively maximise opportunities for volunteers wanting to help. The year has seen a record number (599) volunteers completing their six month support placement.

Social Workers have worked intensively with every refugee family – assessments have led to a plan to enable independent living, with the issues of the first year focused around shelter and connection to a new society – housing, income, health and education. Guidelines ensure that cases are closed only when a level of independence has been attained, with the opportunity of referral to other agencies and opportunities for re-referrals to Refugee Services when necessary.

Much of the progress of the year has been in developing collaborative partnerships with refugee communities and other service providers to create an environment of welcome and support which will enable New Zealand to become 'a place to call home' – the theme of the commemoration of World Refugee Day last June 20.

A highlight of working together has been the collaboration to achieve the first Regional Refugee Resettlement Forums, where there has been the opportunity for the refugee voice to be clearly expressed both in planning and hosting of these important events.



Successful community events have included the annual Auckland International Cultural Festival, 'gatherings' where pot luck meals are enjoyed by refugee families and their volunteer teams and powhiri's involving local iwi.

The External Relations Team focussed much of its energy into the rebranding of the agency to "Refugee Services Aotearoa New Zealand". This milestone in the agency's history was marked by a very successful event hosted by the Governor General at Government House. Response to the new branding has been overwhelmingly positive. Refugee Services was fortunate to be selected as one of 5 recipients of a Community Partnership between TVNZ and community organisations. As a result, a series of television advertisements, created by Clemenger BBDO, will continue to air periodically until June 2009.

Refugee Services was again represented at the Annual Tripartite Consultations on Resettlement in Geneva in June. Peter Cotton co-presented and led a very successful half day workshop aimed at identifying the mutual benefits of 'twinning' – a concept in which traditional resettlement countries are linked to emerging countries to assist in the planning and development of new programmes through sharing, successes, failures, ideas and resources.

Staff development included a very successful National Staff Conference at which keynote speaker Paris Aristotle inspired and encouraged the staff which his presentations. Paris is the Director of world-renowned "Foundation House" in Melbourne, which provides mental health support to survivors of torture and trauma.

Improvements in the efficiency and infrastructure of the organisation have been achieved with the introduction of a digital strategy, installation of a national computer network and content management system, first stage of a new client database and Refugee Portal project. The appointment of a National Fundraising Coordinator has also started to increase the agency's funding from non-government sources.

This year saw some challenges resulting from differing interpretations of lines between governance and management . . . a contentious issue faced by many NGOs at some stage in their development. Despite these tensions, Refugee Services can celebrate much that has been achieved. We recognise and honour the contribution that former refugees and their communities continue to make to New Zealand society.

We look to the year ahead with a renewed commitment to ensure that arriving refugees, in need of international protection, are provided with the quality of care that they deserve.

Special thanks to those who have supported our work over the past year...

In addition to the ongoing support of our major Government funders:
The Department of Labour (DoL) and the Ministry of Social Development (MSD)

Refugee Services wishes to thank and acknowledge the generous support of the following:

Trusts & Foundations
Lee Foundation
JR McKenzie Trust
Trust Waikato
Riccarton Youth Trust
Canterbury Community Trust
Wel Energy Trust
W&M Bear Trust
Nelson Refugee Assistance
The Thomas Brydon Trust

Grants
CID - Metropolis Annual Conference
UNHCR Canberra
Selwyn Community Education
UNHCR Geneva
Union & Community Health Centre
Waikato Institute of Technology
Mt Roskill Community Board
Waikato Refugee Forum

COGS Committees
Manukau
Waitakere
Auckland
Hamilton
Manawatu/Horowhenua
Whitereia/Porirua
Hutt Valley
Christchurch
Nelson

City Councils
Waitakere City Council
Hamilton City Council
Porirua City Council
Hutt City Council
Auckland City Council

Finally, thanks to all the wonderful individuals who have supported our work throughout the past year. Whether you have helped us financially - or volunteered your time and talents to assist in the work of welcoming and helping to resettle newly-arrived refugees . . . . we thank you and pay tribute to you all.

Our offices around the country...

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Refugee Services
AOTEAROA NEW ZEALAND



Refugee Services
AOTEAROA NEW ZEALAND

Annual Report
2007-08

A few words from the chair

Dr Love Chile



The resettlement of refugees in Aotearoa New Zealand is a partnership between government, community-based not-for-profit organisations, the host communities and refugees, their families and communities. For the attainment of sustainable outcomes of "refugees achieving their full potential and contributing within an inclusive society" as outlined in the Vision of Refugee Services, these four partners must work collaboratively and respectfully of each other.

As the international security and political environment changes, the task of refugee resettlement has become much more complex. This demands that organisations and government agencies working with refugees also must continue to be innovative. It is this innovative approach that marked the work of Refugee Services in 2008. One of the highlights of this was the launch of the new brand by the Governor General, The Honourable Anand Satyanand on 22 July 2008 at Government House Wellington.

The launch of the new brand marks a new phase in the evolution of the work of our organisation. The work of Refugee Services has grown as the complexity of the issues refugees face has grown and multiplied. The name and the new brand point to the new direction the organisation has moved and encompass the full breadth of the services that Refugee Services offers, and will offer in the future.

The name Refugee Services Aotearoa New Zealand Incorporated embodies the holistic approach of what we do. It takes into consideration the ever-changing global environment of working with refugees and refugee issues which demand that we as an organisation become more involved in a number of activities ranging from research and development and effective advocacy, to overseas pre-departure orientation and assessment activities in refugee camps, the agency playing a significant role in public and community education and training to help develop understanding of the refugee experience and promote social cohesion within New Zealand's growing multicultural society.

Part of this public education, training and advocacy role is demonstrated in the leadership that Refugee Services has taken in the innovative approach to its work which distinguishes it from other organisations and agencies working in the refugee sector. This is the creation of a new cadre of professional workers in the category of Cross Cultural Workers.

Refugee Services has started to develop a "framework of practice" to guide the delivery of cross cultural services across the agency. This will not only enhance the professional competency of the cross cultural workers, but will also increase the cultural competence of the social workers and trained volunteers who work in partnership with them. Refugee Services is committed to the goal of becoming a culturally competent organisation in all aspects of its operations.

The work of Refugee Services in 2008 continued to bear the hallmarks of what has become our character, outstanding quality of service, outstanding contribution to international work, volunteer development programme that is exemplary in the sector, operational excellence. We are blessed with eminent leadership of the organisation at the national, regional and local levels. The three National Managers, Jenni Broom, National Manger Client Services; Peter Cotton, National Manager External Relations; and Brett Denham National Manager Operations, have led the organisation with dedication and sense of purpose, supported by Regional Managers Peter Scott in Wellington [Central Region], Anne-Marie Reynolds in Christchurch [Southern Region] and Jill Conway in Auckland [Northern Region].

These lead teams of highly dedicated national and regional Volunteer Programme Coordinators, National Communications Coordinator and Fund Raising Coordinator, Social Workers, Cross Cultural Workers, administration and support staff. Special mention must be made of our team of hundreds of volunteers across the country.

These are the people that make this organisation work. Their commitment of time, effort, empathy and tireless dedication makes us an international example of good practice in refugee resettlement. This is demonstrated by the level of international recognition that Refugee Services enjoys, and our being continually sought after and invited to participate in international activities.

As we celebrate the achievements of 2008, I ask that we continue to focus on what makes us unique in the sector, our commitment to working for durable solutions for refugees, as encapsulated in our motto which is to 'resettle, prosper and grow'.

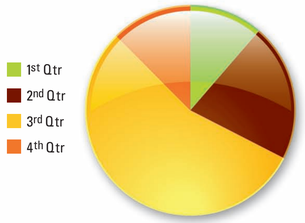
Members of the Board:
- Dr Love Chile (Chair)
- Lesley Hooper (Vice Chair)
- Mary Rose Royal (Past Chair)
- Richard Browning
- Dr Arif Saeid
- Diana Crossan
- John Lumsden
- Ria Earp



Nationalities resettled in 2007/2008

Country of origin:	No:
Afghanistan	68
Algeria	5
Armenia	6
Bhutan	75
Columbia	29
Congo	21
Djibouti	3
Ethiopia	10
Eritrea	78
Indonesia	5
Iran	11
Iraq	89
Myanmar	255
Mauritania	10
Nepal	5
Palestine	5
Rwanda	25
Somalia	18
Sri Lanka	4
Sudan	30
Total	**752**

Resettlement by region:	No:
Auckland	262
Hamilton	66
Palmerston North	76
Porirua	63
Hutt Valley	73
Wellington	58
Nelson	59
Christchurch	95
Total	**752**



Type of requests of 1st year clients



Rank:	Type of request:	No:	Percentage:
1	Health	2981	13.67%
2	Work and Income	2847	13.06%
3	Housing	2493	11.43%
4	Adult Learning	2164	9.93%
5	Household Issues	1793	8.22%
6	Children / Schooling	1731	7.94%
7	Community Issues	1384	6.35%
8	Mental Health	1278	5.86%
9	Immigration Issues	1176	5.39%
10	Budgeting / Finance	826	3.79%
11	Family Safety	777	3.56%
12	Legal Issues	594	2.72%
13	Domestic / Marriage Issues	457	2.10%
14	Parenting	436	2.00%
15	Employment	413	1.89%
16	Adolescent Issues	347	1.59%
17	Harassment	105	0.48%
	Total:	**21802**	**100%**

Analysing the trends

Refugee Services support begins with the most fundamental elements of settlement – the establishment of shelter and a place to call 'home'. Predictably, the top five areas requiring the support of our Social Workers and Cross Cultural Workers during the first year of settlement are in relation to becoming established in new homes – Work and Income support to provide income and access Re-establishment Grant; housing at an adequate standard which is in a safe area free from discrimination; adult learning to ensure that adults are enrolled in appropriate courses to assist settlement goals; and adjustment to live comfortably with the skills to manage a New Zealand home. Overarching all of these is ensuring that refugees have access to the medical care they need and that they are able to access appointments.

In the second year of settlement the pattern shifts and the hierarchy of needs develops. As the establishment of shelter has been achieved, immigration issues come to the fore, as refugees who have suffered multiple losses address their fundamental longing to be reunited with other family. Their own ability to settle is hampered by the loss of community and connection caused by the separation of loved ones, and often feelings of isolation are experienced. They also wish to do something to alleviate the suffering of family members who are often in refugee-like situations. This is very much linked to a feeling of well being and maintenance of hope, so impacts on mental health. In many cases the consequences of past trauma and sometimes torture also emerge once the more pressing issues of immediate settlement have been addressed.

Housing issues sometimes remain high where the housing available is at a significant distance from other community members, and a feeling of isolation persists. At the same time the navigation of the maintenance of a Work and Income benefit requires ongoing attention.

Rank:	Type of request:	No:	Percentage:
1	Immigration Issues	876	18.20%
2	Health	712	14.80%
3	Mental Health	459	9.54%
4	Work & Income	429	8.92%
5	Housing	401	8.33%
6	Legal Issues	351	7.29%
7	Household Issues	250	5.20%
8	Adult Learning	233	4.84%
9	Community Issues	192	3.99%
10	Employment	178	3.70%
11	Children / Schooling	155	3.22%
12	Family Safety	153	3.18%
13	Parenting	135	2.81%
14	Domestic / Marriage Issues	102	2.12%
15	Adolescent Issues	92	1.91%
16	Budgeting / Finance	84	1.75%
17	Harassment	10	0.21%
	Total:	**4812**	**100%**

Type of requests of 2nd year clients



Statement of financial performance for the year ended 30 June 2008

	2008	2007
INCOME		
Appeal Donation		
Donations received	-	355
	-	355
Funding Contracts		
Ministry of Social Development	472,735	414,449
Department of Labour	2,163,122	1,998,311
Charitable Trusts Grants/Government Grants & Other Donations	444,885	373,093
Other Income		
Interest on investments	47,593	41,690
Sundry	960	-
TOTAL INCOME	**3,129,295**	**2,827,899**

	2008	2007
EXPENDITURE		
Salaries and allowances		
Payments to employees	2,478,420	2,133,476
Holiday pay expense	108,021	8,783
Staff recruitment	32,180	25,750
Travel		
Airfares, motor vehicle expenses and accommodation	221,951	161,034
Administration		
Printing, stationery, postage and photocopying	43,471	36,155
General expenses	51,382	54,486
Repairs and maintenance/Office equipment	101,781	40,015
Training	78,218	65,149
Communications		
Telephones	103,297	72,207
Public relations	27,008	17,985
Occupancy		
Office electricity	14,298	11,385
Rent	230,432	198,348
Other		
Audit fees & Accounting Services	12,022	7,850
Professional Services	12,641	13,796
Insurance and Accident Compensation Levy	18,523	15,855
Depreciation	52,396	48,166
Allocation of other funding		
- Special Purpose The Migrating Kitchen Project Expenditure	12,500	39,600
- Transfers to Special Purposes	50,508	72,760
Refugee expenses		
Translation and Interpretation	16,797	4,847
Refugee related expenses	16,025	24,189
TOTAL EXPENDITURE AND ALLOCATIONS	**3,681,871**	**3,051,835**
SURPLUS / (DEFICIT) TO OPERATIONAL FUND	**(552,576)**	**(223,937)**

Note: In the 2004 Budget, Treasury allocated additional funding of $6 million dollars (less GST) to support the work of Refugee Services over a four year period. This funding is being apportioned in equal payments of $1.5 million per annum. The funding recognised the need for increased staffing levels and a more appropriate level of core-funding. Staffing levels and operating costs have continued to rise incrementally, in line with Refugee Services predictions. The surpluses generated in first two years have provided the necessary funding to offset the losses made in the 2007/2008 financial year of $552,576 and the 2006/2007 loss of $223,937. This concludes the four year funding period.

The full accounts can be obtained on request from our National Office.

Statement of financial position as at 30 June 2008

	2008	2007
EQUITY		
Funds Available for Operations		
Accumulated Funds - Operational	116,945	576,113
Accumulated Funds - General	-	35,343
	116,945	611,456
Funds Available for Special Purposes		
Special Purposes Funds	71,211	92,916
TOTAL EQUITY	188,156	704,372
Represented by:		
Current Assets		
Accounts receivable	4,537	54,932
Cash and Deposits	366,528	763,497
Total Current Assets	371,065	818,429
Non-Current Assets		
Investment in car scheme	16,297	16,297
Fixed assets	205,289	85,085
Total Non-Current Assets	221,586	101,382
TOTAL ASSETS	592,651	919,810
LESS CURRENT LIABILITIES		
Accounts payable	156,909	63,373
Income received in advance	-	12,500
Provision for holiday pay	247,586	139,565
TOTAL LIABILITIES	404,495	215,439
NET ASSETS	**188,156**	**704,372**

Statement of movements in equity for the year ended 30 June 2008

	2008	2007
FUNDS AVAILABLE FOR OPERATIONS		
Accumulated Funds - Operations		
Opening balance	611,455	650,534
Special Purpose Funds Transferred	58,066	149,515
Net surplus (deficit)	(552,576)	(233,937)
Special Purpose Funds Transferred - General	-	35,343
Closing balance	**(116,945)**	**611,455**
FUNDS AVAILABLE FOR SPECIAL PURPOSES		
Special Purpose Funds		
Opening balance	92,916	203,585
Special Purpose Income Received	63,008	112,360
Transfer to accumulated funds and payments	(84,713)	(223,029)
Closing balance	**71,211**	**92,916**
TOTAL EQUITY	**188,156**	**704,372**